



National Aeronautics and
Space Administration (NASA)

NASA Shared Services Center

Stennis Space Center, MS

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www.nssc.nasa.gov

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NSSC FY13 Services Catalog

Responsible Office: Business & Administration Office

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Approved by:

/s/ Anita F. Harrell

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Director, Business & Administration Office

August 27, 2012

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1.0 INTRODUCTION

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) performs select business and technical services in a single, shared services environment. Consolidation allows the NSSC to increase operational efficiency and provide consistent levels of customer service. The services provided by the NSSC are from five functional areas: Financial Management (FM) Services, Human Resources (HR) Services, Procurement (PR) Services, Information Technology (IT) Services, and Agency Business Support (ABS) Services. A brief description of the Fiscal Year (FY) 13 NSSC services follows with further detail contained in Sections 2.0 – 7.0 including service rates rounded to the nearest dollar.

1.1 Financial Management Services Overview

In the area of FM, the NSSC provides the following services:

- Accounts Payable (AP);
- Accounts Receivable (AR);
- Fund Balance with Treasury (FBWT);
- Payroll and Time and Attendance Processing;
- Travel Expense Report Payments including:
 - Domestic Travel Expense Reports and All Travel Advances;
 - Foreign Travel Expense Report Payments;
 - Extended Temporary Duty (ETDY) Expense Report Payments;
 - Change of Station (COS) Expense Report Payments;
- Relocation Services provided via Agency Relocation Services Contract;
- Relocation Services Contract Technical Management and Support; and
- Conference Reporting.

1.2 Human Resources Services Overview

The NSSC provides the following HR services:

- Support to Personnel Programs including:
 - Drug Test Administration;
 - General Employment Inquiries;
 - Position Classification Appeals;
 - NASA Awards and Recognition Processing;
 - Preparation and Deployment of Employee Notices;
 - Support to HR Specialists;
 - Development of Information Materials;
- Senior Executive Service (SES) Case Documentation and SES Candidate

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- Development Program (CDP) Mentor Appraisals;
- Employee Development and Training;
- Employee Benefits including:
 - Benefits and Survivor Counseling;
 - Retirement Estimates and Package Processing;
 - New Hire, Transfer, and Reassignment Processing;
 - Administration of Leave Donor Program and Advanced Sick Leave Program;
- Financial Disclosure Processing using the Ethics Program Tracking System (EPTS);
- HR and Training Information Systems;
- Personnel Action Processing (PAP);
- Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping;
- On-line Course Management within System for Administration, Training, and Educational Resources for NASA (SATERN); and
- Off-site Training Purchases.

1.3 Procurement Services Overview

For the PR function, the NSSC provides:

- Pre-Award of Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Contracts;
- Award of Grants, Cooperative Agreements, and SBIR/STTR Contracts including:
 - Award of Grants and Cooperative Agreements
 - Award of SBIR/STTR Contracts
- Administration of Grants, Cooperative Agreements, and SBIR/STTR including:
 - Processing of Funding Supplements to Grants/Cooperative Agreements;
 - Processing of Funding Modifications to SBIRs/STTRs;
- On-site Training Purchases;
- Agency Contracting Services;
- Procurement Processing and other Administrative Services including:
 - Procurement Surveys;
 - NASA Federal Acquisition Certification for Contracting Officer Representatives (FAC-COR) Program;
 - 1102 Training Program;
 - NASA Purchase Card Program; and
 - Validation and Verification of Contract Audit and Administration Services

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(CAAS).

1.4 Information Technology Services Overview

The NSSC provides the following IT services:

- Enterprise Service Desk (ESD); and
- Enterprise License Management (ELM).

1.5 Agency Business Support Services Overview

The NSSC provides the following ABS service:

- IT Infrastructure Integration Program (I3P) Business Office.

1.6 Cross-Cutting Services Overview

In support of all services, the NSSC provides a:

- Customer Contact Center; and
- Document Imaging.

1.7 Overview of Appendices

The allocation variable is the basis for service rate/price development and customer billing and is used by the NSSC to track work accomplished, cost of service delivery, and Service Level Agreement (SLA) performance. Allocation variables for each service are located in Appendix A, and prices for each service are located in Appendix B. A glossary of acronyms is provided in Appendix C.

1.8 Contact Information

Inquiries regarding any of the services detailed within this catalog can be made via the NSSC Customer Contact Center (CCC).

NSSC CCC

Phone: 1-877-677-2123 (1-877-NSSC123)

E-mail: nssc-contactcenter@nasa.gov

Fax: 1-866-779-6772 (1-866-779-NSSC)

On-line: <https://www.nssc.nasa.gov/webinquiry>

Please reference "NSSC FY13 Services Catalog" in your inquiry.

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1.9 Vision, Mission, and Quality Policy

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high-quality, cost-effective, and customer-focused support for selected NASA business and technical services.

NSSC Quality Policy: The NSSC is committed to providing superior quality products and services to all internal and external customers. Using our customers' input and "fact-based" data analysis, we have established quality objectives that drive continuous improvement, greater efficiency, and improved customer satisfaction.

"We are committed to Customer Satisfaction!"



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1.10 Unit of Measure Glossary

Rate development by service is based on total cost by service divided by a unit of measure by service. Definitions of units of measure utilized by the NSSC in FY13 are supplied in the chart below.

Transaction	The NSSC issues a charge to a NASA Center based upon a transaction. Each service's "Unit of Measure" defines what equals a transaction.
Full Time Equivalent (FTE)	The FTE workforce is the civil servant workforce data obtained from N2. (N2 is the official NASA budget system where the FTE and Work Year Equivalent (WYE) data are extracted.) Some services are not transactional based and, therefore, are assessed to the Centers based upon the FTE data. Centers are billed monthly transactions based upon 1/12 of the budgeted FTE amount.
N2 Workforce	The N2 workforce is the total civil servant and contractor workforce. These data are obtained from N2. (N2 is the official NASA budget system where the FTE and WYE data are extracted.) Some services which are not transactional based are charged based upon the N2 workforce, which is the total of the FTE and contractor data. Centers and Mission Directorates are billed monthly based upon 1/12 of the budgeted FTE and WYE amount.
Licenses	Number of licenses negotiated in the software enterprise license agreement.
IdMAX	The Identity Management and Account Exchange (IdMAX) system is used to determine badged personnel, civil servants, and contractors at each Center.

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1.11 Service Level Indicators

Service Level Indicators (SLIs) are indicative of overall NSSC performance and most have a component of Service Provider performance and Civil Service performance. The NSSC will report on SLI performance in accordance with the NSSC Service Level Agreement. The NSSC shall develop remedial action plans where service standards fall below indicated SLIs, as applicable.

1.12 NSSC-Wide Service Level Indicators

- 90 percent Customer Satisfaction Rating in accordance with NSSC Survey Plan.
- NSSC Systems Uptime: 99.95 percent Uptime for NSSC controlled systems.
- NSSC Web site Availability: 99.95 percent Uptime for NSSC controlled systems.

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2.0 FINANCIAL MANAGEMENT SERVICES

The NSSC provides AP, AR, Travel, Payroll, and FBWT services for each of the NASA Centers and Headquarters (HQ). Additionally, the NSSC provides services for Conference Reporting, ETDY Assistance, Relocation Services, and support for the Agency Travel/Fleet Card Programs. The NSSC develops and maintains appropriate internal controls based on Generally Accepted Accounting Principles and NASA policy; collects information, reconciles data, and provides support to respond to requests; performs periodic reconciliations as required by NASA policy and procedures; prepares financial reports; and performs fiscal year-end and new-year activities.

The costs for oversight of the Agency Travel/Fleet Card Programs and Internal Controls are spread across FM services. The costs include liaison activities with HQ and the bank, performing monthly oversight of delinquencies, and reporting monthly/quarterly/yearly as required. The cost for Internal Controls includes reviews throughout the NSSC. The activities include costs associated with internal and external reviews and audits and the audit liaison activity.

For each FM activity, implementation of system solutions is imperative to decreasing the unit cost to the customer. For example, reports and reconciliations should be automatically generated from Systems, Applications, and Products in Data Processing (SAP), in lieu of manually preparing and reconciling the data. The automated reports will decrease the risk of internal control issues and will allow a timely and efficient means of identifying variances and correcting the reconciling items before month end. The Doc Types used for deriving utilization for some activities may change during the year due to new Doc Types being identified within the Agency. Additionally, there is a potential of increased cost due to required changes to the Agency process as a result of Department of Treasury mandated Government-Wide Accounting (GWA) reporting.

2.1 Accounts Payable

Assembles, reviews, processes, records, reports, and reconciles commercial and government invoices and government purchase card invoices. Issues payments and processes contract letters of credit payables. Ensures Standard Form (SF)-425 Federal Financial Reports (FFRs) are accurately processed.

Unit of Measure: Includes the total number of projected invoice payments, Intra-governmental Payment and Collection (IPAC) payments (including Financial Invoice (FI) invoices), and Cash Grants payments (non-Letter Of Credit (LOC) commercial payments) for the Centers. The number of payment transactions includes all payments made using payment methods D, C, E, X, 5, and 6. These data are pulled using T-Code ZFI_AP_PMT_STAT with a payment run date from the beginning of the fiscal year

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to end of fiscal year. This report is used to ensure that all Treasury confirmed payments are accurately reported for utilization. The same report is also utilized for the on-time payment metric. The number of IPAC payment transactions includes all payments using 1,500 clearing document numbers and document types KB, KC, Z2, Z3, ZC, and ZI using T-Code FBL1N. Currently, the number of Center-requested reversal transactions is pulled using T-Code FBL1N filtered for document type RZ transactions containing the billable "B" distinction in the text field. (We are in the process of evaluating potential automated solutions for pulling reversal transactions.) In FY 2013, the transactions associated with the NSSC Working Capital Fund (WCF) Advance and Liquidation will no longer be included in the utilization.

IPAC payments for FedMil are counted as follows: The NSSC uses the "adopted" method of processing these transaction types. If each of the items has cost and funding, it will be counted as one unit of measure. For example, if you have 500 items and 450 have cost and funding, the processing of the 450 items will be counted as one unit of measure. For the remaining 50 items that are processed later, they will be counted as an additional unit of measure, if all 50 have cost and funding. If only 45 have cost and funding, then the 45 will be counted as a unit of measure. The remaining five will be counted as a unit of measure, if all five have cost and funding, etc. The utilization is counted each time the item is processed/handled, because it equates to a transaction in the system, which is then billable.

Additional Cost Drivers: Delay in receipt of approval, cost, funding, etc., of invoices; processing reversals of invoice payments and lack of standardized processing for receipt of invoices; mandatory audits; and high volume of help desk tickets received from vendors through the CCC. There is a potential of increased cost due to required changes to the agency process as a result of Government-Wide Accounting (GWA) reporting.

FY13 Service Rate: \$151

Service Level Indicator:

- Process 98 percent of payments on time.
 - Between 98 percent and 97 percent (Yellow)
 - Less than 97 percent (Red)

- Pay no more than \$200 interest penalties per \$1,000,000 in payments.
 - Between \$201 and \$300 (Yellow)
 - More than \$300 (Red)

Web: www.nssc.nasa.gov/ap

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2.2 Accounts Receivable

Provides consolidated billing and collection for reimbursable and non-reimbursable AR.

Unit of Measure: Includes all AR actions (billings, collections, and write-offs) initiated for the Centers. Transactions include entry of an AR action (direct or reimbursable (Doc Types DR, RV, WO, and WV)), collection of that action (Doc Types AR, DA, DG, DP, DX, DZ, EF, ET, HF, HT, NP, PF, PT, RL, ZQ, ZX, and ZY), and collections of overpayments without a billing action (direct or reimbursable). Doc Type MR is the second of the two steps required in posting a journal voucher transaction. The Centers are charged for the first step when the collection is posted in SAP.

These data are pulled using T-Code FBL3N OR FBL5N. Utilization data include partial payments and royalty payments. The variants are the Doc Types listed above, and the data are also filtered by fiscal year. Utilization should exclude any transactions related to NSSC customers (by removing any transactions using the WCF). ZEPY customers (employee debt) are included in utilization because the NSSC is responsible for processing transactions in SAP for these customers. The NSSC utilizes Doc Types DG, DR, WO, and WV to calculate the data for ZEPY customers. Utilization includes Special General Ledger (GL) in variants, which includes postings for down payments, interest, penalties, and administrative fees.

The NSSC is responsible for depositing collections (including collections received for down payments). In lieu of manually calculating the utilization data for down payments, the NSSC utilizes Doc Type DP as a means of determining how many checks were processed. The NSSC is not currently aware of how to automate the calculation of utilization data for down payments.

Additional Cost Drivers: Mandatory audits and high volume of help desk tickets received at level two. There is a potential of increased cost due to required changes to the Agency process as a result of GWA reporting.

FY13 Service Rate: \$64

Service Level Indicator:

- 98 percent of bills will be created without error attributed to the NSSC.

Examples of NSSC Errors:

- Direct: Bill created against wrong customer

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- Direct: Bill/Journal Vouchers created against GL account
- Direct: Incorrect Business Area
- Direct: Erroneous bill

Examples of Center Errors:

- Direct: Travel rescinds Bill of Collection (BOC) due to employee providing receipts
- Reimbursable: Center requests rescind bill due to accrual in reimbursable billing
- Reimbursable: Center requests rescind bill due to cost analysis
- Direct: Center provided incorrect General Ledger account in creation of BOC

Web: www.nssc.nasa.gov/ar

2.3 Fund Balance with Treasury

Consolidates NASA's collections, disbursements, and related adjustments. The NSSC:

- Performs daily and monthly reconciliation;
- Initiates Financial Management System (FMS) 224 transmission;
- Performs cumulative FBWT reconciliation; and
- Produces reports.

Unit of Measure: The number of transactions will be the sum total for AP, AR Collections, and Travel services. The calculation is based on the number of transactions due to the fact that researching, resolving, and tracking statement of differences is done at the transaction level, not the payment schedule level. Additionally, the cost used to determine the rate for FBWT is the cost associated with the performance of FBWT; it does not include the cost associated with AP, Travel, or AR. Therefore, the cost is not double counted.

Additional Cost Drivers: Delay in receipt of cost or approval for invoices and reversing invoices. There is a potential of increased cost due to required changes to the agency process as a result of GWA reporting. In addition, mandatory audits lead to an increase in workload for FBWT processing.

FY13 Service Rate: \$12

Service Level Indicator: Not applicable.

Web:
<https://www.nssc.nasa.gov/portal/site/fmcommunity/menuitem.057da5c56990406a4824>

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2.4 Payroll and Time and Attendance Processing

Delivers time and attendance data to the Department of the Interior (DOI) using NASA's Web-based Time and Attendance Distribution System (WebTADS) program; additionally, the NSSC performs:

- Review and validation activities regarding employee salary and benefits payments;
- General information services to employees and serves as liaison between employees and the DOI;
- Review and validation activities of time and attendance information for all NASA employees for submission to DOI;
- The processing of prior pay period adjustments based on data received from the centers; and
- Completion of the Errors and Missing process within FPPS and WebTADS based on the established timeframe.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Processing of prior pay period adjustments has an impact on the processing of payroll. The processing of Non-NASA Employee Award payments and the payment of withheld award and ETDY travel reimbursement taxes for Non-NASA employees also has an impact on the processing of payroll. In addition, mandatory audits lead to an increase in workload for payroll processing.

FY13 Service Rate: \$81

Service Level Indicator:

- Process 99.9 percent of payroll and time and attendance accurately and on time to the DOI.

Web: www.nssc.nasa.gov/payroll

2.5 Travel Expense Report Payments

Provides travel reimbursement services for all authorized Agency travel including: domestic, foreign, local, ETDY, and Change of Station (COS).

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2.5.1 Domestic Travel Expense Reports and All Travel Advances

Unit of Measure: Domestic travel payments and all advances issued (domestic, foreign and COS). The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Domestic travel utilization should not include domestic ETDY, as those transactions are included in the ETDY Travel Expense Reports Payment utilization section 2.5.3. Domestic vouchers are Doc Type ZT. Advances issued are Doc Type ZE. Liquidations of domestic advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Delay in funding availability, policy decisions, completing account assignment changes, and actions taken while completing statistical sampling due to expense report errors (amendments and bill of collections). In addition, mandatory audits lead to an increase in workload for domestic travel processing.

FY13 Service Rate: \$25

Service Level Indicator:

- Validate and process 85 percent of domestic travel expense reports within four business days of receipt of a complete expense report (including adequate funding).

Web: www.nssc.nasa.gov/domestictravel

2.5.2 Foreign Travel Expense Report Payments

Unit of Measure: Foreign travel expense report payments. The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Foreign travel utilization does not include foreign ETDY, as those transactions are included in the ETDY Travel Expense Reports Payment utilization section 2.5.3. Foreign vouchers are Doc Type ZO. Liquidations of foreign advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: An increase in workload occurs for Foreign travel

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payments since these require a 100 percent audit as compared to Domestic travel payments which are reviewed based on statistical sampling. Other cost drivers may include delay in receipt of approved expense report, policy decisions, funding availability, as well as completing account assignment changes. Delays due to modifications required on incorrect and/or incomplete expense reports after the NSSC has initially reviewed prior to approval by management may also drive costs.

FY13 Service Rate: \$395

Service Level Indicator:

- Validate and process 85 percent of foreign travel expense reports within five business days of receipt of a complete expense report (including adequate funding).

Web: www.nssc.nasa.gov/foreigntravel

2.5.3 ETDY Travel Expense Report Payments

Unit of Measure: All ETDY expense report payments. Utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Liquidations of ETDY advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. A current SAP Query from SQ01 - NSSC Travel Payment Variant is used to derive the utilization data. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Delay in receipt of approved voucher, policy decisions, funding availability and efforts required to complete account assignment changes. In addition, delays due to modifications required on incorrect and/or incomplete expense reports after the NSSC has initially reviewed prior to approval by management. Mandatory audits also lead to an increase in workload for ETDY travel processing.

FY13 Service Rate: \$395

Service Level Indicator:

- Validate and process 85 percent of ETDY expense reports within five business days of receipt of a complete expense report (including adequate

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funding).

Web: <https://www.nssc.nasa.gov/extendedtravel>

2.5.4 COS Travel Expense Report Payments

Unit of Measure: COS payments for en route, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, and Relocation Income Tax Allowance (RITA). Income Tax Reimbursement Allowance (ITRA) is also included for long-term ETDY personnel. Utilization includes all payments reissued for various reasons (e.g., treasury cancellations due to incorrect traveler vendor record). The number of COS payments could be estimated by taking the number of COS moves times three or four. COS voucher payments are Doc Type ZU. Liquidations of COS advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. Utilization is determined from SAP Query SQ01 – NSSC Travel Payment Variant.

Additional Cost Drivers: Delay in receipt of voucher from the traveler after the expense has been incurred, delay in receiving required receipts from traveler, and mandatory audits lead to an increase in workload for COS travel processing.

FY13 Service Rate: \$395

Service Level Indicator:

- Validate and process 85 percent of actual temporary quarters, real estate, constructive, and all other COS vouchers within 15 business days of receipt of a complete voucher (including adequate funding).
- Validate and process 85 percent of en route, miscellaneous expense allowance, fixed temporary quarters, and house hunting (fixed/actual) COS vouchers within six business days of receipt of a complete voucher (including adequate funding).
- Validate and process 85 percent of RITA and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding). Processing of RITA and ITRA vouchers are dependent upon

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annual software updates, which typically occur in Q1 or early Q2 of each calendar year.

Web: www.nssc.nasa.gov/changeofstation

2.6 Relocation Services Provided via Agency Relocation Services Contract

Services provided by the relocation contractor include:

- Entitlement counseling;
- Destination area services;
- Home sales services/Guaranteed Home Sale (GHS);
 - Amended value sale;
 - Appraised value offer;
 - Buyer Value Option
 - Home marketing assistance;
- Property management services;
- Household Goods (HHG), move management, and storage services;
- Agency customization services;
 - Reports; and
 - Training.

Unit of Measure: Number of COS moves with GHS and/or HHG shipments for each Center. NOTE: These data are collected for estimating each Center's potential utilization of the Agency relocation services contract. GHS and HHG shipment costs will continue to be paid directly by the Centers through purchase requests forwarded to the NSSC for issuing delivery orders against the Agency contract. The Center purchase requests will be in advance of approving COS travel authorizations requiring Agency relocation services contract support.

Additional Cost Drivers: Declining property values, decreased ability of employees to complete real estate transactions, and surplus of affordable homes on the market.

FY13 Service Rate: Not applicable. (Centers fund actions associated with personnel moves via purchase request.)

Service Level Indicator: Not applicable.

Web: Not applicable.

2.7 Relocation Services Contract Technical Management and Support

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Provides relocation services contract technical management and support for all NASA employees, Centers, and associated facilities. The NSSC:

- Estimates/creates authorizations and obligates funding for both direct reimbursement and contract services;
- Performs contract management;
- Reconciles and approves invoices;
- Assesses contractor performance; and
- Resolves problems with relocation vendor.

Unit of Measure: The number of COS orders and amendments for the Center. Centers may utilize an average of the actual number of moves from previous years to estimate the utilization unless more accurate data are available.

Additional Cost Drivers: Delays in receipt of COS notification or purchase request information, required signed documents from sponsoring Center or traveler, policy decisions, and budget availability to obligate funds. Actions taken to complete accounting code changes, as well as follow-up required if the traveler delays to exercise or file entitlement/benefit claims.

FY13 Service Rate: \$2,781

Service Level Indicator:

- 90 percent of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center.

Web: www.nssc.nasa.gov/changeofstation

2.8 Conference Reporting

Performs conference reporting support to the NASA OCFO, Center determination teams, and conference attendees. The NSSC acts as system moderator and performs administrative functions in the NASA Conference Tracking System (NCTS) including:

- Performing data entry of reportable conferences into NCTS including information requiring research on conference Web sites and brochures; and
- Monitoring of NCTS entries to ensure no duplicate entries are made.

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Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Mandatory compliance with the Office of Management and Budget's Memorandum M-12-12.

FY13 Service Rate: \$3

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/conferences

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3.0 HUMAN RESOURCES SERVICES

The NSSC provides HR services that provide Support to Personnel Programs, SES Case Documentation, Employee Development and Training, Employee Benefits, Financial Disclosure Processing, Human Resources Information and Training Systems Operations and Maintenance, PAP, eOPF Maintenance and Record Keeping, Online Course Management, and Off-Site Training Purchases.

3.1 Support to Personnel Programs

Provides a variety of HR Support Personnel activities. The NSSC:

- Provides administrative support to the Agency Drug-Free Workplace Program in accordance with mandatory guidelines for federal drug testing programs;
- Responds to general NASA employment inquiries;
- Processes the Agency's position classification appeals;
- Provides administrative and clerical support to the Agency's awards program;
- Prepares and distributes employee notices;
- Provides information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency; and
- Develops, designs, produces, and delivers informational materials related to a variety of HR Agency programs including Web sites, desk guides, brochures, recruitment tools, training manuals, and user manuals.

Unit of Measure: FTE as validated against N2.

FY13 Service Rate: \$157

3.1.1 Drug Testing Administration

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/drugtesting

3.1.2 General Employment Inquiries

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/workfornasa

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3.1.3 Position Classification Appeals

Service Level Indicator: Not applicable.

Web:

<https://www.nssc.nasa.gov/portal/site/hrcommunity/menuitem.792fb4627fc24eda66ed66104dd72749/>

3.1.4 NASA Awards and Recognition Processing

Additional Cost Drivers: Reproduction and reshipment of awards certificates when incorrect award data is provided in the NASA Automated Awards System (NAAS). Compressed Honor Awards timeframes and changes in Agency policy can also drive costs.

Service Level Indicator:

- 98 percent of awards/ recognition items/ supplies delivered to Center Awards Points of Contact accurately and no later than five business days prior to Award Ceremony date. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.

Web: www.nssc.nasa.gov/awards

3.1.5 Preparation and Deployment of Employee Notices

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/employeenotices

3.1.6 Providing Support to HR Specialists

Service Level Indicator: Not applicable.

3.1.7 Development of Information Materials

Service Level Indicator: Not applicable.

Web:

<https://www.nssc.nasa.gov/portal/site/hrcommunity/menuitem.4e3ee213dfea93e5a5d531cd4dd72749/>

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3.1.8 Design, Production, and Delivery of Information Materials

Service Level Indicator: Not applicable.

Web:

<https://www.nssc.nasa.gov/portal/site/hrcommunity/menuitem.4e3ee213dfea93eea5d531cd4dd72749/>

3.2 SES Case Documentation

Prepares SES Executive Core Qualifications (ECQ) packages, and Candidate Development Program (CDP) certifications (mentor evaluation memos and ECQ presentations).

Unit of Measure: SES Appointments, Mentor Evaluation Memos, and ECQ Presentations Completed and Submitted for Approval.

FY13 Service Rate: \$8,919

Service Level Indicator:

- Of the complete SES selection packages submitted for ECQs, 98 percent will be completed and sent to Office of Human Capital Management within the established Office of Personnel Management deadline.
- The NSSC will maintain a 98 percent Office of Personnel Management (OPM) approval rate for all cases submitted during the fiscal year.
- 90 percent of the finalized documents for the SES Candidate Development Program will be forwarded to the Center (for Mentor signature) within 30 business days after receipt of a completed package.

Web: www.nssc.nasa.gov/ses

3.3 Employee Development and Training

Provides training services support for specified needs that are standard across the Agency. The NSSC:

- Supports the purchase of standard training classes for the Agency (e.g.,

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- export control, IT security, and ethics);
- Accurately documents off-site training status;
- Receives approved training requests, “reserving” seats for specific on-site courses, tracking reservations against available seats, maintaining a “waiting list” (if necessary), and notifying employees and their managers of the status of a request (confirmed reservation, waiting list, not reserved);
- Updates data in SATERN, the Agency’s learning management system;
- Administers and maintains SATERN, the Agency on-line training system; and
- Supports, coordinates, facilitates, and administers customer/Agency surveys and studies.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Detection and correction of data errors in SATERN.

FY13 Service Rate: \$112

Service Level Indicator: Not Applicable

Web: www.nssc.nasa.gov/training

3.4 Employee Benefits

Provides general administrative, advisory, and transactional support for federal benefits programs to all NASA employees. The NSSC:

- Counsels employees on all federal benefits;
- Calculates retirement estimates;
- Calculates military and civilian deposits/redeposits;
- Processes retirement and survivor packages for NASA employees;
- Supports on-boarding/in-processing for newly selected NASA employees who are identified in the Workforce Transformation Tracking System (WTTS); and
- Administers the Advanced Sick Leave and Voluntary Leave Transfer Programs.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Late publishing of gains/losses in WTTS causing expedited actions.

FY12 Service Rate: \$212

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3.4.1 Benefits and Survivor Counseling

Additional Cost Drivers: Multiple counseling sessions for single survivor event and expedited requests.

Service Level Indicator: Not Applicable

Web: www.nssc.nasa.gov/benefits

3.4.2 Retirement Estimates and Package Processing

Service Level Indicator: Retirement Estimates, Deposits, Redeposits and Application Processing:

Expedited Actions:

- 90 percent of expedited actions are processed by close of business the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications and/or estimates that must be expedited because the employee is retiring within seven business days.) Retirement estimates - meeting this SLI is conditioned on no break in service refunds involved; a single request for estimate, not multiples; and, availability of view capability in eOPF.

Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package (ref. [Service Delivery Guide](#)).

Normal Priority for Retirement Estimates:

- 90 percent of retirement estimate requests are completed within 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests five years to 10 years, 45 business days. For requests 10 years and out, 60 days. (This SLI is based on one (1) retirement estimate per employee within a fiscal year. Employees may submit additional requests but will be on a low priority non-interference basis, however, employee will receive estimate within 60 days.)
- 95 percent of completed retirement packages will be submitted to DOI within ten business days.

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Web: www.nssc.nasa.gov/benefits

3.4.3 New Hire, Transfer, and Reassignment Processing

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/newhire

3.4.4 Administration of Leave Donor Program and Advanced Sick Leave Program

Service Level Indicator: Not Applicable

Web: www.nssc.nasa.gov/leave

3.5 Financial Disclosure Processing

Provides support to Agency ethics offices, HR offices, and financial disclosure filers for Office of Government Ethics (OGE) Form-450, the Public Financial Disclosure Report OGE Form-278, and the Periodic Transaction Report OGE Form 278-T filing processes through use of Ethics Program Tracking System (EPTS) and related services. Utilizing EPTS, the NSSC:

- Identifies filers based on the information identified in the Federal Personnel Payroll System (FPPS);
- Maintains, sends and stores notifications;
- Processes and stores forms;
- Offers easy-to-use electronic signature to filers and approving officials; and
- Provides detailed ethics reporting.

Unit of Measure: OGE-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed.

FY13 Service Rate: \$37

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/financialdisclosures

3.6 HR and Training Information Systems Operations and Maintenance

Supports operations of the Agency-wide automated systems that are used by HR and

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training programs; provides Web site and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Web sites; and supports the NASA HR data users for the full range of HR functions.

The NSSC performs operations and maintenance responsibilities for the following systems:

- NAAS;
- SATERN Datamart and Web reporting;
- Workforce Information Cubes for NASA (WICN);
- Competency Management System (CMS);
- OrgPublisher;
- Human Resources Messaging System (HRMES);
- Workforce Integrated Management System (WIMS);
- NASA Organizational Profile System (NOPS); and
- NASA Employee Profile System (NEPS).

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Center-unique reporting and interface requirements.

FY13 Service Rate: \$177

Service Level Indicator: 99.95 percent Uptime for NSSC hosted systems.

HR and Training Web site Development and Maintenance: Changes to established content:

- Urgent (Urgent Priority): 98 percent of urgent requests completed within four business hours.
- Expedited (High Priority): 98 percent of expedited requests will be completed within eight business hours.
- Normal/Routine (Medium to Low Priority): 95 percent of normal/routine requests will be completed within five business days.

Web: Not applicable.

3.7 Personnel Action Processing

Supports HR transaction processing and related records to produce updated:

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- SES data;
- Official Personnel Folder (OPF) data;
- SF-50 (Notification of Personnel Action) data;
- Non-OPF data or data not recorded on SF-50; and
- Data requested through the use of Group Action Request Lists (GARLs).

Unit of Measure: Each employee and/or position change which may or may not create a SF-50 that is processed in the Federal Personnel Payroll System (FPPS). The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NAAS, FPPS, and Employee Express), corrections caused by NSSC error, retirement actions, and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (awards with the same effective date, pay adjustments for those employees on retained pay, etc.). Centers may still utilize the GARLs to submit work to the NSSC; however, each action (SF-50 or non-SF-50) processed is defined as an individual transaction.

Additional Cost Drivers: Complex/multi-year corrections and expedited, late, and incomplete actions/packages.

FY13 Service Rate: \$89

Service Level Indicator:

- 97 percent of personnel transactions are processed accurately as defined by regulations and references.
- 97 percent of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41-Cla.

Web: www.nssc.nasa.gov/eopf

3.8 eOPF Maintenance and Record Keeping

Performs maintenance of eOPF including:

- Maintaining all information, forms, and data that comprise the OPF;
- Administering the eOPF system for NASA employees;

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- Establishing initial NASA accounts and adjusting access levels upon formal request;
- Serving as the custodian of employee records;
- Establishing, maintaining, purging, transferring, and arranging files for archiving;
- Inserting appropriate documents;
- Purging documents, as necessary, to meet regulatory and NASA guidance;
- Producing reports; and
- Providing SF-75 (request for preliminary employment data) information, as required.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Non-receipt of requested OPFs (requires frequent follow-ups).

FY13 Service Rate: \$45

Service Level Indicator:

- 90 percent of documents will be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.

Web: www.nssc.nasa.gov/eopf

3.9 On-line Course Management

Support the development, testing, and deployment of online training content in the SATERN environment. Testing includes validation of Sharable Content Object Reference Model (SCORM) conformance, Section 508 compliance, and SATERN supported desktop/browser configurations for all supported processes.

The four major processes include:

- Conversion of Center/discipline provided course materials into a computer based training course;
- Updating of existing course content;
- Validation testing and upload of Center/discipline provided courses; and
- Maintaining Technology requirements for external development activities/vendors.

Unit of Measure: Hours required to complete course conversion, test, and upload to

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the SATERN learning management system.

Additional Cost Drivers: Multiple customer reviews, multiple changes to course content requirements, as well as changes to the SATERN environment and/or supported browsers that affect course operations.

FY13 Service Rate: \$122

Service Level Indicator: Not applicable.

Web: <https://www.nssc.nasa.gov/on-linetraining>

3.10 Off-site Training Purchases

Completes student registration and procurement for Center-approved off-site training requests. The NSSC:

- Provides authorized training forms for academic billing;
- Contacts vendors, procures seats, and registers employees for courses; and
- Utilizes bulk purchasing when possible and leverages vendor discounts.

Unit of Measure: Off-site individual training registrations resulting in a purchase and Center cancellations when the cancellation is received after purchase has been completed.

FY13 Service Rate: \$115

Service Level Indicator:

- 90 percent of purchasing, registration, and confirmation activities for external (off-site) training purchases shall be completed accurately within five business days of receipt of a complete, approved training request.

Web: www.nssc.nasa.gov/offsitetraining

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4.0 PROCUREMENT SERVICES

The NSSC provides a variety of PR services across NASA to satisfy the evolving acquisition needs of the Agency. We provide Agency-wide services in support of the Award and Administration of Grants and Cooperative Agreements; the Award and Administration of SBIRs/STTRs; the Award and Administration of On-Site Training Purchases; the award and administration of Agency Contracts; and the performance of general Agency PR services. The award of Grants, Cooperative Agreements, SBIRs, and STTRs is consolidated into one service rate but detailed individually below. Likewise, the administration (processing of funding supplements) of Grants, Cooperative Agreements, SBIRs, and STTRs is consolidated into one service rate but detailed individually below.

4.1 Pre-Award of SBIR/STTR Contracts

Supports the SBIR and STTR Program Management Office during pre-award by:

- Assisting in the preparation and review of the solicitation;
- Posting presolicitation synopsis on FedBizOps;
- Creating contract templates;
- Requesting and drafting waivers and deviations when necessary; and
- Establishing new policies and procedures.

4.2 Award of Grants and Cooperative Agreements and SBIR/STTR Contracts

Supports NASA programs in the award of Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Handbook.

The NSSC:

- Performs pre-award and post-award actions for both competitive and non-competitive awards;
- Supports the Sponsored Research Business Activity (SRBA) with assistance in Grant policy and system requirements definition; and
- Provides support to NASA HQ Office of Procurement to ensure that all policy changes are properly planned, communicated, and implemented at the NSSC.

The NSSC:

- Recommends changes to Grant policy (Grant and Cooperative Agreement Handbook issues/updates);

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- Participates on HQ Grants Steering Committee;
- Troubleshoots electronic interface issues with NASA Solicitation and Proposal Integrated Review and Evaluation System (NSPIRES), Grants.gov, and Contract Management Module;
- Recommends changes to “The Guidebook for Proposers Responding to a NASA Research Announcement”; and
- Maintains and updates content of the Grants Status Web site.

The NSSC further supports SBIR and STTR programs by serving as the Procurement Manager for all ten NASA Centers and by supporting the programs in the award of Phase I and Phase II SBIR and STTR contracts. Award of Phase III contracts is performed by the Centers. The NSSC:

- Awards contracts for Phase I, Phase II, and Phase II-E acquisitions;
- Provides support to the Acquisition Integrity Program Office;
- Serves as liaison for Office of Inspector General (OIG) inquiries;
- Provides support to NASA HQ Office of Procurement by ensuring that all policy changes are properly planned, communicated, and implemented at the NSSC:
 - Assists with the development of SBIR/STTR policy (issuing Procurement Notice/Procurement Information Circulars);
 - Participates on SBIR/STTR monthly ViTS (provides charts and presents data);
 - Troubleshoots issues with the Electronic Handbook (EHB) and Contract Management Module (CMM);
 - Provides assistance with interpretation of contract clauses; and
 - Responds to protests.

FY13 Service Rate: \$2,166

4.2.1 Award of Grants and Cooperative Agreements

Unit of Measure: Grants awarded for each Center, including Grants awarded to commercial firms (under Sections A and B of the Grant Handbook – cost sharing not required). Also included in the utilization are Cooperative Agreements awarded to institutions of higher education, other non-profit organizations, and to state and local government entities with the exception of Cooperative Agreements issued to establish and maintain science and research institutes. Cooperative Agreements awarded to commercial firms (under Section D of the Grant Handbook – cost sharing is required) are not supported by the NSSC and are not included.

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Additional Cost Drivers: Incomplete technical requirements packages for new Grant awards require additional effort by NSSC staff. Necessary documentation includes: adequate budget detail to support the cost proposal; NASA technical officer evaluation of the proposal; additional required documentation for unsolicited proposals (i.e., Justification for Acceptance of an Unsolicited Proposal document); copy of the selection letter (if applicable); recipient's certifications; copy of the Broad Agency Agreement (BAA), NASA Research Announcement (NRA), Announcement of Opportunity (AO), Cooperative Agreement Notice (CAN) solicitation announcement (cover page only), etc. Centers may reference NSSC Form 0025 (Grant/Cooperative Agreement Technical Requirements Package Transmittal Form) for a complete list of the required documents when submitting a technical requirements package. The independent review of all unsolicited and single source proposals and the support for ongoing OIG, Government Accountability Office (GAO), and internal NASA audits also require NSSC procurement staff resources.

Service Level Indicator:

- 90 percent of award packages prepared within 29 calendar days of receipt of the completed requirements package.

Web: www.nssc.nasa.gov/grants

4.2.2 Award of SBIR/STTR Contracts

Unit of Measure: Phase I and Phase II contract awards.

Additional Cost Drivers: Delayed submittal of purchase requests with appropriate language in the text field, along with selection of Contracting Officer Representatives (CORs) during negotiation instead of during the selection process, requires additional level of effort and, in some instances, duplicate efforts. The continued scrutiny by the OIG has increased the workload under the SBIR Program requiring more detailed cost/price analysis and increased documentation.

Service Level Indicator:

- Complete 95 percent of qualified SBIR/STTR Phase I awards within the Program Office prescribed deadline.

Web: www.nssc.nasa.gov/sbir

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4.3 Administration of Grants and Cooperative Agreements and SBIR/STTR Contracts

Supports NASA programs in the administration of Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Handbook. The NSSC performs administrative actions to include: funding supplements, administrative supplements, Technical Officer or Principle Investigator changes, and re-budgeting requests. Other administrative duties include: processing of Grant cancellations, approvals of additional foreign travel requests, approvals of proposed budget change requests, providing A-133 audit finding resolutions, managing receipt of annual and final reports (reminders and delinquent notices), monitoring zero costing, reviewing and approving grant closing documents, responding to all Help Desk inquiries.

The NSSC provides administration support to the SBIR and STTR programs and processes all funding modifications. Administration of Phase III contracts is performed by the Centers. NSSC administrative support to the Program also includes:

- Review and approval of invoices;
- Review and processing of No-Cost Extensions;
- Follow-up on late deliverables;
- Completion of past performance information;
- Cancellation or termination of contracts; and
- Monitoring of available funds.

FY13 Service Rate: \$72

4.3.1 Processing of Funding Supplements to Grants/Cooperative Agreements

Unit of Measure: # of open instruments with an active period of performance during the month billed.

Additional Cost Drivers: Incomplete technical requirements packages to the NSSC for Grant supplements (i.e., Principal Investigator (PI) transfers and augmentations for additional work) require additional effort by NSSC staff. Required documentation for augmentations includes: a complete proposal for the additional work to include adequate budget detail; a technical officer evaluation for the augmentation; and a purchase request. Required documents

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for a PI transfer include: relinquishment letter from the losing university; a final SF 425; and coordination by the Center to deobligate funding from the current award. The new award for the PI transfer requires: a new proposal from the gaining university; a technical officer evaluation; and a new purchase request. Centers would also benefit by awarding and fully funding Grant and Cooperative Agreement awards to the maximum extent possible at the time the basic award is made. This would reduce the number of Grant funding supplements required to fully fund a single Grant award.

Web: www.nssc.nasa.gov/grants

4.3.2 Processing of Funding Modifications to SBIRs/STTRs

Unit of Measure: # of open instruments with an active period of performance during the month billed.

Additional Cost Drivers: Incrementally funding Phase II contracts with limited funding, in lieu of fully funding the contract at time of award, significantly increases the number of modifications requiring processing. Continuing resolutions (funding/budget uncertainties) and OCFO severability decisions may also impact Phase I contracts requiring incremental funding to be processed. Untimely reviews and acceptance of deliverables and/or progress reports in the Electronic Handbook by the COR causes delays in the approval of invoices and increased administrative costs due to the need for additional follow-up and contact by the contracting officer along with the potential for incurring late interest payments.

Web: www.nssc.nasa.gov/sbir

4.4 On-site Training Purchases

Awards and administers training purchases and delivery orders for all on-site NASA training.

Unit of Measure: Training purchases awarded.

FY13 Service Rate: \$625

Service Level Indicator:

- 90 percent of on-site training actions (\$3,001- \$25,000) are awarded within ten business days of receipt of a complete purchase request package.

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- 90 percent of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.

Web: www.nssc.nasa.gov/onsitetraining

4.5 Agency Contracting Services

Provides Agency contracting services addressing several areas. The NSSC is an Agency leader, supporting NASA strategic sourcing initiative through the award, administration, and utilization of Agency-wide contracts to satisfy common Agency requirements. The NSSC awards and administers new and ongoing Agency-wide contracts and actively identifies new strategic sourcing opportunities to meet NASA's continuing needs. Funding sources include Center Management and Operations (CMO) and Agency Management and Operations (AMO).

Agency Consolidated Contract Services	Funding Sources
ARM Software License	CMO and AMO Direct (PR to NSSC for Award)
Thermal Desktop Imaging Software License (C&R Tech)	CMO and AMO Direct (PR to NSSC for Award)
CRADLE Software License	CMO and AMO Direct (PR to NSSC for Award)
CyberFED Subscription Services	CMO and AMO Direct (PR to NSSC for Award)
ESRI Software License	CMO and AMO Direct (PR to NSSC for Award)
Exelis VIS	To be determined
Maximo Software License	CMO and AMO Direct (PR to NSSC for Award)
MS SQL Server	To be determined

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Agency Consolidated Contract Services	Funding Sources
MacNeal-Schwendler Corporation (MSC) NASA Structural Analysis Program (NASTRAN) and Patches to NASTRAN (PATRAN) Licenses	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License <i>Maintenance Renewal</i> (SEWP IV contract)	CMO and AMO Direct (PR to NSSC for Award)
Primavera Software License	CMO and AMO Direct (PR to NSSC for Award)
Remedy	To be determined
RSA Secure Tokens	CMO and AMO Direct (PR to NSSC for Award)
SAP Software License	CMO and AMO Direct (PR to NSSC for Award)
Tibco Software Licenses	CMO and AMO Direct (PR to NSSC for Award)
Windchill Software License	CMO and AMO Direct (PR to NSSC for Award)
XWind 32 Software License	CMO and AMO Direct (PR to NSSC for Award)
Agency Membership to Radio Technical Commission for Aeronautics	CMO and AMO Direct (PR to NSSC for Award)
ATCA Subscriptions	AMO (NSSC Administered)
SBIR E-Handbook	AMO (NSSC Administered)
Agency Relocation Services	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Closeout and Procurement Support Services	AMO (NSSC Administered)
International Organization of Standardization Registration Services	CMO and AMO Direct (PR to NSSC for Award)

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Agency Consolidated Contract Services	Funding Sources
COR Training Services	CMO and AMO Direct (Center Awarded Task Order)
Institute of Electrical and Electronic Engineers Journals Licenses	CMO and AMO Direct (PR to NSSC for Award)
Emergency Notification System	CMO and AMO Direct (PR to NSSC for Award)
SATERN Hosting, Licensing, and Technical Support Services	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Audit Services and Related Support (Defense Contract Audit Agency)	AMO (NSSC Administered)
Agency-wide Contract Administration Services and Related Support (Defense Contract Management Agency)	AMO (NSSC Administered)
Agency-wide Administrative Services for Grants and Cooperative Agreements (Office of Naval Research)	AMO (NSSC Administered)
HHS Grants AP Support	AMO (NSSC Administered)
Employee Payroll Services	AMO (NSSC Administered)
OPM Employee Express	AMO (NSSC Administered)
Flexible Spending Account	AMO (NSSC Administered)
Compusearch (CMM)	OCIO Direct (PR to NSSC for Award)
FedTraveler.com (eTravel Solution)	OCIO Direct (PR to NSSC for Award)
PIV Cards	CMO and AMO Direct (PR to NSSC for Award)

PR = Purchase Request

Unit of Measure: FTE as validated against N2.

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FY13 Service Rate: \$68

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/agencycontracts

4.6 Procurement Processing and Other Administrative Services

Provides Agency procurement services in a variety of areas.

Unit of Measure: FTE as validated against N2.

FY13 Service Rate: \$51

4.6.1 Procurement Surveys

Prepares and distributes electronic surveys of overall NASA procurement performance to NASA-selected procurement customers, collects and assembles the responses, and submits the assembled responses to the requestor.

Web: Not applicable.

4.6.2 NASA Federal Acquisition Certification for Contracting Officer Representatives (FAC-COR) Program

Manages the NASA FAC-COR Program. The NSSC:

- Maintains a Web-accessible database of all certified CORs in the Agency;
- Tracks continuous learning progress for all certified CORs to ensure compliance with the 40 hours of continuing education required every two years;
- Tracks attendance for Agency COR courses so that newly certified CORs are quickly added to the database; and
- Works with the HQ FAC-COR Program Manager to implement policy or program changes.

Web: http://prod.nais.nasa.gov/portals/pl/contr_tech_rep.html

4.6.3 1102 Training Program

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Supports the General Schedule (GS) 1102 Training Program by procuring and scheduling training courses required for Federal Acquisition Certification for Contracting (FAC-C). The NSSC serves as the POC for contract specialists in the Agency 1102 training program. The NSSC also coordinates the Agency FAC-C by receiving and reviewing FAC-C applications and forwarding the acceptable applications to HQ for approval. Upon HQ approval, the NSSC issues certificates to the contract specialist.

Web: www.nssc.nasa.gov/1102

4.6.4 NASA Purchase Card Program

Supports the NASA Purchase Card Program. The NSSC functions as the Agency lead Purchase Card coordinator; and:

- Serves as the contracting officer for NASA's Purchase Card contract with General Services Administration (GSA);
- Provides oversight of Purchase Card program through Agency purchase card managers;
- Develops best practices and procedures for the Purchase Card Program;
- Ensures Purchase Card managers are properly trained and fulfill requirements set forth by the Office of Management and Budget (OMB), GSA, and NASA;
- Develops and implements an Agency Purchase Card Audit Program;
- Maintains content of Agency-wide on-line training course;
- Supports HQ in developing and improving procedures, circulars, plans, reports, and assessments on Purchase Card activities internally and outside the Agency;
- Manages the Agency-wide Purchase Card Web site;
- Coordinates internal audits on Purchase Cards with responsible lead office at HQ; and
- Serves as focal point for report submissions and interactions with OMB, GSA, and other Federal agencies.

Web: <https://www.nssc.nasa.gov/purchasecard>

4.6.5 Validation and Verification of CAAS

Supports the Agency's efforts in the validation and verification of CAAS provided by the Office of Naval Research, Defense Contract Management Agency, and

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Defense Contract Audit Agency.

Web: Not applicable.

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5.0 INFORMATION TECHNOLOGY SERVICES

The NSSC provides the Agency ESD and Enterprise License Management.

5.1 Enterprise Service Desk

The Agency ESD is provided by the NSSC in support of the Agency's I3P initiative. The ESD provides a single POC for incident management and problem management support in the I3P environment. The Enterprise Service Request System (ESRS) provides a single ordering system for requesting I3P services. This I3P service has been categorized into two different portfolios:

- Agency Consolidated End-user Services (ACES); and
- NASA Integrated Communications Services (NICS).

The scope of the ESD includes:

- Providing a single POC for initial reporting of incidents related to I3P services;
- Providing a single POC for ordering of I3P services;
- Housing all I3P services in the Service Definition Repository (SDR) which will be accessed through ESRS;
- Providing 24x7 Tier-0, Tier-1 Help Desk operations, and ESRS availability and support;
- Processing and escalating incidents/problems and service requests as per defined Service Level Indicators;
- Establishing and maintaining an Incident Management System (IMS) to log, track, manage, and process incidents and problem and service requests;
- Collecting and reporting Service Level Indicator-based performance metrics for I3P services using the ESD/ESRS support systems and databases;
- Managing notifications for planned/unplanned outages/changes affecting I3P services;
- Providing a funding check and reconciliation feature to ensure funds are available when placing orders and to ensure ESRS orders and I3P invoices are properly reconciled;
- Maintaining a "heartbeat" gauge showing the availability of all systems (this feature can be used to show availability for any NASA system, not just I3P related systems); and
- Providing for continuity of operations.

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Unit of Measure: Number of FTE and WYE as validated against N2.

Additional Cost Drivers: Agency changes in operational requirements.

FY12 Service Rate: \$265

Service Level Indicator:

- Average Speed to Answer: 80 percent calls in 60 seconds.
- ESD Call Abandonment Rate: Less than seven percent.
- ESD Applications Availability: 99.95 percent availability.
- First Call Resolution: 95 percent.
- ESD Customer Satisfaction: 90 percent satisfied.
- ESD Customer Satisfaction (Tier-0): 85 percent satisfied.

Web: <https://esd.nasa.gov>

5.2 Enterprise License Management

The ELM Team provides support for the discovery, analysis, establishment, and management of Agency enterprise licensing. The ELM Team works to consolidate software license contracts resulting in reduced administrative costs and best value pricing models. Services include:

- Coordination with Center/Agency Information Technology Asset Managers (ITAM) to identify software assets and to define future software requirements at the Center level;
- Negotiation of Economy of Scale pricing for selected software and IT seat management;
- Maintenance of licensing, Consolidated Contracting Initiative (CCI), and seat management activities; and
- Award and administration of multiple Agency-wide software contracts.

For managed license densities by Center, Mission Directorate, and Mission Support Offices, please refer to NSSC PPBE14 FY13 utilization data located in the NSSC FY13 SLA.

Unit of Measure: Number of licenses managed. (For both Core Oracle and FileNET, licenses are distributed to Centers based on N2 workforce.)

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Additional Cost Drivers: Agency changes in operational requirements.

FY13 Service Rate: \$4

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/elmt

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6.0 AGENCY BUSINESS SUPPORT SERVICES

Provides business support services to the Agency as required.

6.1 I3P Business Office

The I3P Business Office provides business services related support to the I3P Service Offices including administration of the following I3P contracts: ACES, EAST, NICS, and Networkx Delivery Orders. The composition of the I3P Business Office is built around three main functions:

- Resource Management;
 - Budget Formulation;
 - Resources Management and IPAC Processing;
 - Billing;
 - Invoice/Voucher Reconciliation;
- Administration and Reporting;
 - Services/Catalog Management;
 - SLA Administration;
 - Utilization Coordination and Analysis;
 - Performance and Utilization Reporting;
 - Survey Administration, Analysis, and Reporting;
- Contract Administration;
 - Contract Management; and
 - Contract Funding.

Agency Consolidated Contract Services	Funding Sources
Agency Consolidated End-User Services Contract (ACES)	Working Capital Fund
Enterprise Applications Service Technologies Contract (EAST)	Working Capital Fund
NASA Integrated Communications Services Contract (NICS)	Working Capital Fund
NETWORKX Delivery Orders	Working Capital Fund

Unit of Measure: Number of FTE and WYE as validated against N2.

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Additional Cost Drivers: Agency changes in operations requirements.

FY13 Service Rate: \$83

Service Level Indicator:

- 95 percent of advances with complete funds commitment documents are processed within four business days.
- Process 95 percent of liquidation transactions with available funding by the end of the calendar month that the services are billed.
- Award 90 percent of contract funding modifications within five business days after receipt of released Purchase Request. (This SLI includes NASA Interagency Purchase Requests).
- Issue 90 percent of Request for Proposals for proposed contract changes or new services within 10 business days of receipt of COR's completed package. (This SLI includes Tail Circuits, Out of Bank Access, etc.)
- Prepare 90 percent of modifications to the appropriate Master Agreement / Delivery Order to add new services within seven business days after receipt of completed package.
- Process 95 percent of advances within five business days upon notification from NSSC Accounts Payable.
- Process 95 percent of Purchase Requests within two business days of posting of advance.
- Validate and process 90 percent of reconciliations within five business days of invoice receipt and Funding Check and Reconciliation Tool report and submitted to Center Resource Analysts for analysis and any adjustments.
- Process Utilization Report against advance prior to month-end 90 percent of the time.

Web: www.nssc.nasa.gov/i3pbo

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7.0 CROSS-CUTTING SERVICES

Cross-functional services support all of the services provided by the NSSC. These include the operation of a CCC and Document Imaging. These services are not separately priced but are allocated to the services costs based on a projected usage model.

7.1 Customer Contact Center

All contact with the NSSC is handled through the CCC with the exception of I3P related calls which will be handled by the ESD. The NSSC CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, for follow-up and feedback on outstanding issues, for identifying process improvements, and for improving customer satisfaction. Contact can be made via:

- Phone (1-877-677-2123);
- Fax (1-866-779-6772);
- E-mail (nssc-contactcenter@nasa.gov); and
- On-line (<https://www.nssc.nasa.gov/webinquiry>).

Unit of Measure: Not applicable.

Primary Cost Drivers: Predominance of CCC contacts are in the HR area, particularly associated with the SATERN system.

FY13 Service Rate: Not Applicable. CCC costs are allocated to services based on prior FY call volume.

Service Level Indicator:

- 85 percent of inquiries are resolved on initial telephone call during NSSC business hours.
- 80 percent of customer calls are answered within 30 seconds during NSSC business hours.
- Less than seven percent of customer calls abandoned.

Web: www.nssc.nasa.gov/contactus

7.2 Document Imaging

The NSSC provides effective, efficient, and adaptive document imaging and electronic

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data management for records related to functional activities. The NSSC offers technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and distribution via on-line sources, facsimile, and e-mail. The NASA KSC developed TechDoc system is used as the NSSC document repository.

Unit of Measure: Not applicable. Document Imaging costs are allocated to the services based on prior FY support demand.

Primary Cost Drivers: Majority of hard-copy documents received are AP invoices and supporting documentation.

FY13 Service Rate: Not Applicable.

Service Level Indicator: Not applicable.

Web: Not applicable.

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APPENDIX A: Allocation Variables Table

FM

Service	Unit of Measure
Accounts Payable	Invoice Payments and IPAC Payments (including FI invoices)
Accounts Receivable	Billings, Write-offs, and Collections: Direct and Reimbursable
Fund Balance with Treasury	Travel Payments, Accounts Payable, and Accounts Receivable Collections
Payroll and Time and Attendance Processing	FTE as validated against N2
Domestic Travel	Domestic Travel Expense Reports and all Advances
Foreign Travel	Foreign Travel Expense Reports (including reissued payments)
Extended TDY Travel	ETDY Domestic and Foreign Travel Expense Reports
Change of Station Travel	COS Voucher Payments, RITA, and ITRA Voucher Payments
Change of Station Relocation Assistance	COS Orders and Amendments
Relocation Services Contract Contract Technical Management and Support	Actual Costs
Conference Reporting	FTE as validated against N2

HR

Service	Unit of Measure
Support to Personnel Programs	FTE as validated against N2
SES Case Documentation	SES Appointments / Mentor Evaluation Memos and ECQ Presentations Completed and Submitted for Approval
Employee Development and Training	FTE as validated against N2
Employee Benefits	FTE as validated against N2
Financial Disclosure Processing	OGE-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed
HR and Training Information Systems	FTE as validated against N2
Personnel Action Processing	PAP Transactions
eOPF Record Keeping	FTE as validated against N2

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On-line Course Management	Hours Required to Complete Course Upload
Off-site Training Purchases	Off-Site Individual Training Registrations Resulting in a Purchase and Center Cancellations

PR

Service	Unit of Measure
Award of Grants/Cooperative Agreements/SBIRs/STTRs	Grants, Cooperative Agreements, and SBIR/STTR Awards
Administration of Grants/Cooperative Agreements/SBIRs/STTRs	# of open instruments with an active period of performance during the month billed
On-site Training	On-Site Training Classes
Costs of Training Purchases	Actual costs/training
Agency Contracting Services	FTE as validated against N2
Procurement Processing and Other Administrative Services	FTE as validated against N2

IT Services

Service	Unit of Measure
Enterprise Service Desk	FTE and WYE as validated against N2
Enterprise License Management	Enterprise Licenses Managed**

** (For both Core Oracle and FileNET, licenses are distributed to Centers based on N2 workforce.)

ABS

Service	Unit of Measure
I3P Business Office	FTE and WYE as validated against N2

Cross-Cutting Services

Service	Unit of Measure
Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand

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APPENDIX B: Price List

FM

Service	Price
Accounts Payable	\$150.63
Accounts Receivable	\$63.76
Fund Balance with Treasury	\$11.87
Payroll and Time Attendance Processing	\$80.51
Domestic Travel	\$25.42
Foreign Travel	\$395.23
Extended TDY Travel	\$395.23
Change of Station Travel	\$395.23
Relocation Services Contract Contract Technical Management and Support	\$2,781.26
Relocation Services (GHS and movement of household goods)	Actual Costs
Conference Reporting	\$3.11

HR

Service	Price
Support to Personnel Programs	\$156.96
SES Case Documentation	\$8,918.93
Employee Development and Training	\$111.81
Employee Benefits	\$212.42
Financial Disclosure Processing	\$36.67
HR and Training Information Systems	\$177.21
Personnel Action Processing	\$89.23
eOPF	\$44.81

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On-line Course Management	\$122.01
Off-site Training	\$114.55

PR

Service	Price
Award of Grants, Cooperative Agreements, and SBIRs/STTRs	\$2,166.36
Administration of Grants, Cooperative Agreements, and SBIRs/STTRs	\$72.35
On-site Training	\$625.22
Costs of Training Purchases	Actual Costs
Agency Contracting Services	\$68.39
Procurement Processing and Other Administrative Services	\$51.48

IT Services

Service	Price
Enterprise Service Desk	\$265.13
Enterprise License Management	\$4.00

ABS

Service	Price
I3P Business Office	\$83.29
ACES Contract	Actual Costs
EAST Contract	Actual Costs
NICS Contract	Actual Costs

Cross-Cutting Services

Service	Price
Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand

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APPENDIX C: Acronyms

Acronym	Description
ABS	Agency Business Support Services
ACES	Agency Consolidated End-users Services
AMO	Agency Management and Operations
AO	Announcement of Opportunity
AP	Accounts Payable
AR	Accounts Receivable
BAA	Broad Agency Announcement
BOC	Bill of Collection
CAAS	Contract Audit and Administration Services
CAN	Cooperative Agreement Notice
CCC	Customer Contact Center
CCI	Consolidated Contracting Initiative
CDP	Candidate Development Program
CMM	Contract Management Module
CMO	Center Management and Operations
CMS	Competency Management System
COS	Change of Station
COR	Contracting Officer Representative
DOI	Department of Interior
EAST	Enterprise Applications Service Technology
ECQ	Executive Core Qualification
EHB	Electronic Handbook
ELM	Enterprise License Management
eOPF	Electronic Official Personnel Folder
EPTS	Ethics Program Tracking System
ESD	Enterprise Service Desk
ESRS	Enterprise Service Request System
ETDY	Extended Temporary Duty
FAC-C	Federal Acquisition Certification for Contracting
FAC-COR	Federal Acquisition Certification for Contracting Officer Representative
FBWT	Fund Balance with Treasury

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Acronym	Description
FFR	Federal Financial Reports
FI	Financial Invoice
FM	Financial Management
FMS	Financial Management System
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FY	Fiscal Year
GAO	Government Accountability Office
GARL	Group Action Request List
GHS	Guaranteed Home Sale
GL	General Ledger
GS	General Schedule
GSA	General Services Administration
HHG	Household Goods
HQ	Headquarters
HR	Human Resources
HRMES	Human Resources Messaging System
I3P	IT Infrastructure Integration Program
IdMAX	Identity Management and Account Exchange
IMS	Incident Management System
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
ITAM	Information Technology Asset Managers
ITRA	Income Tax Reimbursement Allowance
LOC	Letter of Credit
NAAS	NASA Automated Awards System
NASA	National Aeronautics and Space Administration
NASTRAN	NASA Structural Analysis Program

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Acronym	Description
NCTS	NASA Conference Tracking System
NEPS	NASA Employee Profile System
NICS	NASA Integrated Communications Services
NOPS	NASA Organizational Profile System
NRA	NASA Research Announcement
NSPIRES	NASA Solicitation and Proposal Integrated Review and Evaluation System
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OGE	Office of Government Ethics
OIG	Office of the Inspection General
OMB	Office of Management and Budget
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PATRAN	Patches to NASTRAN
PI	Principal Investigator
POC	Point of Contact
PR	Procurement
RITA	Relocation Income Tax Allowance
SAP	Systems, Applications, and Products in Data Processing
SATERN	System for Administration, Training, and Educational Resources for NASA
SBIR	Small Business Innovative Research
SCORM	Sharable Content Object Reference Model
SDR	Service Definition Repository
SES	Senior Executive Service
SEWP	Solutions for Enterprise Wide Procurement
SF	Standard Form

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Acronym	Description
SLA	Service Level Agreement
SPPR	Servicing Personnel Office Mass Prints Process
SRBA	Sponsored Research Business Activity
STTR	Small Business Technology Transfer
WCF	Working Capital Fund
WebTADS	Web-based Time and Attendance Distribution System
WICN	Workforce Information Cubes for NASA
WIMS	Workforce Integrated Management System
WTTS	Workforce Transformation Tracking System
WYE	Work Year Equivalent