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Space Administration (NASA)*

*NASA Shared Services Center
Stennis Space Center, MS
39529-6000*

NASA Shared Services Center Catalog

NSCAT-9400-0001 Revision 2.0

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NSSC FY11 Services Catalog

Responsible Office: Business & Administration Office

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Approved by:

/s/ Rebecca S. Dubuisson
 Rebecca S. Dubuisson
 Director, Business & Administration Office

August 20, 2010
 Date Signed

/s/ Kenneth L. Newton
 Kenneth L. Newton
 Deputy Director, Service Delivery Directorate

August 20, 2010
 Date Signed

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Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	10/01/2010	Basic Release
Revision	2.0	10/01/2010	Updated Appendix A and Appendix B to match FY11 SLA; Updated the SLI of each service to match the FY11 SLA; Removed any conflict in the Unit of Measure section of each service in regards to the FY11 SLA; Updated format.
Administrative Change	2.2	01/10/2011	Added IT SLIs for Web and System uptime and corrected Unit of Measure table for IT Agency Seat Management.

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1 INTRODUCTION

The 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 four functional areas: Financial Management (FM), Human Resources (HR), Procurement (PR), and Information Technology (IT). A brief description of the selected services follows with further detail.

1.1 Financial Management Services Overview

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

- a. Accounts Payable (AP);
- b. Accounts Receivable (AR);
- c. Fund Balance with Treasury (FBWT);
- d. Payroll and Time and Attendance Processing;
- e. Travel Expense Report Payments;
- f. Relocation Services Provided via Agency Relocation Services Contract (Prudential Relocation Services);
- g. Relocation Services Contract Administration and Support; and
- h. Conference Reporting.

1.2 Human Resources Services Overview

The NSSC provides the following HR services:

- a. Support to Personnel Programs;
- b. Senior Executive Service (SES) Case Documentation;
- c. Employee Development and Training;
- d. Employee Benefits;
- e. Financial Disclosure Processing;
- f. HR and Training Information Systems;
- g. Personnel Action Processing (PAP);
- h. Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping; and
- i. On-line Course Management.

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1.3 Procurement Services Overview

For the PR function, the NSSC provides:

- a. Award of Grants, Cooperative Agreements, and Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Contracts;
- b. Administration of Grants, Cooperative Agreements, and SBIR/STTR;
- c. Off-site Training Purchases;
- d. On-site Training Purchases;
- e. Agency Contracting Services; and
- f. Procurement and Other Administrative Services.

1.4 Information Technology Services Overview

The NSSC provides the following IT services:

- a. Agency Seat Management (ODIN);
- b. Enterprise License Management;
- c. Enterprise Service Desk (ESD); and
- d. Enterprise Service Request System (ESRS);

1.5 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.

1.6 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 FY11 Services Catalog" in your inquiry.

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1.7 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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1.8 Unit of Measure Glossary

The chargeback model is based on total cost divided by a unit of measure. Definitions of unit of measures utilized by the NSSC in FY11 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 WYE data is extracted.) Some services are not transactional based and therefore are assessed to the Centers based upon the FTE data. Centers are charged monthly transactions based upon 1/12 of the budgeted amount.
Work Year Equivalent (WYE)	The WYE workforce is the contractor workforce. This data is obtained from N2. (N2 is the official NASA budget system where the FTE and WYE data is extracted.) Some services which are not transactional based are charged based upon the N2 workforce which is the total of the FTE and WYE data. Centers are charged monthly transactions based upon 1/12 of the budgeted amount.
Licenses	Number of licenses negotiated in the software enterprise license agreement.

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2 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, extended Temporary Duty (TDY) assistance, relocation services, and support for the Agency Travel/Fleet Card Program. 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 cost for internal controls and the Agency Travel/Fleet Card Program is spread throughout FM. The activities include costs associated with internal and external reviews and audits and the audit liaison activity. Additionally, the costs include oversight of the Travel/Fleet Card Program (including issuance of the cards, training of cardholders and approvers, process improvement, and payment and reconciliations). 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 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 more timely and efficient means of identifying variances and correcting the reconciling items before month end.

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 Program Support Center (PSC) 272 Federal Cash Transaction Reports 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, and 5. This data is pulled using T-Code ZFI_AP_PMT_STAT with a payment run date from the beginning of the fiscal year to end of fiscal year. The number of IPAC payment transactions includes all payments using 1500 clearing document numbers and document types Z2, Z3, ZC, and ZI using

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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.) Utilization should exclude any transactions related to NSSC customers (by removing any transactions using the Working Capital Fund (WCF)). Utilization does not include automated grant transactions as a result of the reengineered process.

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 5 will be counted as a unit of measure, if all 5 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 process for receipt of invoices; mandatory audits; and high volume of help desk tickets received from vendors through the CCC.

FY11 Service Rate: \$150

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)

Duplicate and erroneous payments will not exceed 2 percent.

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, write-offs, and collections) initiated for the Centers. Transactions include entry of an AR action (direct or reimbursable (Doc Types DR and RV)), collection of that action (Doc Types AR, DG, DP, DX, DZ, EF, MR, NP, WO, ZQ, ZX, and ZY), and collections of overpayments without a billing action (direct or reimbursable). The Doc Types may change due to new Doc Types being identified within the Agency. These data are pulled using T-Code FBL5N OR FBL3N. Utilization data includes 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. Utilization includes Special G/L 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 aware of how we can automate the collection of down payments at this time.

Additional Cost Drivers: Delay in processing of cost, mandatory audits, and high volume of help desk tickets received at level two.

FY11 Service Rate: \$72

Service Level Indicator:

Billing errors to measure rework attributable to the NSSC.

98 percent of bills will be created without error.

- This SLI will be implemented once a report can be automated. The NSSC will work with the NASA Enterprise Application Competency Center (NEACC) to develop a report to automate. The report will include the rework percentage associated with accounts receivable and provide details on what it includes.

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Examples of NSSC Errors:

- Direct: Bill created against wrong customer
- Direct: Bill created against wrong General Ledger (GL) account
- Direct/Reimbursable: Incorrect Agency Location Code (ALC)
- Direct/Reimbursable: Erroneous bill

Examples of Center Errors:

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

Percentage of bills issued on time.

- 98 percent of bills will be created based on established OCFO monthly calendar.

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 schedule level. Continuous Monitoring Program (CMP) data is also documented and submitted at the transaction 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 and AR. Therefore, the cost is not double counted.

Additional Cost Drivers: Delay in receipt of cost or approval for invoices and reversing invoices. In addition, mandatory audits lead to an increase in workload for FBWT processing.

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FY11 Service Rate: \$11

Service Level Indicator: Not applicable.

Web:

<https://www.nssc.nasa.gov/portal/site/fmcommunity/menuitem.057da5c56990406a4824646a4dd72749/>

2.4 Payroll and Time and Attendance Processing

Delivers time and attendance data to the Department of the Interior (DOI) using NASA's WebTADS program; additionally, the NSSC performs:

- The review and validation activities regarding employee salary and benefits payments;
- General information services to employees and serves as liaison between employees and the DOI; and
- The review and validation activities of time and attendance information for all NASA employees for submission to DOI.

Unit of Measure: FTEs as validated against N2.

Additional Cost Drivers: Processing of prior pay period adjustments has an impact on the processing of payroll. In addition, mandatory audits lead to an increase in workload for Payroll processing.

FY11 Service Rate: \$79

Service Level Indicator:

Process 99.9 percent of payroll and time and attendance accurately and on time to the Department of Interior.

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, extended TDY and Change of Station (COS); additionally, the NSSC:

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- Processes domestic and foreign travel expense reports for all authorized NASA travel from receipt of the voucher to final payment;
- Examines and processes COS travel vouchers for payment; and
- Provides extended TDY and relocation counseling and COS travel authorization processing.

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 the traveler's account being incorrect). Domestic travel utilization should not include domestic extended TDY, as those transactions are included in the extended TDY travel utilization below. Domestic vouchers are Doc Type ZT. Advances issued are Doc Type ZE. A SAP Query from SQ01 - NSSC Travel Payment Variant is utilized to arrive at the utilization data.

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

FY11 Service Rate: \$31

Service Level Indicator:

Validate and process 85 percent of domestic travel expense reports within 4 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 the traveler's account being incorrect). Foreign travel utilization does not include foreign extended TDY, as those transactions are included in the extended TDY travel utilization below. Foreign vouchers are Doc Type ZO.

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Liquidations of foreign advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. A SAP Query from SQ01 - NSSC Travel Payment Variant is used to arrive at the utilization data.

Additional Cost Drivers: Delay in receipt of approved expense report, policy decisions, and funding availability, as well as completing accounting code 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. In addition, mandatory audits lead to an increase in workload for foreign travel processing.

FY11 Service Rate: \$355 (The cost associated with supporting foreign travel, extended TDY, and COS travel expense report payments is consolidated to arrive at a standard service rate.)

Service Level Indicator:

Validate and process 85 percent of foreign travel expense reports within 5 business days of receipt of a complete expense report (including adequate funding).

Web: www.nssc.nasa.gov/foreigntravel

2.5.3 Extended TDY Travel Expense Report Payments

Unit of Measure: All extended TDY expense report payments. Utilization includes payments reissued for various reasons. Liquidations of extended TDY advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes.

Additional Cost Drivers: Delay in receipt of approved voucher, policy decisions, and funding availability. Efforts required to complete accounting code 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 lead to an increase in workload for extended TDY travel processing.

FY11 Service Rate: \$355 (The cost associated with supporting foreign travel, extended TDY, and COS travel expense report payments is consolidated to

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arrive at a standard service rate.)

Service Level Indicator:

Validate and process 85 percent of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).

Web: www.nssc.nasa.gov/extendedtravel

2.5.4 COS Travel Expense Report Payments

Unit of Measure: COS payments, en route, house hunting, real estate related expenses, home marketing incentive payments, transportation, and storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, home leave, Relocation Income Tax Allowance (RITA), and SES last move home. Extended TDY Income Tax Reimbursement Allowance (ITRA) is also included. Utilization includes all payments reissued for various reasons. The number of COS payments could be estimated by taking the number of COS moves times three. 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. Mandatory audits have an impact on COS travel processing.

FY11 Service Rate: \$355 (The cost associated with supporting foreign travel, extended TDY, and COS travel expense report payments is consolidated to arrive at a standard service rate.)

Service Level Indicator:

Validate and process 85 percent of COS vouchers within 15 business days of receipt of a complete voucher (including adequate funding). Validate and process 85 percent of COS vouchers within 6 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).

Web: www.nssc.nasa.gov/changeofstation

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2.6 Relocation Services Provided Via Agency Relocation Services Contract (Prudential Relocation Services)

Services provided by the relocation contractor include:

- Home sales services (i.e. appraised value offer, amended value sale);
- Home marketing assistance;
- Destination area services;
- Reports;
- Property management;
- Additional services (i.e. entitlement counseling);
- Agency customization services (i.e. training); and
- Household goods move management and storage services.

Unit of Measure: Number of COS moves with Guaranteed Home Sale (GHS) for each Center. NOTE: This utilization data is being collected for estimating each Center's potential utilization of the Agency relocation contract. GHS and shipment of household goods 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 issuing COS travel authorizations requiring Agency relocation services contract support.

Additional Cost Drivers: Value of homes (GHS Option) and decreased modified home purchases.

FY11 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 Administration and Support

Provides relocation services contract administration and support for all NASA employees, Centers, and associated facilities; the NSSC:

- Performs contract management;
- Reconciles invoices;

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- 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 determine the utilization unless better data is available.

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

FY11 Service Rate: \$2,019

Service Level Indicator:

90 percent of approved COS/TCS Travel Authorizations will be received by the traveler within 25 business days from receipt of a complete and accurate Relocation 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.

Unit of Measure: FTEs as validated against N2.

FY11 Service Rate: \$15

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/conferences

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3 HUMAN RESOURCES SERVICES

The NSSC provides HR services that support personnel programs, SES case documentation, employee development and training, employee benefits, financial disclosure processing, Human Resources Information Systems (HRIS) operations and maintenance, PAP, and eOPF maintenance and record keeping.

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 Agency programs including Web sites, desk guides, brochures, recruitment tools, training manuals, and user manuals.

Unit of Measure: FTEs as validated against N2.

FY11 Service Rate: \$153

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/workornasa

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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 NAAS.

Service Level Indicator:

98 percent of awards/recognition items/supplies delivered to Center awards Point of Contact (POC) or recipient accurately and on-time as negotiated with the customer. 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/employeeenotices

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.4e3ee213dfea93e6a5d531cd4dd72749/>

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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.4e3ee213dfea93e5a5d531cd4dd72749/>

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

FY11 Service Rate: \$8,457

Service Level Indicator:

Of the complete SES selection packages submitted for Executive Core Qualifications (ECQs), 98 percent will be completed and sent to Office of Human Capital Management (OHCM) within 30 business days of receipt. The NSSC will maintain a 98 percent Office of Personnel Management (OPM) approval rate.

90 percent of finalized Mentor Evaluation Memos and ECQ Presentations for the SES Candidate Development Program will be forwarded to the Center (for Mentor for package completion and 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:

- Purchases standard training classes for the Agency (e.g., export control, IT security, and ethics);

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- Conducts registration activities for Agency civil servants for off-site training and accurately documents procurements according to regulation;
- Receives approved training requests, “reserving” seats for specific 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 Agency on-line training systems and Agency eLearning portals; and
- Supports, coordinates, facilitates, and administers customer/Agency surveys and studies.

Unit of Measure: FTEs as validated against N2.

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

FY11 Service Rate: \$138

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 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: FTEs as validated against N2.

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

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actions.

FY11 Service Rate: \$208 per FTE

3.4.1 Benefits/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/Package Processing

Service Level Indicator:

Retirement Estimates, Deposits, Redeposits and Application Processing:

Expedited Actions: Definition of an Expedited Action: Retirement applications and/or estimates that must be expedited because the employee is retiring within 7 business days.

90 percent of actions are processed by close of business (COB) the next business day after receipt of the request.

Deposit/redeposit requests received in conjunction with an estimate or retirement package follow the same metric.

Retirement estimates: Meeting this SLI is conditioned on no break in service refunds involved; a single request for estimates, not multiples; and availability of view capability in e-OPF.

Retirement application processing: Meeting this SLI is predicated on receipt of a complete retirement application package, based on the retirement package checklist.

Normal Priority for Retirement Estimates: 90 percent of retirement estimates 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

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five years, 20 business days. For requests 5 years and out, 45 business days. 95 percent of completed retirement packages will be submitted to Department of Interior within 10 business days.

This SLI is based on one (1) retirement estimate per employee within a twelve-month period. Employees may submit additional requests but will be on a low priority, non-interference basis.

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 and the Public Financial Disclosure Report Standard Form (SF)-278 filing processes through use of the Ethics Program Tracking System (EPTS) and related services. Utilizing EPTS, the NSSC:

- Identifies filing requirements;
- Sends and stores notifications;
- Processes and stores forms;
- Offers easy-to-use electronic signature to filers and approving officials; and
- Offers detailed ethics reporting.

Unit of Measure: OGE-450, OGE-450A, & OGE-278 forms filed.

FY11 Service Rate: \$38

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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 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 owns operations and maintenance responsibilities for the following systems:

- NASA Automated Awards System (NAAS);
- SATERN Datamart / Brio Web reporting;
- Workforce Information Cubes for NASA (WICN);
- Competency Management System (CMS);
- Workforce Integrated Management System (WIMS); and
- NASA Organizational Profile System (NOPS).

Systems Transitioning in FY11

- NASA Employee Profile System (NEPS);
- Entrance on Duty System (EODS);
- NASA Student Employee Management System (NSEMS); and
- Workforce Transition and Tracking System (WTTS).

Unit of Measure: FTEs as validated against N2.

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

FY11 Service Rate: \$143

Service Level Indicator:

95 percent Uptime (HR & Training Information Systems)

HR & Training Web site Development & Maintenance: Non-developmental content changes:

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Urgent (Urgent Priority): 98 percent of urgent requests completed within 4 business hours.

Expedited (High Priority): 98 percent of expedited requests will be completed within 8 business hours.

Normal/Routine (Medium to Low Priority): 95 percent of normal/routine requests will be completed within 5 business days.

Web: Not applicable.

3.7 Personnel Action Processing

Supports HR transaction processing and related records to produce updated:

- 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.

FY11 Service Rate: \$70

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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 electronic official personnel file including:

- Maintaining all information, forms, and data that comprise the OPF;
- Administering the eOPF system for NASA employees;
- 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: FTEs as validated against N2.

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

FY11 Service Rate: \$66

Service Level Indicator:

90 percent of documents will be filed in the employee's e-OPF within 15 days of receipt.

Web: www.nssc.nasa.gov/eopf

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3.9 On-line Course Management

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 three major processes include:

- Conversion of Center/discipline provided course materials into a computer based training course;
- Updating of existing course content; and
- The validation testing and upload of center/discipline provided courses.

Unit of Measure: Hours required to complete course conversion, test, and upload to the SATERN learning management system.

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

FY11 Service Rate: \$77

Service Level Indicator: Not applicable.

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

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4 PROCUREMENT SERVICES

The NSSC supports NASA's e-Gov initiative(s) to provide end-to-end electronic processes for PR activities. 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 and off-site training purchases; 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 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 award and post-award actions for both competitive and non-competitive awards;
- Supports the Sponsored Research Business Activity (SRBA) and provides policy and system; and
- Provides support to NASA HQ Office of Procurement and ensures that all SRBA policy changes are properly planned, communicated, and implemented; the NSSC:
 - Assists with the making of grant policy (Grant and Cooperative Agreement Handbook issues/updates);
 - Participates on HQ grants steering committee;
 - Troubleshoots electronic interface issues with NSPIRES, Grants.gov, and Contract Management Module;
 - Maintains and updates "The Guidebook for Proposers Responding to a NASA Research Announcement"; and
 - Maintains and updates content of the Grants Status Web site.

Provides support to the SBIR and STTR programs. Awards Phase I and Phase II contracts; award of Phase III contracts is performed by the Centers.

FY11 Service Rate: \$2,124

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4.1.1 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.

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.

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

4.1.2 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's Technical Representatives (COTRs) during negotiation instead of during the

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selection process, requires additional level of effort and, in some instances, duplicate efforts.

Service Level Indicator:

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

Complete 90 percent of qualified SBIR/STTR Phase II awards within the Program Office prescribed deadline.

Web: www.nssc.nasa.gov/sbir

4.2 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 all administrative actions with funding supplements. Provides administrative support to the SBIR and STTR programs; process all funding modifications; administration of Phase III contracts is performed by the Centers.

FY11 Service Rate: \$996

4.2.1 Processing of Funding Supplements to Grants/Cooperative Agreements

Unit of Measure: Funding supplements processed to obligate or deobligate funds.

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 for a PI transfer include: relinquishment letter from the losing university; a final SF 272; 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.

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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.

Service Level Indicator:

90 percent of supplements prepared within 14 calendar days of receipt of funding and/or other required data.

Web: www.nssc.nasa.gov/grants

4.2.2 Processing of Funding Modifications to SBIRs/STTRs

Unit of Measure: Funding Modifications processed.

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. Untimely reviews and acceptance of deliverables / progress reports in the Electronic Handbook by the COTR 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.

Service Level Indicator:

90 percent of modifications occur within 14 calendar days of receipt of funding document.

Web: www.nssc.nasa.gov/sbir

4.3 Off-site Training Purchases

Awards and administers off-site training purchases and delivery orders for all NASA training; the NSSC:

- Provides authorized training forms for academic billing;
- Contacts vendors 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 & Center cancellations.

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FY11 Service Rate: \$94

Service Level Indicator:

90 percent of purchasing, registration, and confirmation activities for external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within 5 business days of receipt of an approved training request.

Web: www.nssc.nasa.gov/offsitetraining

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.

FY11 Service Rate: \$694

Service Level Indicator:

90 percent of on-site training actions (\$3,001-\$25,000) are awarded within 10 business days of receipt of a complete purchase request package.

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. Contracts include:

- International Organization for Standardization (ISO) registration;
- COTR training;

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- Agency-wide contract closeout services contract;
- Agency-wide multifunctional device contract;
- Institute of Electrical and Electronics Engineers (IEEE) journals database;
- Agency membership to Radio Technical Commission for Aeronautics (RTCA);
- Digital unilibrary initiative;
- Contract audit and administration services;
- Agency protective services contract; and
- Agency enterprise architecture services contract.

Unit of Measure: FTEs as validated against N2.

FY11 Service Rate: \$69

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/agencycontracts

4.6 Procurement and Other Administrative Services

Provides Agency procurement services in a variety of areas.

Unit of Measure: FTEs as validated against N2.

FY11 Service Rate: \$85 per FTE

Service Level Indicator: Not applicable.

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 Contracting Intern Program

Manages the NASA Contracting Intern Program (NCIP), which provides an opportunity for college graduates with degrees in business-related fields to

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launch a civil service career with NASA; the NSSC:

- Maintains a NCIP Web site for internal customers and external customers on program news and recruiting information;
- Supports the NCIP Program Manager in matters involving intern duty status (active, Leave Without Pay (LWOP), etc.); awards; promotion dates; conversion status; relocation; reimbursement of student loans; travel cards; and background investigations;
- Reviews the NCIP handbook annually and coordinates with the NCIP program manager on recommended updates; and
- Supports the NSSC HR POC by establishing a list of targeted schools with additional input from the cognizant equal opportunity representative(s) and Center PR POCs.

Web: ncip.nssc.nasa.gov

4.6.3 NASA Federal Acquisition Certification for Contracting Officer Technical Representatives (FAC-COTR) Program

Manages the NASA FAC-COTR Program. The NSSC:

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

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

4.6.4 1102 Training Program

Supports the 1102 Training Program; the NSSC serves as the POC for contract specialists in the Agency 1102 training program. The NSSC also coordinates the Agency Federal Acquisition Certification for Contracting (FAC-C) by receiving

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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

4.6.5 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 charge 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 P-Card Program;
- Ensures purchase cards 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 P-Card Audit Program;
- Maintains content of Agency-wide on-line training course;
- Supports Headquarters 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 Headquarters; and
- Serves as focal point for report submissions and interactions with OMB, GSA, and other Federal agencies.

Web:

<https://www.nssc.nasa.gov/portal/site/customerservice/menuitem.32979cf15b1a4060e736da100788576c/>

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4.6.6 Validation and Verification of Contract Audit and Administration Services

Supports the Agency's efforts in the validation and verification of Contract Audit and Administration Services (CAAS) provided by the Office of Naval Research (ONR), Defense Contract Management Agency, and Defense Contract Audit Agency.

Web: Not applicable.

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5 INFORMATION TECHNOLOGY SERVICES

The NSSC provides Agency seat management, enterprise license management, websites, systems, and Agency ESD and ESRS.

5.1 Agency Seat Management

Provides Agency Seat Management Services (ODIN) program management including:

- Technical, administrative, and contractual support for ODIN follow-on contract (currently defined as Agency Consolidated End Users Services (ACES)).
- Program Management for ODIN contracts supporting 10 NASA Centers including:
 - COTR and contracting officer support for contracts totaling over \$190M/year;
 - Monthly and semiannual performance surveillance and reporting for over 43,000 desktops (plus local area network (LAN), radio, video, personal digital assistant (PDA), etc.);
 - Oversight of quarterly software loads and hardware updates;
 - Oversight of desktop standard integration with ODIN software;
 - Consolidation of Center input into the ODIN contract award fee process (Performance Retainage Pool (PRP) and Metric Performance Retainage Pool (MPRP));
 - Agency management of the desktop systems benchmarking process with Alterion; and
 - Management and oversight of IT security issues related to six IT service areas (desktop, voice, Secure Virtual Team Meeting (SVTM), radio, help desk) including Certification and Accreditation (C&A) coordination for new systems and continuous monitoring coordination for existing systems.
- Office of the Chief Information Officer (OCIO) and Agency reporting of ODIN activities to OMB as requested.
- Handling of all Inspector General (IG) and Government Accountability Office (GAO) investigations and reporting requests.
- Oversight of ODIN enterprise functions such as:
 - Agency desktop help desk services;
 - Agency e-mail services;
 - Agency virtual team meeting (VTM) and SVTM services; and
 - ODIN catalog coordination.
- Management of ODIN corrective action planning.

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- Project management of Agency desktop initiatives and upgrades including:
 - NASA Consolidated Active Directory (NCAD) implementation and management;
 - NASA's Operational Messaging and Directory Service (NOMAD) exchange 2007 upgrade;
 - SVTM upgrade;
 - Federal Desktop Core Configuration (FDCC) compliance implementation;
 - Data at Rest (DAR) implementation to comply with OMB requirement;
 - PDA encryption services for data in transit; and
 - Contract Management and Administration.

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

Additional Cost Drivers: Agency changes in operational requirements.

FY11 Service Rate: \$57

Service Level Indicator: Not applicable.

Web: www.odin.nasa.gov

5.2 Enterprise License Management

Supports the design, development, deployment, implementation, analysis, and review of Agency enterprise licensing; consolidates software licenses resulting in efficiency, reduced administrative costs, and reduced pricing. Services include:

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

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Enterprise License Management Summary

	Oracle (Core)	Oracle (IDIQ)	SAP	IBM	IBM	MSC	Cullimore & Ring Technologies	LRP Pub.	PTC
S/W Product	(Core "Suite")	(IDIQ)	"Suite"	FILENET	MAXIMO	NASTRAN/PATRAN	"Suite"	CYBERFEDS	WINDCHILL
Community of Interest	All	All	Financial	Administrative	Facilities Support	Engineering	Engineering	OHCM	Engineering
Center									
ARC	X	X		X	X	X	X	X	
DRFC	X	X		X		X	X		
GRC	X	X		X	X	X	X	X	
GSFC	X	X		X	X	X	X	X	
HQ	X	X		X	X				
HQ-OIG									
HQ-OCIO	X		X						
Spares		X			X			X	
JSC	X	X		X	X	X	X		X
KSC	X	X		X	X	X	X	X	X
LaRC	X	X		X	X	X	X	X	X
MSFC	X	X		X	X	X	X	X	X
SSC	X	X		X	X				
SMD	X			X					
ARMD	X			X					
ESMD	X			X					X
SOMD	X			X					
EDUC	X			X					

Unit of Measure: Number of licenses managed. (For FileNET, the number of licenses is set to equal the number of FTE and WYE as validated against N2. For Oracle, core licenses are distributed to Centers based on N2 workforce. Additional Oracle licenses are allocated to OCIO.)

Additional Cost Drivers: Agency changes in operational requirements.

FY11 Service Rate: \$5

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/elmt

5.3 Enterprise Service Desk

Agency ESD is provided by the NSSC in support of the OCIO IT Infrastructure Integration Program (I3P) contracts. The ESD provides a single POC for incident

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management and problem management support in the I3P environment. This I3P service has been categorized into five different portfolios:

- End-user services (ACES);
- Network and Communications Services (NICS);
- Enterprise Data Center Services (NEDC);
- Enterprise Applications (EAST); and
- Web Services (WEST).

The scope of the ESD includes:

- Providing a single POC for initial reporting of incidents related to I3P services;
- Providing 24x7 Tier 0, Tier 1 help desk operations;
- Processing and escalating incidents/problems as per defined SLI's;
- Establishing and maintaining an Incident Management System (IMS) to log, track, manage, and process incidents and problems;
- Collecting and reporting SLI-based performance metrics for I3P services using the ESD support systems and databases;
- Managing notifications for planned/unplanned outages/changes affecting I3P services;
- Providing for continuity of operations; and
- Establishing and maintaining a TIER 0 I3P self-service Web site capability.

Estimated costs for providing ESD services in FY2011 were based on a number of factors, such as a defined customer base of 42,000 NASA employees and contractors, estimated call volumes per employee using FY08 available baseline data, industry benchmarks for similar services, and the required IT infrastructure needed to support ESD activities.

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

Additional Cost Drivers: Agency changes in operational requirements.

FY11 Service Rate: \$172

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Service Level Indicator:

Average Speed to Answer: 80% calls in 60 seconds; ESD Call Abandonment Rate: Less than 7%; ESD Applications Availability 97% availability; First Call Resolution: 90%; ESD Customer Satisfaction: 85% satisfied.

Web: www.nssc.nasa.gov/esd

5.4 Enterprise Service Request System

Agency ESRS is provided by the NSSC in support of the OCIO IT I3P contracts. The ESRS provides a single ordering system for requesting I3P services. This I3P service has been categorized into five different portfolios:

- End-user services (ACES);
- Network and Communications Services (NICS);
- Enterprise Data Center Services (NEDC);
- Enterprise Applications (EAST); and
- Web Services (WEST).

The scope of ESRS includes:

- Providing a single POC for ordering of I3P services;
- Providing 24x7 Tier 0, Tier 1 help desk operations and ESRS availability and support;
- Processing and escalating service requests as per defined SLI's;
- Establishing and maintaining an ESRS to log, track, manage, and process service requests;
- Collecting and reporting SLI-based performance metrics for I3P services using the ESD/ESRS support systems and databases;
- Providing for continuity of operations;
- Establishing and maintaining a TIER 0 I3P self-service Web site capability; and
- Establishing and maintaining the ESRS for I3P service requests.

Estimated costs for providing ESRS services in FY2011 were based on a number of factors, such as a defined customer base of 42,000 NASA employees and contractors, estimated call volumes per employee using FY08 available baseline data, industry

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benchmarks for similar services, and the required IT infrastructure needed to support ESD/ESRS activities.

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

Additional Cost Drivers: Agency changes in operational requirements.

FY11 Service Rate: \$44

Service Level Indicator:

ESRS Customer Satisfaction: 75% satisfied; ESRS Applications Availability: 97% availability.

Web: www.nssc.nasa.gov/esd

5.5 Websites

Service Level Indicator:

99.95 percent Availability.

5.6 Systems

Service Level Indicator:

99.95 percent Availability.

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6 CROSS-FUNCTIONAL SERVICES

Cross-functional services support all of the services provided by the NSSC. These include the operation of a CCC and document imaging.

6.1 Customer Contact Center

All contact with the NSSC is handled through the CCC. 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 Human Resources area, particularly associated with the SATERN system.

FY11 Service Rate: Not applicable.

Service Level Indicator:

85 percent of inquires are resolved on initial telephone call during NSSC business hours.

80 percent of customer calls are answered within 30 seconds during NSSC business hours. Customer inquiries via telephone shall not experience queue times of greater than 3 minutes in total.

Less than 7 percent of customer calls abandoned.

Web: www.nssc.nasa.gov/contactus

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6.2 Document Imaging

The NSSC provides effective, efficient, and adaptive document imaging and electronic 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 enable distribution via on-line sources, facsimile, and e-mail.

Unit of Measure: Not applicable.

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

FY11 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
AP	Invoice Payments and IPAC Payments (including FI invoices)
AR	Billings, Write-offs, and Collections: Direct and Reimbursable
FBWT	Travel Payments, Accounts Payable, and Accounts Receivable Collections
Payroll and Time and Attendance Processing	FTEs 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	Extended TDY Domestic and Foreign Travel Expense Reports
COS Travel	COS Voucher Payments / RITA and ITRA Voucher Payments
COS Relocation Assistance	COS Orders and Amendments
Relocation Services (GHS and movement of household goods)	Actual Costs
Conference Reporting	FTEs as Validated Against N2

HR

Service	Unit of Measure
Support to Personnel Programs	FTEs as Validated Against N2
SES Case Documentation	SES Appointments / Mentor Evaluation Memos and ECQ Presentations Completed and Submitted for Approval
Employee Development and Training	FTEs as Validated Against N2
Employee Benefits	FTEs as Validated Against N2
Financial Disclosure Processing	OGE-450, OGE-450A, & OGE-278 Forms Filed
HR and Training Information Systems	FTEs as Validated Against N2

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PAP	PAP Transactions
eOPF Record Keeping	FTEs as Validated Against N2
On-line Course Management	Hours Required to Complete Course Upload

PR

Service	Unit of Measure
Award of Grants/Cooperative Agreements/SBIRs/STTRs	Grants, Cooperative Agreements, & SBIR/STTR Awards
Administration of Grants/Cooperative Agreements/SBIRs/STTRs	Grants Supplements, Cooperative Agreements & SBIR/STTR Funding Supplements and Modifications Issued
Off-site Training	Off-Site Individual Training Registrations Resulting in a Purchase & Center Cancellations
On-site Training	On-Site Training Classes
Costs of Training Purchases	Cost Per Unit
Agency Contracting Services	FTEs as Validated Against N2
Procurement and Other Administrative Services	FTEs as Validated Against N2

IT

Service	Unit of Measure
Agency Seat Management	FTE and WYE as Validated Against N2
Enterprise License Management	Enterprise Licenses Managed*
ESD	FTE and WYE as Validated Against N2**
ESRS	FTE and WYE as Validated Against N2**

* For FileNET, the number of licenses is set to equal the number of FTE and WYE as validated against N2. For Oracle, the number of licenses is set to equal the number of FTE and WYE as validated against N2. Additional Oracle licenses are allocated to OCIO.

**Adjusted based on center-specific transition schedules for each contract

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APPENDIX B: Price List

FM

Service	Price
AP	\$150
AR	\$72
FBWT	\$11
Payroll and Time Attendance Processing	\$79
Domestic Travel	\$31
Foreign Travel	\$355
Extended TDY Travel	\$355
COS Travel	\$355
COS Relocation Assistance	\$2,019
Relocation Services (GHS and movement of household goods)	Actual Costs
Conference Reporting	\$15

HR

Service	Price
Support to Personnel Programs	\$153
SES Case Documentation	\$8,457 Per Package
Employee Development and Training	\$138
Employee Benefits	\$208
Financial Disclosure Processing	\$38
HR and Training Information Systems	\$143
PAP	\$70
eOPF	\$66

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On-line Course Management	\$77
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PR

Service	Price
Award of Grants / Cooperative Agreements / SBIRs / STTRs	\$2,124
Administration of Grants / Cooperative Agreements / SBIRs / STTRs	\$996
Off-site Training	\$94
On-site Training	\$694
Costs of Training Purchases	Actual Costs
Agency Contracting Services	\$69
Procurement and Other Administrative Services	\$85

IT

Service	Price
Agency Seat Management	\$57
Enterprise License Management	\$5
ESD	\$172**
ESRS	\$44**

**Adjusted based on center-specific transition schedules for each contract

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APPENDIX C: Acronyms

Acronym	Description
ACES	Agency Consolidated End Users Services
ALC	Agency Location Code
AO	Announcement of Opportunity
AP	Accounts Payable
APC	Agency Program Coordinator
AR	Accounts Receivable
BAA	Broad Agency Agreement
BOC	Bill of Collection
C&A	Certification and Accreditation
CAAS	Contract Audit and Administration Services
CAN	Cooperative Agreement Notice
CCC	Customer Contact Center
CCI	Consolidated Contracting Initiative
CDP	Candidate Development Program
CMP	Continuous Monitoring Program
CMS	Competency Management System
COB	Close of Business
COS	Change of Station
COTR	Contracting Officer's Technical Representative
DAR	Data at Rest
DOI	Department of Interior
EAST	Enterprise Applications
ECQ	Executive Core Qualification
EODS	Entry on Duty System
eOPF	Electronic Official Personnel Folder
EPTS	Ethics Program Tracking System
ES	Economy of Scale
ESD	Enterprise Service Desk
ESRS	Enterprise Service Request System
FAC-C	Federal Acquisition Certification for Contracting

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Acronym	Description
FAC-COTR	Federal Acquisition Certification for Contracting Officer's Technical Representative
FBWT	Fund Balance with Treasury
FDCC	Federal Desktop Core Configuration
FI	Financial Invoice
FM	Financial Management
FMS	Financial Management System
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
GAO	Government Accountability Office
GARL	Group Action Request List
GHS	Guaranteed Home Sale
GL	General Ledger
GSA	General Services Administration
HQ	Headquarters
HR	Human Resources
HRIS	Human Resources Information Systems
I3P	IT Infrastructure Integration Program
IEEE	Institute for Electrical and Electronic Engineers
IG	Inspector General
IMS	Incident Management System
IPAC	Intra-governmental Payment and Collection
ISO	International Organization of Standardization
IT	Information Technology
ITAM	Information Technology Asset Managers
ITRA	Income Tax Reimbursement Allowance
LAN	Local Area Network

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Acronym	Description
LOC	Letter of Credit
LWOP	Leave Without Pay
MPRP	Metric Performance Retainage Pool
NAAS	NASA Automated Awards System
NASA	National Aeronautics and Space Administration
NCAD	NASA Consolidated Active Directory
NCIP	NASA Contracting Intern Program
NCTS	NASA Conference Tracking System
NEDC	Enterprise Data Center Services
NEPS	NASA Employee Profile System
NOPS	NASA Organizational Profile System
NICS	Network and Communications Services
NRA	NASA Research Announcement
NSEMS	NASA Student Employment Management System
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
ODIN	Outsourcing Desktop Initiative for NASA
OGE	Office of Government Ethics
OHCM	Office of Human Capital Management
OCIO	Office of the Chief Information Officer
OMB	Office of Management and Budget
ONR	Office of Naval Research
OPF	Official Personnel Folder
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PDA	Personal Digital Assistant

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Acronym	Description
PI	Principal Investigator
POC	Point of Contact
PR	Procurement
PRP	Performance Retainage Pool
PSC	Program Support Center (U.S. Department of Health & Human Services)
RITA	Relocation Income Tax Allowance
RTCA	Radio Technical Commission for Aeronautics
SBIR	Small Business Innovative Research
SCORM	Sharable Content Object Reference Model
SES	Senior Executive Service
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
SPOC	Single Point of Contact
SPPR	Servicing Personnel Office Mass Prints Process
SRBA	Sponsored Research Business Activity
STTR	Small Business Technology Transfer
SVTM	Secure Virtual Team Meeting
TDY	Temporary Duty
VTM	Virtual Team Meeting
WCF	Working Capital Fund
WEST	Web Services
WICN	Workforce Information Cubes for NASA
WIMS	Workforce Integrated Management System
WTTS	Workforce Transformation Tracking System
WYE	Work Year Equivalent