National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Transition/Implementation Plan

NSPLN-5000-0002 Basic Version 1.0

Effective Date: December 01, 2015
Expiration Date: December 01, 2018

Consolidation of Simplified Acquisitions at or below $150,000 at the NSSC

Responsible Office: Procurement Division

Approved by

KENNETH NEWTON

Digitally signed by KENNETH NEWTON
DN: c=US, o=U.S. Government, ou=NASA, ou=People, cn=KENNETH NEWTON, 0.9.2342.19200300.100.1.1=klnewton
Date: 2015.12.22 12:00:54 -06'00'

Kenneth L Newton
Director, Service Delivery Directorate

_____
Date

DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	12/01/2015	Basic release

TABLE OF CONTENTS

1.0 INTRODUCTION 5
1.1 What is the Simplified Acquisitions Threshold (SAT)? 5
1.2 Agency Background on SAT 5
1.3 What is not Transitioning? 5
1.4 NSSC Objectives 6
2.0 SCOPE 7
2.1 Transition Team 9
2.2 Schedule 9
2.3 Organization and Staffing 11
2.4 Training and Qualified Personnel 14
2.5 Training Center Requisitioners and Customers 15
2.6 Communications Strategy 15
2.7 Information Technology 17
2.8 Processes and Procedures 17
2.9 Lessons Learned 20
3.0 ASSUMPTIONS 20
3.1 Transition Plan Assumptions 20
3.2 Badge In-Place Assumptions 20
3.3 Center Assumptions 21
3.4 Basic Transition Assumptions 22
3.5 P-Card Assumption 22
4.0 TECHNICAL SUPPORT 22
4.1 NSSC Contact Information 22
4.2 Document Imaging 23
4.3 IT Workflow Management Tool 24
5.0 RISKS 24
6.0 RECORDS 25
Appendix A - Acronyms and Abbreviations 27
Appendix B - Points of Contact 30
Appendix C - SAT Process Flows 32

1.0 Introduction

1.1 What is the Simplified Acquisitions Threshold (SAT)?

Simplified Acquisition is a term used by federal procurement personnel to describe the policies and procedures used to acquire commodities and services, including research and development, and commercial items. The individual acquisition value for most of these actions does not exceed the threshold of $150,000 (higher thresholds exist for certain types of SAT purchases). For the purposes of this transition, only actions valued at or below $150,000 are included and, hereinafter, are referred to as SAT purchases. Contracting Officers (CO) utilize simplified purchasing procedures to make these SAT purchases. Simplified purchasing procedures provide a more streamlined approach for procuring these types of commodities and services, and to the maximum extent practical, mimic commercial purchasing techniques.

1.2 Agency Background on SAT

SAT purchasing often involves high-volume, low-dollar contract actions. SAT purchases, like the majority of other larger dollar value purchases made by the Agency, are currently procured in a decentralized manner. Meaning every Center relies on its own internal policies and procedures to award these actions in a timely fashion. On average, the National Aeronautics and Space Administration (NASA) awards 46% of all SAT purchases during the last quarter of the fiscal year (FY). This abundance of actions towards the end of the fiscal year can often cause workload bottlenecks.

1.3 What is not Transitioning?

The following types of acquisitions are not within the scope of this transition:

- New awards with a potential value over $150,000 (even those utilizing simplified acquisition procedures);
- New Indefinite Delivery, Indefinite Quantity (IDIQ) contracts or Blanket Purchase Agreement (BPAs) that permit the award of orders with a potential value over $150,000;

- Orders under $150,000 issued against an IDIQ contract or BPA retained by the Center (this does not include orders issued against any of the Solutions for Enterprise-Wide Procurement (SEWP) contracts);
- Interagency Agreements;
- Small Business Innovation Research (SBIR) Phase III contracts and Grants that are retained by the Centers;
- Orders for construction, facility repair or Architect & Engineer (A&E) services (Product Service Codes (PSC) “C1,” “C2,” “Y,” and “Z”); and
- SAT purchases made by institutional support contractors on behalf of the Agency

1.4 NSSC Objectives

NASA created a Shared Services Center to perform a variety of transactional and administrative activities currently performed at each NASA Center in the functional areas of: Financial Management (FM), Human Resources (HR), Information Technology (IT), and Procurement. The Shared Services approach provides services to multiple organizations to effectively achieve economies of scale without losing customer focus. NASA achieves economies of scale through standardization and automation, and it maintains customer focus by implementing service level agreements and active customer relationship management. The implementation of the NASA Shared Services Center (NSSC) allows Center management to spend more time focusing on their core competencies. NSSC’s reporting relationship with NASA Headquarters (HQ) ensures that we focus on achieving the following: efficient and effective service; improved data quality; standardized processes; consistent levels of quality; leveraged skills and investments; and economies of scale.

These objectives will be kept in mind during the transition of the Simplified Acquisition function from the Centers to the NSSC. This document outlines the scope, assumptions, and the transition plan for the consolidation of simplified acquisitions at or below $150,000 at the NSSC.

Appendix A provides a listing of acronyms and abbreviations used throughout this document.

2.0 Scope

The scope of the consolidation of award and administration of simplified acquisitions at or below $150,000 at the NSSC was approved by the Mission Support Council. The Mission Support Council made the decision after consultation with the below stakeholders; review of the data and analysis contained in the business case; and consideration of the comments and concerns expressed by the affected stakeholders.

Consulted Stakeholders:

- Associate Administrator (AA) for Mission Support Directorate (MSD)
- Center Associate Directors
- Center Procurement Officers
- Affected HQ Functional Owner(s): Office of Procurement (OP)/William McNally and Office of Small Business Programs (OSBP)/Glenn Delgado
- Representative of Organized Labor – Pre-Decisional Involvement (PDI)
- Mission Support Council

To accomplish this consolidation and transition of Agency SAT purchasing activities to the NSSC, a core cadre of highly specialized, dedicated, and well trained procurement personnel (Civil Service (CS) and Service Provider (SP)) will be established at the NSSC. This procurement staff will be augmented by current highly specialized, dedicated, and well trained GS-1105 procurement personnel at Glenn Research Center (GRC) and Goddard Space Flight Center (GSFC) who transition as “badge in-place” employees and a SP-coordinated internship program. All procurement staff will follow a common set of standardized SAT purchasing policies and procedures adhering to the Federal Acquisition Regulation (FAR). Each individual will also be thoroughly familiar with the shared services business model as well as the core value and mission of the NSSC - *unparalleled service* to our Agency customers.

The NSSC will leverage its on-going migration from Remedy to ServiceNow to provide stakeholders with unprecedented insight into the SAT purchasing activity. Key benefits of ServiceNow include the ability to automate manual task and deliver customized status information to end users. It is configurable, reduces infrastructure maintenance requirements, increases efficiency, and allows for

extensive reporting on performance. ServiceNow provides the capability to add dashboards to the desktops of requisitioners, Center managers, and Agency leaders, which will provide those individuals with the ability to obtain real-time status on a specific SAT action or an organization's entire portfolio of SAT actions. Center and Agency leaders will now also have the ability to obtain from their computers, statistical purchasing data that can be used to answer external reporting requirements or assist with strategic sourcing decisions.

The following is a starting point for defining the tasks and processes which will be consolidated for performance at the NSSC and "badged in-placed" locations. Pre-award, award, and post-award administration activities include, but are not limited to, the following:

- Assist requisitioners in refining product item descriptions, specifications, deliverables, sole source justifications, and evaluation criteria as applicable;
- Develop acquisition strategy plans;
- Develop and issue solicitations;
- Receive quotations from vendors;
- Forward quotations to requisitioners for technical evaluations;
- Assist requisitioners in the performance of technical evaluations;
- Perform price analysis;
- Make source selection decisions;
- Prepare all supporting file documentation required by the FAR and NASA FAR Supplement;
- Execute and distribute award documents;
- Resolve any litigation (protests and claims);
- Perform Federal Procurement Data System (FPDS)-Next Generation (NG) data entry;
- Perform post-award surveillance and administration;
- Issue modifications when required;
- Answer inquiries from vendors and requisitioners;
- Ensure delivery of supplies;
- Provide status of SAT actions via SAT Web site, ServiceNow dashboards, and Customer Contact Center (CCC);
- Process warranty claims or returns;

- Process invoices for approval and payment; and
- Forward award documents to the Agency closeout contractor for closeout after final payment has been made.

2.1 Transition Team

Select NSSC CS and SP, in conjunction with Subject Matter Experts (SMEs) from each Center, will jointly carry out the transition. Additionally, others may be included to ensure a timely transition. Appendix B identifies the transition team as well as specific roles and responsibilities.

2.2 Schedule

Concurrence from the Mission Support Council was received March 26, 2015, and Center transitions will occur during the first Quarter of FY 2017 (October 2016 – December 2016). Full assumption will be completed by the end of the first quarter FY17. In determining the transition schedule for each Center, a number of factors were considered:

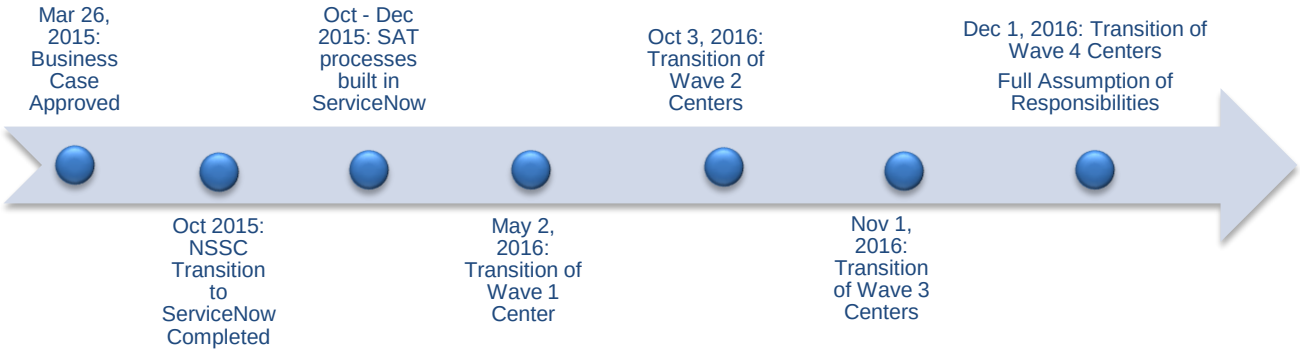
- GS-1105 personnel "badged in-place" at GSFC and GRC;
- Dates existing Center support contracts expire; and
- Quantity of SAT purchases awarded annually at each Center.

Based on these considerations, the schedule outlined in the table below was developed:

Wave 1 May 2, 2016	Wave 2 October 3, 2016	Wave 3 November 1, 2016	Wave 4 December 1, 2016
MSFC	GSFC	ARC	AFRC
	GRC	LaRC	JSC
	HQ	SSC	KSC

Prior to the initiation of Wave 1, the NSSC will conduct a MSFC-specific Operational Readiness Review (ORR). Prior to the other transitions (Waves 2, 3, and 4 from October 4, 2016 through December 1, 2016), the NSSC will conduct a second ORR with key Center and Agency stakeholders to demonstrate overall readiness and obtain Agency approval before proceeding.

Transition Timeline and Key Transition Activities



A detailed list of transition activities will be described in the SAT Project Plan/Schedule. Below are some of the key transition activities.

Key Transition Activity Schedule

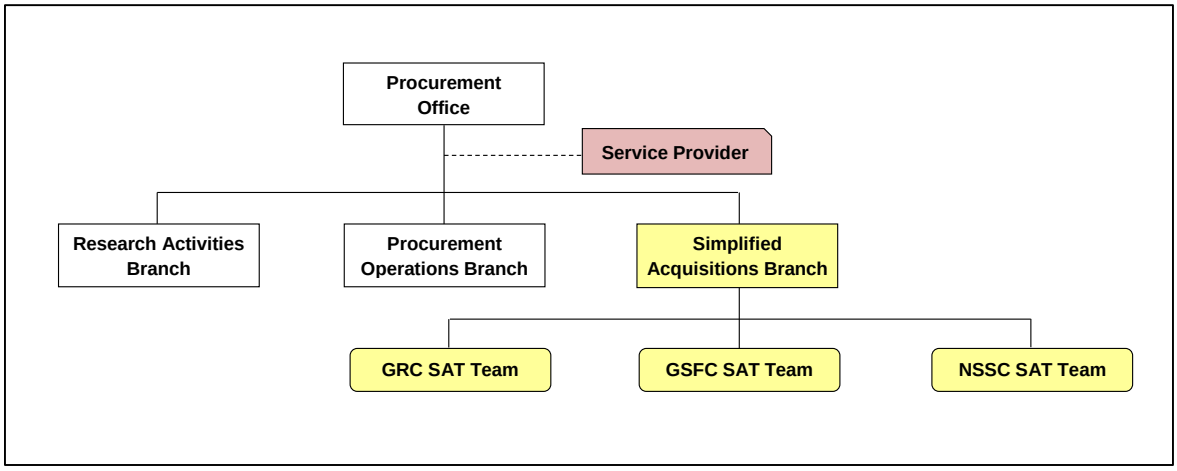
Transition Activity	Date(s)
Business Case Approval	March 26, 2015
Selection and Assignment of NSSC Transition Team	April 2015 - May 2015
Discovery with Center Personnel	April 2015 - Ongoing through transition
Finalization of SAT Policies, Procedures, and Documentation	April 2015 - January 2016
Communications with Centers	April 2015 - Indefinitely
Change management activities with affected Procurement Staff and other Stakeholders	April 2015 - Indefinitely
NSSC Migration to ServiceNow Completed	October 2015
Development of Forms and Templates in ServiceNow	October 2015 - TBD
Development of NSSC Procurement Portal	October 2015 - TBD
SAT/Procurement ServiceNow Functional	January 2016
Change Management & Communication Activities with Centers	June 2015 - January 2017
Finalization of Change Management and Communications Plans	July 2015
Finalization of Transition Plan	July 2015
Development of Customer Contact Center Frequently Asked Questions (FAQs) and Knowledge Articles	September 2015 - December 2015
Configuration of TechDoc Records Management	August 2015 - December 2015
Establishment of University Intern Program	September 2015 - April 2017
Wave 1 CS and SP Hiring and Training	February 2016 - April 2016

Transition Activity	Date(s)
MSFC Requisitioners**/Center Training**	March 2016 - Indefinitely
Wave 1 Transition - ORR	April 2016
Wave CS and SP Hiring and Training	June 2016 - August 2016
Processing GS-1105 "Badge In-Place" Requests (GSFC and GRC)	August 2016 - December 2016
Requisitioners/Center Training	June 2016 - Indefinitely
Main Transition Wave - Operational Readiness Review	September 2016
Full assumption of SAT Purchasing Activity for Wave 2 Centers	October 2016
Full assumption of SAT Purchasing Activity for Wave 3 Centers	November 2016
Full assumption of SAT Purchasing Activity for Wave 4 Centers	December 2016
Full assumption of SAT Purchasing	December 2016
Temporary Staff Hiring and Training (Interns)	May 2017 - June 2017

2.3 Organization and Staffing

The NSSC has established a new branch within the Procurement Office to perform the SAT purchasing activities. A branch chief at the GS-15 level will have overall responsibility for all transition activities, along with day-to-day operations once the NSSC assumes full responsibility of the SAT activity in December 2016. The branch chief will be assisted by two leads, GS-1102 contracting officers, who will provide technical oversight; as well as assist with supervision at GSFC and the NSSC. [Note: Determination of grade level of the supervisor/lead at GSFC will be determined by assessment of the NSSC HR Officer.]

An organizational chart for the SAT purchasing activity is provided below.



Management of SP personnel will fall under the overall responsibility of the SP's procurement functional manager and will leverage best practices currently being utilized to support grant and cooperative agreement award and administration; SBIR/Small Business Technology Transfer (STTR) contract award and administration; enterprise license management; and procurement services administration (GS-1102 training, Purchase Card (P-Card) Program, Federal Acquisition Certification (FAC-C) and Federal Acquisition Certification Contracting Officer's Representative (FAC-COR) certification programs) activities being performed at the NSSC.

CS and SP personnel assigned to this activity will be trained on all pre-award and post-award administration tasks and organized into fulfillment groups based on a particular type of commodity or service (i.e., SEWP orders or laboratory equipment) or specific Center. Use of fulfillment groups provides assurance that each individual SAT action will be appropriately assessed, and processed, without relying on any one particular person to complete the task.

Appropriate staffing levels were projected using staffing data and spend analysis conducted during the business case preparation. Planned skill mix and staffing levels reflect our best estimates based on the:

- Quantities and types of SAT purchases awarded by the Agency during FY11-14;
- Skill mix and staffing levels currently being utilized by Center Procurement Offices;

- Composite of productivity levels currently being experienced by Center Procurement Offices; and
- Anticipated efficiencies normally obtained by shared service organizations through the consolidation of activities, employment of highly specialized workforces, and utilization of standardized processes and procedures.

Actual staffing headcounts may fluctuate month to month depending on the volume of SAT activity, peaking during the last quarter of the FY. The table below provides the anticipated staffing requirements by month for an average FY.

Position Title	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total WYEs
GS-1102 (Branch Chief)	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
GS-1102 (Team Lead)	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
GS-1102 Contract Specialist	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
GS-1105 Purchasing Agent	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0	19.0
Procurement Specialist IV	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Procurement Specialist III	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Procurement Specialist II	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Procurement Specialist I	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0	14.0
Procurement Assistant III	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Procurement Assistant II	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
Interns + Overtime + Other Reassigned NSSC Staff	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	20.0	5.0
Total	**51.0**	**51.0**	**51.0**	**51.0**	**51.0**	**51.0**	**51.0**	**51.0**	**51.0**	**71.0**	**71.0**	**71.0**	**56.0**

In conjunction with our SP, the NSSC will work with a consortium of local Gulf Coast universities to establish an intern program for students majoring in business. This intern program will be modeled on existing Agency Science Technology Engineering Mathematics (STEM) programs with the objective of providing:

- Local university business majors with a method for obtaining practical experience in the federal acquisition field and accumulating academic credit;
- Robust recruiting tool for local businesses to use for hiring recent university graduates with practical experience in the federal acquisition field; and
- Solution for providing high quality, motivated employees on a temporary basis to augment permanent NSSC SP staff during peak workload periods.

Interns would primarily be used to perform administrative functions such as FPDS-NG data entry, work tracking system updates, tracking and follow-up on deliverables, and processing invoices. By performing these types of activities, permanent staff will be freed up to perform the more complex purchasing functions. Interns would be scheduled to work at times that did not conflict with their academic schedules, generally on a second shift or at flexible times during the traditional work day. This program will be developed during the course of the transition.

2.4 Training and Qualified Personnel

During the second through fourth quarters of FY16, the NSSC will provide initial and refresher training on simplified acquisition procedures to all NSSC CS and SP personnel who may be called upon to support this activity. A commercial vendor (e.g., Management Concepts or ESI International) will conduct three to five days of training on-site at the NSSC and GSFC. GRC personnel will have the choice of attending the training at the NSSC or GSFC.

New NSSC CS (to include badged-in-place 1105 employees) and SP employees will attend two modules of *NSSC New Employee Orientation Training*. This training provides new employees with an:

- Understanding of the mission of the NSSC;
- Introduction to the various organizations that comprise the NSSC and their leaders;
- Familiarization with the shared services business model;
- Appreciation of the NSSC culture; and
- Information on the operation of the NSSC working capital fund.

NSSC Procurement SMEs and Training Department will also provide employees extensive training on the capabilities and operation of ServiceNow.

2.5 Training Center Requisitioners and Customers

Center requisitioner and customer training will be developed during and after the testing phase of the ServiceNow tool. Both video and written documentation will be developed to help train Center requisitioners and customers. Training will be disseminated through System for Administration, Training, and Educational Resources for NASA (SATERN), SAT Web site, target e-mail communication, and roadshows before and after transition.

2.6 Communications Strategy

The communications strategy includes the use of e-mail, teleconferences, and face-to-face meetings as required, as well as the following methods,

which will be used to keep stakeholder and outside parties informed and involved in the transition process:

Stakeholder	Method of Communication	Frequency of Communication
SAT Procurement Office	Face to face, Telecoms, Web Postings, eNewsletter, E-mail messages	As needed
SAT Transition Team	Face to face, Telecoms, Web Postings, eNewsletter, E-mail messages	As needed
Affected HQ Functional Owner(s)	Telecoms, Web Postings, eNewsletter, Training Videos, Agency/Center E-mails, Targeted E-mails, Knowledge Articles	As needed
Representative of Organized Labor-PDI	Telecoms, Web Postings, eNewsletter, Agency/Center E-mails, Targeted E-mails, Knowledge Articles	As needed
AA for MSD	Telecoms, Web Postings, eNewsletter, Agency/Center E-mails, Targeted E-mails, Knowledge Articles, Training Videos	As needed
“Badged In-Place” Employees (Offsite NSSC Employees)	Face to face, Telecoms, Web Postings, eNewsletter, Training Videos, Agency/Center E-mails, Targeted E-mails, Knowledge Articles	As needed
Center SAT Points of Contact (POCs)	Telecoms, Web Postings, eNewsletter, Agency/Center E-mails, Targeted E-mails, Knowledge Articles, Training Videos	As needed
Program and Project Offices	Telecoms, Web Postings, Agency/Center E-mails, FAQs, External Communications Methods	As needed
Other NSSC Functional Areas (IT, FM, CCC)	Telecoms, Web Postings, Agency/Center E-mails, FAQs, External Communications Methods	As needed
Center Associate Directors	Telecoms, Web Postings, eNewsletter, E-mail messages	As needed
OFCO, Center Financial Officers, Center Resource POCs	Telecoms, Web Postings, eNewsletter, E-mail messages	As needed

Center Procurement Officers	Telecoms, Web Postings, eNewsletter, E-mail messages	As needed
NSSC Senior Leadership	Face to face, Telecoms, Web Postings, eNewsletter, E-mail messages	As needed
End Users	Telecoms, Web Postings, eNewsletter, Agency/Center E-mails, Targeted E-Mails, FAQs, Knowledge Articles, External Communications Methods	As needed

A more detailed communications strategy is contained in the Simplified Acquisitions Communication Plan.

2.7 Information Technology

IT will provide technical expertise and support with respect to the NSSC SAT infrastructure to help ensure “best practices” are applied as shown below:

- Develop functional user stories/requirements provided for SAT processes;
- Evaluate existing ServiceNow functionality;
- Compare functionality deltas between existing product specifications and SAT desired functionality;
- Refine/develop user stories/requirements for personalization and/or new ServiceNow development;
- Begin IT development using scrum methodology that will allow for agile iterative and incremental development and user testing;
- Final documentation creation and review, requirements, security, straw, user guides, etc.; and
- Ensure the transfer to Agency Consolidated End-User Services (ACES) seats for “badge in-place” personnel.

2.8 Processes and Procedures

For SAT purchases, three key dollar thresholds drive many of the acquisition strategy decisions: Under $3,500, $3,500 - $25,000, and Over $25,000. The

table below illustrates key regulatory requirements that are applicable at the different dollar thresholds.

Requirement	Under $3,500	$3,500 - $25,000	Over $25,000
Competition	Not Required	Solicit from Three Sources	All Responsible Sources
Small Business Considerations	Unrestricted	Small Business Set-aside	Small Business Set-aside
Synopsis/Post-award Synopsis	Not Required	Not required	Required
Price Reasonableness Determination	Limited Circumstances	Required	Required

Each acquisition of supplies or services that have an anticipated dollar value exceeding $3,500 but not exceeding $150,000, is automatically reserved for small business concerns and must be set aside for them unless an exception applies (FAR 13.003 and FAR 19.502-2).

SAT purchases between $25,000 and $150,000 generally require the publication of a synopsis on the Federal Business Opportunities (FedBizOpps*)* Web site unless one of the exceptions in FAR 5.202, *Exceptions* applies. Contract actions are publicized on the FedBizOpps Web site in order to increase competition; broaden industry participation in meeting Government requirements; and assist small business concerns in obtaining contracts and subcontracts. The most common exceptions to the synopsis requirement cited by contracting officers are:

- Orders are to be issued against a contract that was previously synopsized (i.e., SEWP contracts, Center IDIQ contracts & BPAs, and General Services Administration (GSA) Federal Supply Schedule (FSS) contracts); and
- Unusual or compelling urgency.

Federal statutes (10 U.S.C. 2304 and 41 U.S.C. 3301) require, with limited exceptions, that contracting officers provide for competition when soliciting offers and awarding Government contracts. Exceptions to these statutes are very limited and include:

- Only one responsible source and no other supplies or services will satisfy Agency requirements;
- Unusual and compelling urgency;
- Industrial mobilization; engineering, developmental, or research capability; or expert services;
- International agreement;
- Authorized or required by statute;
- National security; and
- Public interest.

Orders against Government-wide Acquisition Contracts (GWACs), GSA FSS Contracts and other Non-NASA IDIQ Contracts

Placing orders against GWACs, GSA federal supply schedule contracts, and other non-NASA IDIQ contracts are an efficient and cost effective means for satisfying a Center's SAT requirements. IDIQ contracts provide contracting officers with a simplified process (no synopsis; finite number of sources; shorter lead-times; established prices; predefined terms and conditions; and less chance of litigation) for obtaining commercial supplies and services at prices generally associated with volume buying.

Government-wide Commercial P-Card Transactions by CO

The Government-wide commercial P-card is authorized for use in making and/or paying for purchases of supplies, services, or construction. The P-card is the preferred method of ordering and paying for micro-purchases (under $3,500) and should be used to the maximum extent practicable by all NASA personnel.

Process Flows

High level process flows are available in Appendix C. More general processes and procedures will be described in the Simplified Acquisitions Service Delivery Guide (SDG). Detailed processes and procedures will be set forth in internal work instructions.

2.9 Lessons Learned

From previous transitions, the NSSC has learned the value of capturing and documenting lessons learned during a transition and will continue to do that. Lessons learned will be conducted as follows:

- Coordinate with each Center's SAT POC to assist with communication, guidance, and change management;
- Create logical process flows and work instructions that must be in place to effectively perform the work;
- Develop an Agency approach that incorporates and leverages resources at all levels; and
- Incorporate best practices from previous NSSC transitioned programs.

3.0 Assumptions

3.1 Transition Plan Assumptions

- ServiceNow will be the primary tool in providing workflow solution.
- NSSC will develop a standard Agency process from requirements and procedures derived from Center "best of breed" processes.
- NSSC staff for the above functions will be on board in time to prepare for the transition.
- NSSC will undergo an internal Pre-ORR prior to the actual ORR transition of work to the NSSC.
- NSSC will undergo a MSFC-specific ORR prior to the actual transition of MSFC work to the NSSC.
- NSSC will undergo a second ORR prior to the main transition of work to the NSSC.
- NSSC will develop a Communication Plan, a SDG, and Work Instructions.

3.2 Badge In-Place Assumptions

- NASA will freeze Center hiring of additional GS-1105 personnel to replace losses from attrition during the transition period;

- NASA commits to providing workforce flexibility options for those affected GS-1105 employees who are eligible; employees who are re-badged to NSSC will retain eligibility to apply for local (GSFC or GRC) job announcements;
- NSSC will honor commitments to fund college coursework for any re-badged employee who is currently participating in a formal GSFC educational program, leading to the award of a college degree;
- NSSC will work with GSFC to determine the necessary support for the transition and supervision of rebadged GS-1105 personnel;
- HQs MSD agrees to provide any funding shortfall(s) necessary to support these workforce flexibilities, education, and staffing initiatives;
- NSSC will fund future training/education for any re-badged employees who wish to pursue growth opportunities at GSFC or elsewhere, as allowed for in their budget;
- The Full Performance Level (FPL) for 1105's will be re-assessed as part of the transition process to determine if adjustment is justified;and
- To the extent possible, badged in place employees will receive on-going job specific training commensurate to the training offered to the employees at the NSSC location; i.e., in person training where at all possible vs. video conference. Training for ServiceNow software for all acquisition and requirements personnel who will use this software will be rolled out early, well in advance of the implementation date and prior to the last quarter of the FY when buyer workload is highest (specific schedules for training to be worked during transition period);

3.3 Center Assumptions

- Centers retain responsibility for administration of any existing SAT awards (through closeout) except for GSFC and GRC, as personnel transferring to the NSSC from those two centers will retain existing SAT awards through closure;
- Centers are responsible for obtaining all necessary Center reviews/approvals (e.g., organizational management approval, safety and health, quality assurance, property, Office of the Chief Information Officer (OCIO)) prior to forwarding the purchase requisition to the NSSC for processing;
- Centers are responsible for de-scoping existing support service contracts;
- Existing BPAs for SAT will not be renewed;
- No new BPAs/IDIQs for SAT purchases; and
- Assist NSSC in strategic sourcing decisions.

3.4 Basic Transition Assumptions

- Coordinate with Center SAT SMEs and current process owners to obtain an understanding of current processing requirements, gain a better appreciation of unique challenges faced at Centers, and to develop future processes;
- Perform workforce planning within available HR means and constraints;
- Alleviate concerns over the ability of the NSSC to deliver timely and customer focused SAT purchasing services; and
- Mitigate concerns over the ability of the NSSC to remotely procure mission critical, quality sensitive, and hazardous commodities and services at or below $150,000.

3.5 P-Card Assumption

- In the event that Systems, Applications and Products (SAP)/Core Financial business rules and system limitations cannot be revised to permit the use of one Center's funds by another Center's purchase card holder, Center purchase card coordinators will create individual accounts and issue purchase cards to a select number of NSSC contracting officers to support this activity; and
- To facilitate P-Card purchases for CMO/AMO funding, the NSSC will explore the possibility of Centers providing funds in the WCF similar to the Training Purchases process.

4.0 Technical Support

4.1 NSSC Contact Information

General contact with the NSSC regarding SAT purchases should be made to the NSSC CCC. The CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, timely follow-up, and feedback on outstanding issues. The CCC handles phone calls, e-mails, and online communications. The staff is trained in all aspects of shared services to be able to respond to customer inquiries of a general nature. The CCC is structured around teams that have ongoing access to a knowledge management tool and to a knowledge manager for assistance with customer inquiries. It is expected that routine calls and requests for routine information

will be handled by the CCC. The CCC has procedures in place to handle non-routine calls or requests that may require immediate elevation (warm handoff or ServiceNow case management as appropriate) to the SAT Team.

The CCC can be reached via phone or e-mail. Each call or e-mail will initially be assigned as a “Level I” case. The CCC will make every effort to answer the inquiry. A call ticket is created for every call received and if a call has to be elevated for resolution, a ServiceNow case management request will be opened. In the event a question cannot be answered by the CCC, the case will be routed to “Level II” which is the SP Procurement SAT team. Inquiries that are complex in nature and require interpretations of laws or regulations will be routed to “Level III” which is the CS Procurement SAT Team.

E-mail: nssc-contactcenter@nasa.gov
Phone: 1-877-NSSC123 (or 1-877-677-2123)
Hours: 8am – 8pm Eastern Standard Time, Monday through Friday

The CCC will be providing a listing of the appropriate POCs at the NSSC for elevation purposes, as well as the reference SAT Web pages, NSSC Procurement Supervisory POCs, and other pertinent information.

Customers will also have access to enhanced capabilities of a ServiceNow Self-Service dashboard on the NSSC procurement portal as an alternative option to contacting the NSSC CCC.

4.2 Document Imaging

SAT team plans to use ServiceNow to electronically capture any required documentation. Any documentation received through ServiceNow will be part of the electronic file uploaded into TechDoc.

Incoming documents, such as invoices, will be received, processed, and electronically filed by the NSSC Document Imaging Center. Documents may be sent to the NSSC as follows:

Note: Information sent to the NSSC electronically that contains personally identifiable information (PII) must be encrypted to follow established security procedures for control and safeguard.

Secure E-mail: nssc@nasa.gov
Mail:
NASA Shared Services Center
Attn: Procurement Division, SAT Team
Mail Code XD044
Building 1111, Jerry Hlass Road
Stennis Space Center, MS 39529-6000

4.3 IT Workflow Management Tool

The NSSC ServiceNow system is a Cloud Based IT service management system. Various features will be utilized to support the processes around NSSC's SAT fulfillment. These features include: Service Catalog, Workflow Management, Case Management, Incident Management, Contract Life Cycle Management, Reporting/Analytics and User Self Service.

The SAT ServiceNow solution will be able to leverage existing NASA configurations in ServiceNow to help facilitate access by customers, fulfillment teams, and other stakeholders. Customers will be able to access SAT ordering, reporting and "status" features through the self-service portal that uses ServiceNow.

All updates, maintenance, and modifications will be handled by established NSSC Change Management procedures.

5.0 Risks

The goal throughout transition planning and execution is to anticipate possible risks to successful transition and performance of SAT at the NSSC. To obtain the least amount of remediation possible, identification and reduction of risks are necessary. The most significant risks identified can be grouped into one of the following categories:

- If the NSSC is not able to handle end of year or other surge requirements, then delays in the delivery of critical items or a loss of expiring funds may occur.
- If the NSSC is unable to attract and retain sufficient qualified employees, then delays in the delivery of critical items may occur.

- If the SAT purchases are critical to the Centers institutional operations or programs managed by the Center, then the Center may be fearful about outsourcing that capability to the NSSC.
- If the Center has a short requirement turnaround, then the Centers may be fearful that the NSSC cannot meet those short lead-times due to lack of training and specialized knowledge of needed requirements which would result in an unsatisfactory delivery.
- If “badged in-place” GS-1105 personnel are not receptive to learning new purchasing processes, procedures, and systems or do not assimilate well into the NSSC culture, then a delay in the delivery of critical items may occur.
- If “badged-in-place” GS-1105 personnel feel disconnected to their leadership team, do not feel valued by NSSC or are unclear about how they fit in the larger picture, work dissatisfaction may occur.
- If the Centers do not provide detailed requirements, then the NSSC may not be able to meet Center deadlines.
- If requisitioners are unable or not receptive to learning and using new processes, procedures, and a new system (ServiceNow) to generate requisitions, then the Centers requirements will create delays in the delivery of requirements.
- If communication/change management is not clearly vetted before transition, then expectations of Center roles and responsibilities could be misunderstood and result in disruption and delay in the new process.

The above risks will be addressed and mitigated in a Risk Management Plan.

In regard to business continuity protocol, the NSSC Procurement Division Business Continuity Plan (document number NSBCP-1040-0004) is being revised to include business continuity procedures for this activity.

6.0 Records

The NSSC will not accept the transfer of historical records for this activity. Historical records and files will be maintained at the respective Center for the lifecycle of the record.

All SAT award documents and supporting file documentation will be 100% electronic and stored in the NSSC’s TechDoc repository. The NSSC uses

TechDoc as the software solution for the NSSC Electronic Library (NEL) and serves as the repository for the NSSC's official electronic records. As the NSSC's NEL repository, TechDoc incorporates records management features and capabilities such as retention, disposition, security/privacy protection, and reporting.

All SAT records will be maintained in accordance with FAR Subpart 4.8; NFS Subpart 1804.8; NRRS 1441.1A, *NASA Records Retention Schedules*; NPR 1441.1E, *NASA Records Management Program Requirements;* and NID 1600.55, *Sensitive But Unclassified Controlled Information.*

APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronym	Definition
AA	Associate Administrator
A&E	Architect & Engineer
ACES	Agency Consolidated End-User Services
AFRC	Armstrong Flight Research Center
AMO	Agency Managed Organization
ARC	Ames Research Center
BPA	Blanket Purchase Agreement
CCC	Customer Contact Center
CMO	Center Managed Organization
CO	Contracting Officer
CS	Civil Service/Civil Servant
FAC-C	Federal Acquisition Certification
DLA	Defense Logistics Agency
FAC-COR	Federal Acquisition Certification Contracting Officer's Representative
FAQs	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FedBizOpps	Federal Business Opportunities
FM	Financial Management
FPDS-NG	Federal Procurement Data System – Next Generation
FPL	Full Performance Level
FSS	Federal Supply Schedule
FTE	Full-time Equivalent
FY	Fiscal Year
GRC	Glenn Research Center
GSA	General Services Administration
GSFC	Goddard Space Flight Center
GWAC	Government-wide Acquisition Contracts
HQ	NASA Headquarters

Acronym	Definition
HR	Human Resources
IDIQ	Indefinite Delivery Indefinite Quantity
IT	Information Technology
JSC	Johnson Space Center
KSC	Kennedy Space Center
LaRC	Langley Research Center
LOC	Library of Congress
LSJ	Limited Source Justification
MSD	Mission Support Directorate
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NEL	NSSC Electronic Library
NFS	NASA FAR Supplement
NID	NASA Interim Directive
NPR	NASA Procedural Requirements
NRRS	NASA Record Retention Schedules
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OP	Office of Procurement
ORR	Operational Readiness Review
OSBP	Office of Small Business Programs
P-Card	Government Purchase Card
PDI	Pre-Decisional Involvement
PII	Personally Identifiable Information
POC	Point of Contact
PSC	Product Service Code
SAP	Systems Applications and Products
SAT	Simplified Acquisition Threshold
SATERN	System for Administration, Training, and Educational Resources for NASA

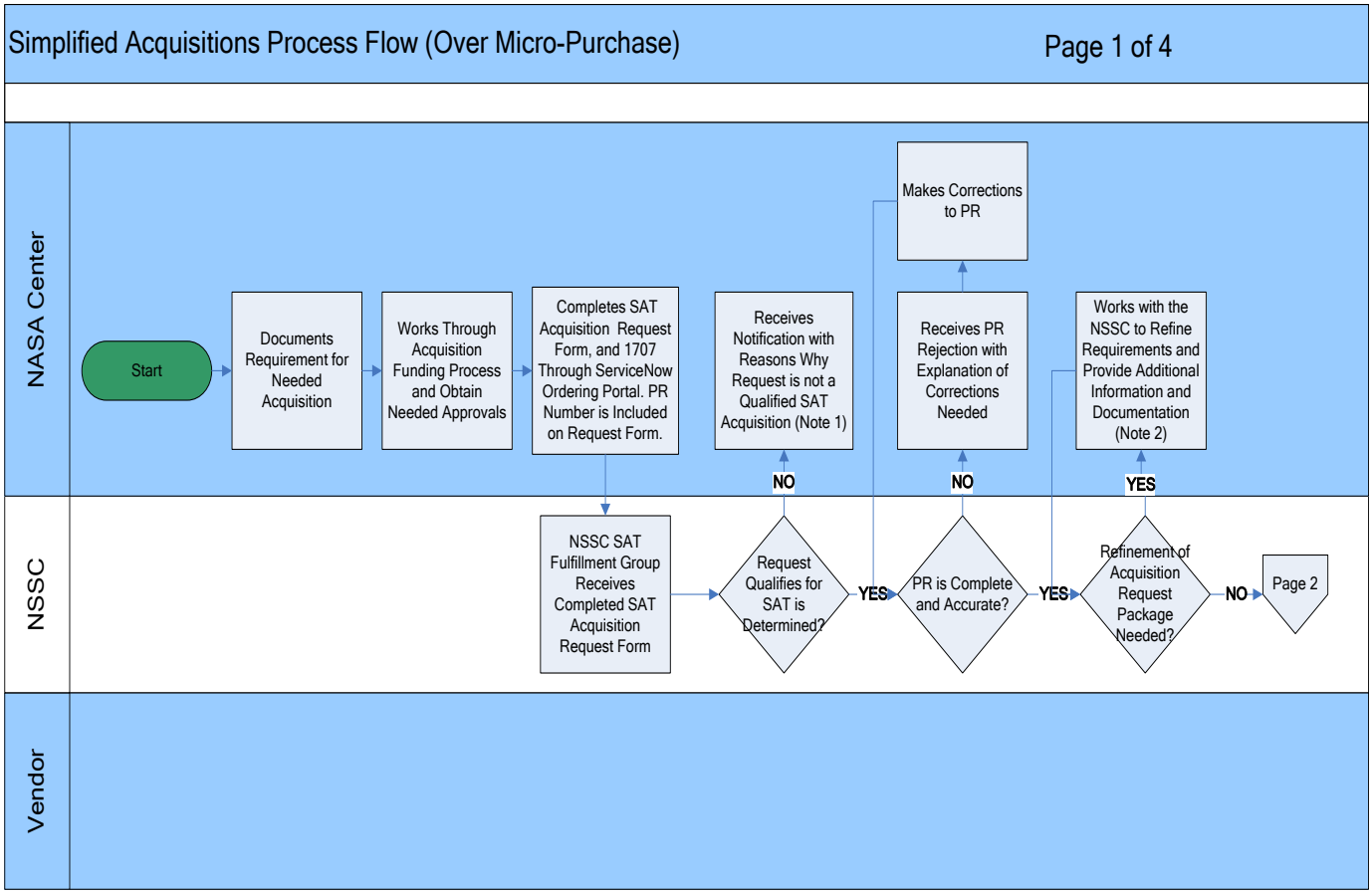
Acronym	Definition
SBIR	Small Business Innovation Research
SDG	Service Deliver Guide
SEWP	Solutions for Enterprise-Wide Procurement
SME	Subject Matter Expert
SP	Service Provider
SSC	Stennis Space Center
STEM	Science Technology Engineering Mathematics Program
STTR	Small Business Technology Transfer
U.S.C.	United States Code
VA	Veterans Administration
WCF	Working Capital Fund

APPENDIX B - POINTS OF CONTACT

Team Member	Office	Responsibility
Anna Turner	NSSC CS	Activity Transition Manager/SAT Branch Chief
Charles "Chris" Bridges	NSSC CS	SAT CS Team Lead/Service Owner
Kim Zimmerman	NSSC SP	Project Manager
Desiree Oliver	NSSC SP	SAT SP Team Lead; Processes & Requirements, & Development of SP Work Instructions & Templates
Wendy Herty	NSSC SP	Procurement Functional Manager, Processes & Requirements
Brandi Head	NSSC SP	Technical Lead, ServiceNow Concepts & Processes
Chuck Breath	NSSC SP	SME, ServiceNow Concepts & Processes
Venetia Gonzales	NSSC CS	Communications Specialist
Rosa Hebert	NSSC SP	Contact Center Support
Robin Schenck	NSSC SP	Test Manager
Libby Fornea	NSSC SP	Quality Specialist Lead
Brian Reid	NSSC SP	Business Analysis/process flows/service delivery guide/work instructions
Charlene Thames	NSSC SP	IT Manager
Renee Hellmers	NSSC SP	Metrics Support
Tim Raborn	NSSC SP	IT Security
Danny Harvill	NSSC CS	Chief/CIO Information Resources Division
Kevin Herrington	NSSC SP	IT Specialist Support
Wendy Byrd	NSSC SP	Document Imaging
Ron Layel	NSSC SP	Records Management Manager
Samantha Savage	NSSC SP	Records Management Support
Gerald Causey	NSSC SP	Training Supervisor
Asya Kamenkovich	NSSC SP	Measurement Professional/Surveys
Jim Eastman	AFRC	Center SAT SME Primary
Sarah Andrae Pollock	ARC	Center SAT SME Primary, Procurement Analyst
Robin De Leon	ARC	Center SAT SME Alternate, Contract Specialist
Kaprice Harris	GRC	Center SAT SME Primary, Chief Procurement Officer
Mark Manthey	GRC	Center SAT SME Alternate, Deputy Procurement Officer
Nipa Shah	GSFC/HQ	Center SAT SME Primary, Supervisory Contract Specialist
Lisa Kelleher	GSFC/HQ	Center SAT SME Alternate, Directorate Resources Manager, Science & Exploration Directorate
Gisela Moreno	JSC	Center SAT SME Primary

Team Member	Office	Responsibility
Roy M Colvin (Mitch)	KSC	Center SAT SME Primary, Supervisory Contract Specialist
Tommy L. Mack	KSC	Center SAT SME Alternate, Supervisory Assistant, Technical Management
Tracy Siegel	LARC	Center SAT SME Primary, Procurement Analyst
Lisa Harvey	LARC	Center SAT SME Alternate, Lead Contract Specialist
James Bailey	MSFC	Center SAT SME Primary, Manager, Engineering Support Office
Joe Eversole	MSFC	Center SAT SME Alternate, Chief, Engineering Systems Support Office
James D. Huk	SSC	Center SAT SME Primary, DA00 Deputy Procurement Officer

APPENDIX C - SAT PROCESS FLOWS



Note 1: Reasons Why a Request Does Not Qualify:

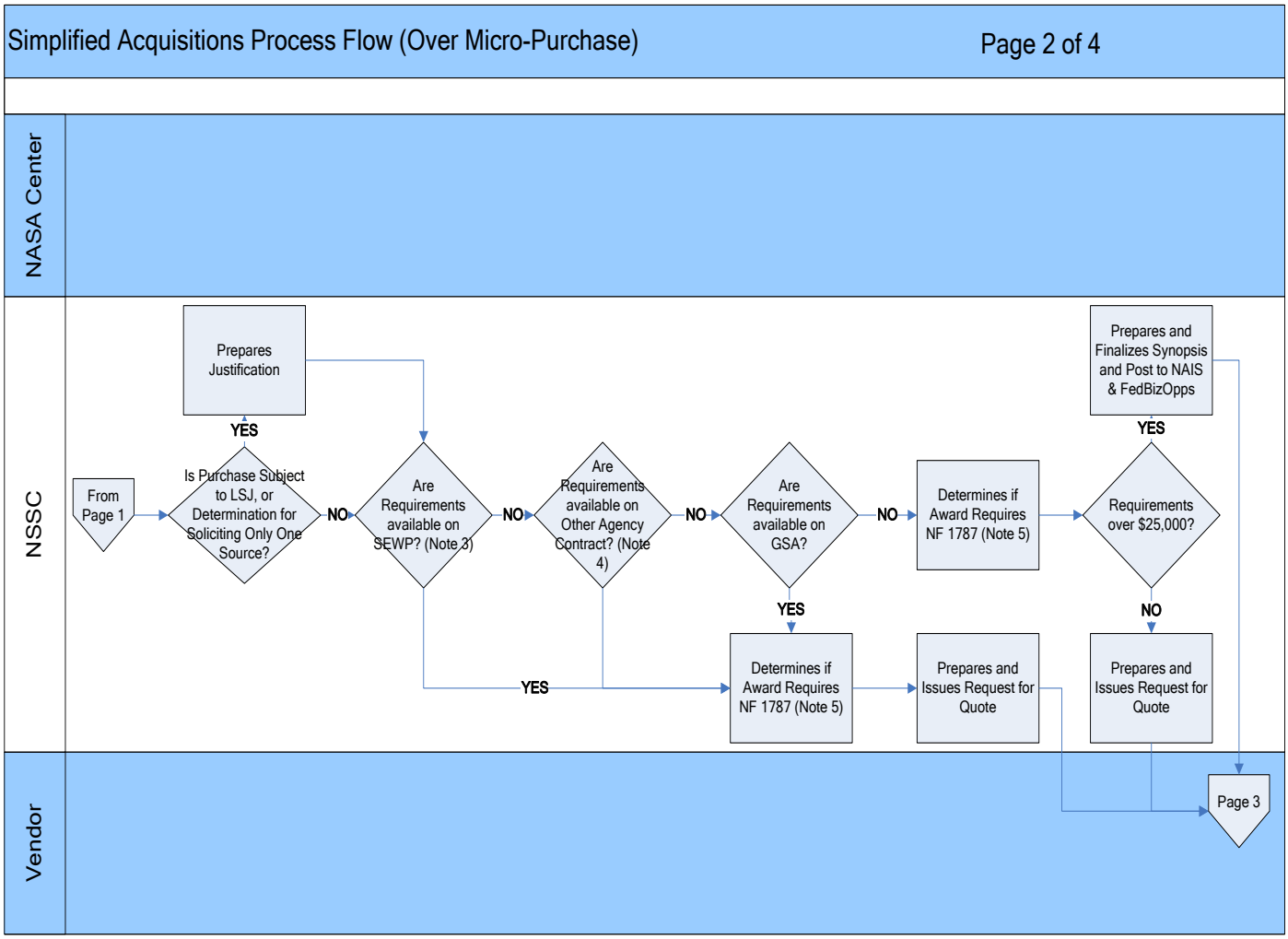
Request is Out of Scope:

New awards with a potential value over $150,000; New Indefinite Delivery, Indefinite Quantity (IDIQ) contracts or Blanket Purchase Agreement (BPAs) that permit the award of orders with a potential value over $150,000; Orders under $150,000 issued against an IDIQ contract or BPA retained by the Center (this does not include orders issued against any of the Solutions for Enterprise-Wide Procurement (SEWP) contracts); Interagency Agreements under $150,000; Small Business Innovation Research (SBIR) Phase III contracts under $150,000 that are retained by the Centers; Grants under $150,000 that are retained by the Centers; Orders under $150,000 for construction, facility repair or A&E services (PSC codes "C1", "C2", "Y", and "Z"); and SAT purchases made by institutional support contractors on behalf of the Agency.

Request out of scope will be sent back for the Center to process.

Requests that could be fulfilled using a different NSSC Procurement group (ELMT, Grants, SBIR) will be worked out with the Center and re-routed.

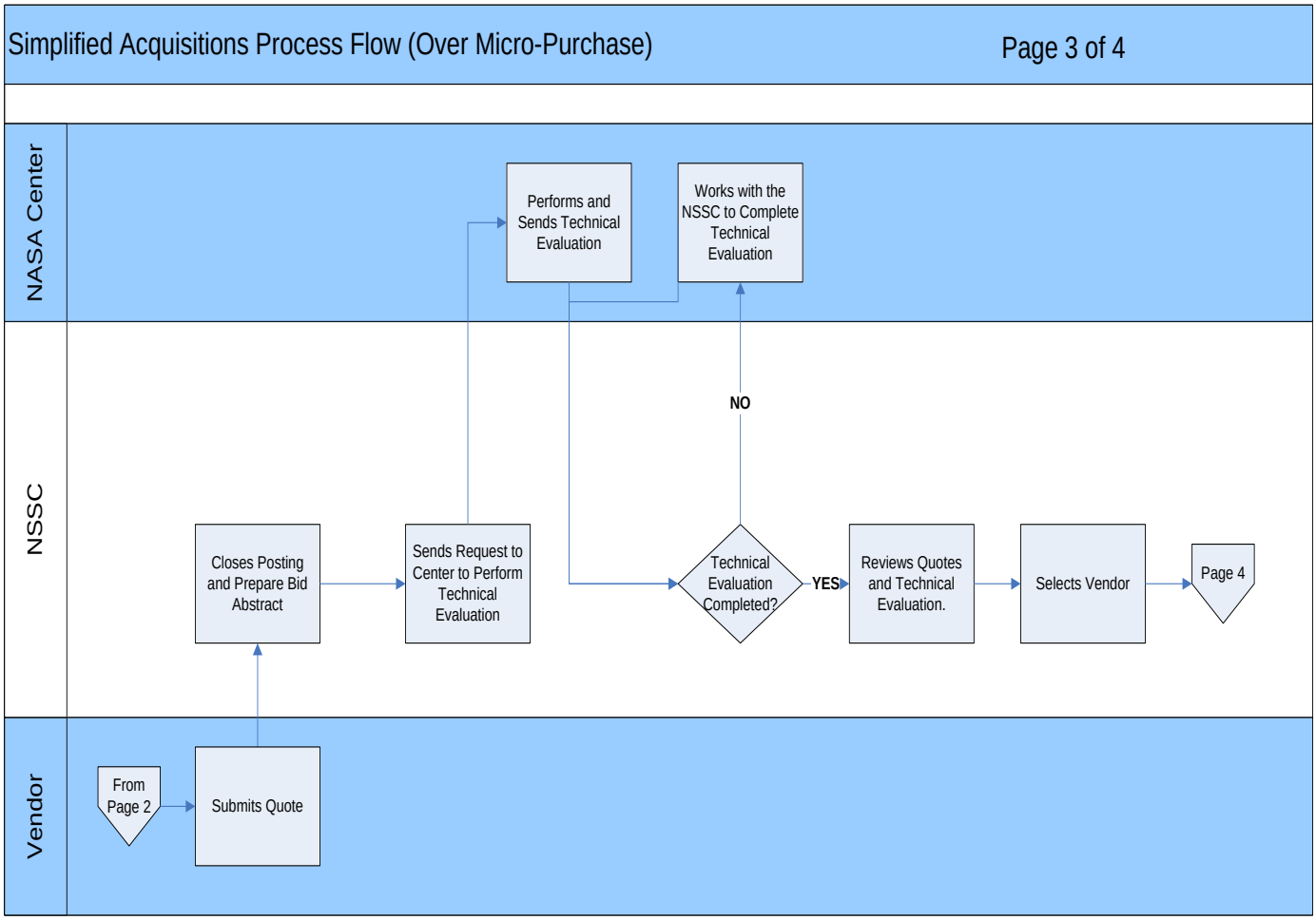
Note 2: The NSSC SAT Team will provide assistance to the Center to help refine requirements and identify any missing information. Order is place in pending until documentation is received. The NSSC SAT Team will continue to follow-up with the Center until documentation and information is received.

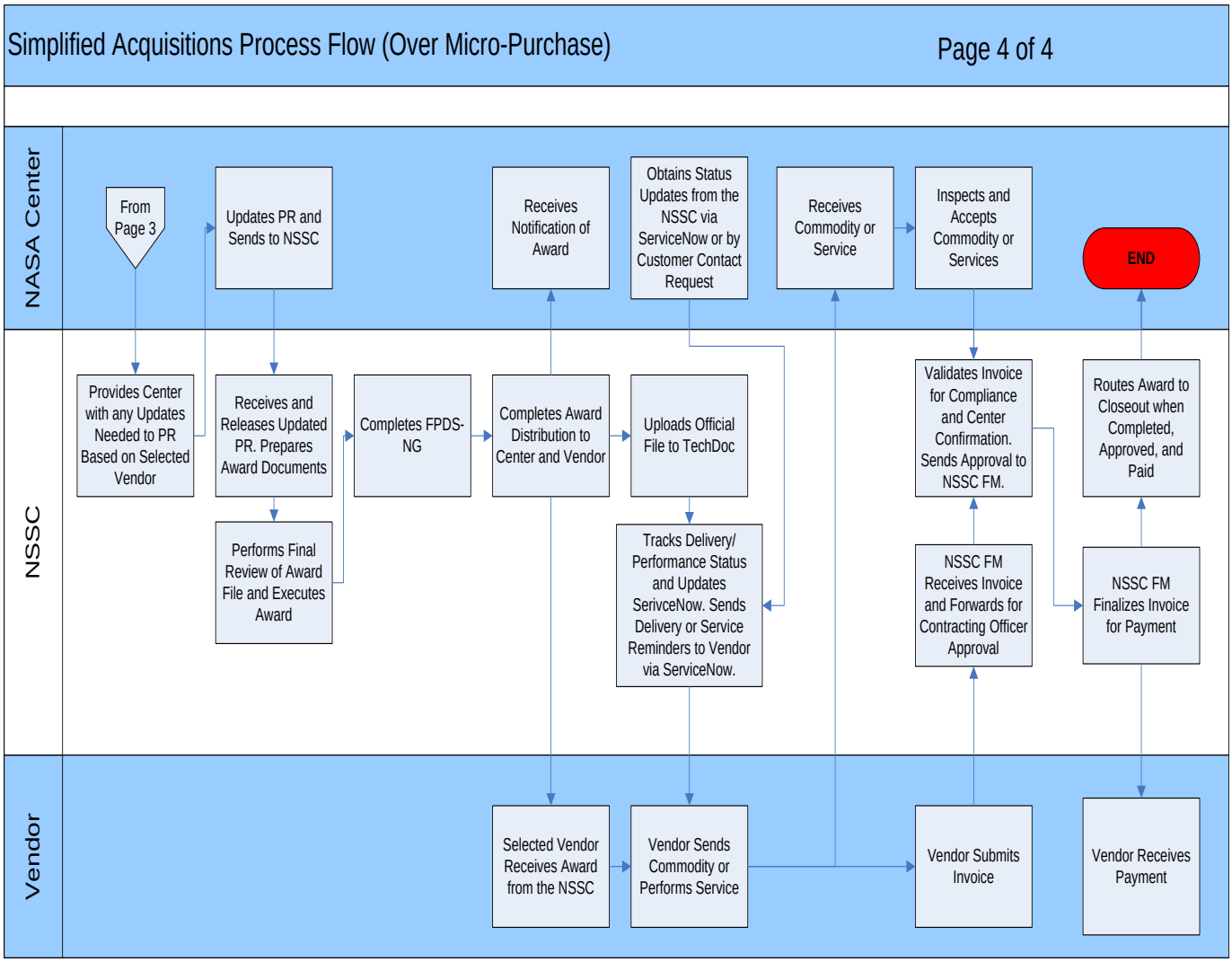


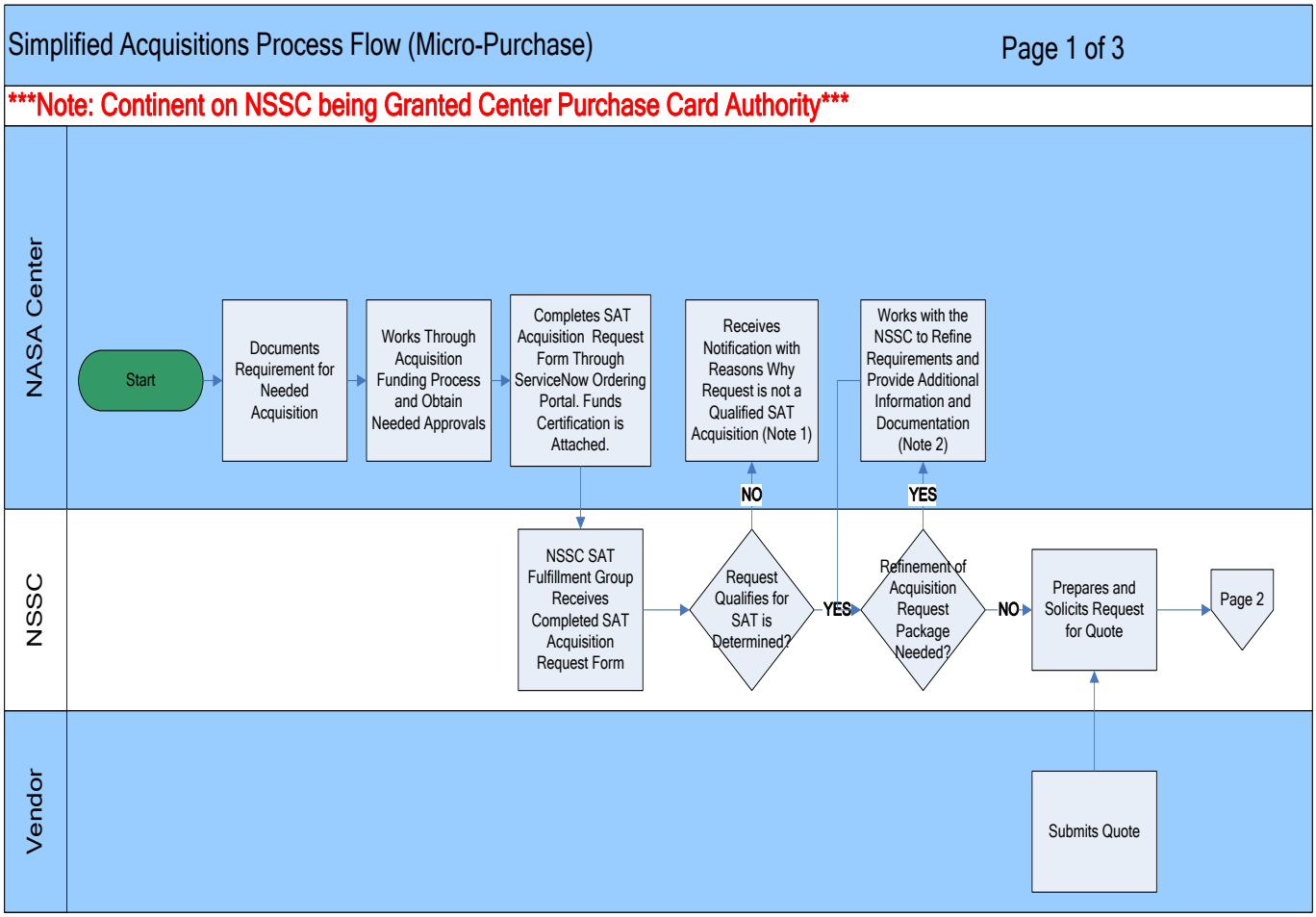
Note 3: SEWP is a is a multi-award Government-Wide Acquisition Contract (GWAC) vehicle focused on IT products and product based services. Products include tablets, desktops and servers; IT peripherals; network equipment; storage systems; security tools; software products; cloud based services; telecommunications; Health IT; sensors; video conferencing systems and other IT and Audio-Visual products. Product based services such as installation, training, maintenance and warranty are also available through SEWP.

Note 4: Other Agency Contract include Veterans Affairs (VA), Defense Logistics Agency (DLA), Library of Congress (LOC).

Note 5: NF 1787 for SAT is required for awards at $150,000 or if not set aside for small business. Small Business Coordination NASA Shared Services Center Work Instruction will be followed for acquisitions requiring NF 1787.


Simplified Acquisitions Process Flow (Over Micro-Purchase)
Page 3 of 4
NASA Center
NSSC
Vendor
Performs and Sends Technical Evaluation
Works with the NSSC to Complete Technical Evaluation
NO
Closes Posting and Prepare Bid Abstract
Sends Request to Center to Perform Technical Evaluation
Technical Evaluation Completed?
YES
Reviews Quotes and Technical Evaluation.
Selects Vendor
Page 4
From Page 2
Submits Quote


Simplified Acquisitions Process Flow (Over Micro-Purchase)
Page 4 of 4
NASA Center
NSSC
Vendor
From Page 3
Updates PR and Sends to NSSC
Receives Notification of Award
Obtains Status Updates from the NSSC via ServiceNow or by Customer Contact Request
Receives Commodity or Service
Inspects and Accepts Commodity or Services
END
Provides Center with any Updates Needed to PR Based on Selected Vendor
Receives and Releases Updated PR. Prepares Award Documents
Completes FPDS-NG
Completes Award Distribution to Center and Vendor
Uploads Official File to TechDoc
Validates Invoice for Compliance and Center Confirmation. Sends Approval to NSSC FM.
Routes Award to Closeout when Completed, Approved, and Paid
Performs Final Review of Award File and Executes Award
Tracks Delivery/ Performance Status and Updates SerivceNow. Sends Delivery or Service Reminders to Vendor via ServiceNow.
NSSC FM Receives Invoice and Forwards for Contracting Officer Approval
NSSC FM Finalizes Invoice for Payment
Selected Vendor Receives Award from the NSSC
Vendor Sends Commodity or Performs Service
Vendor Submits Invoice
Vendor Receives Payment



Note 1: Reasons Why a Request Does Not Qualify:

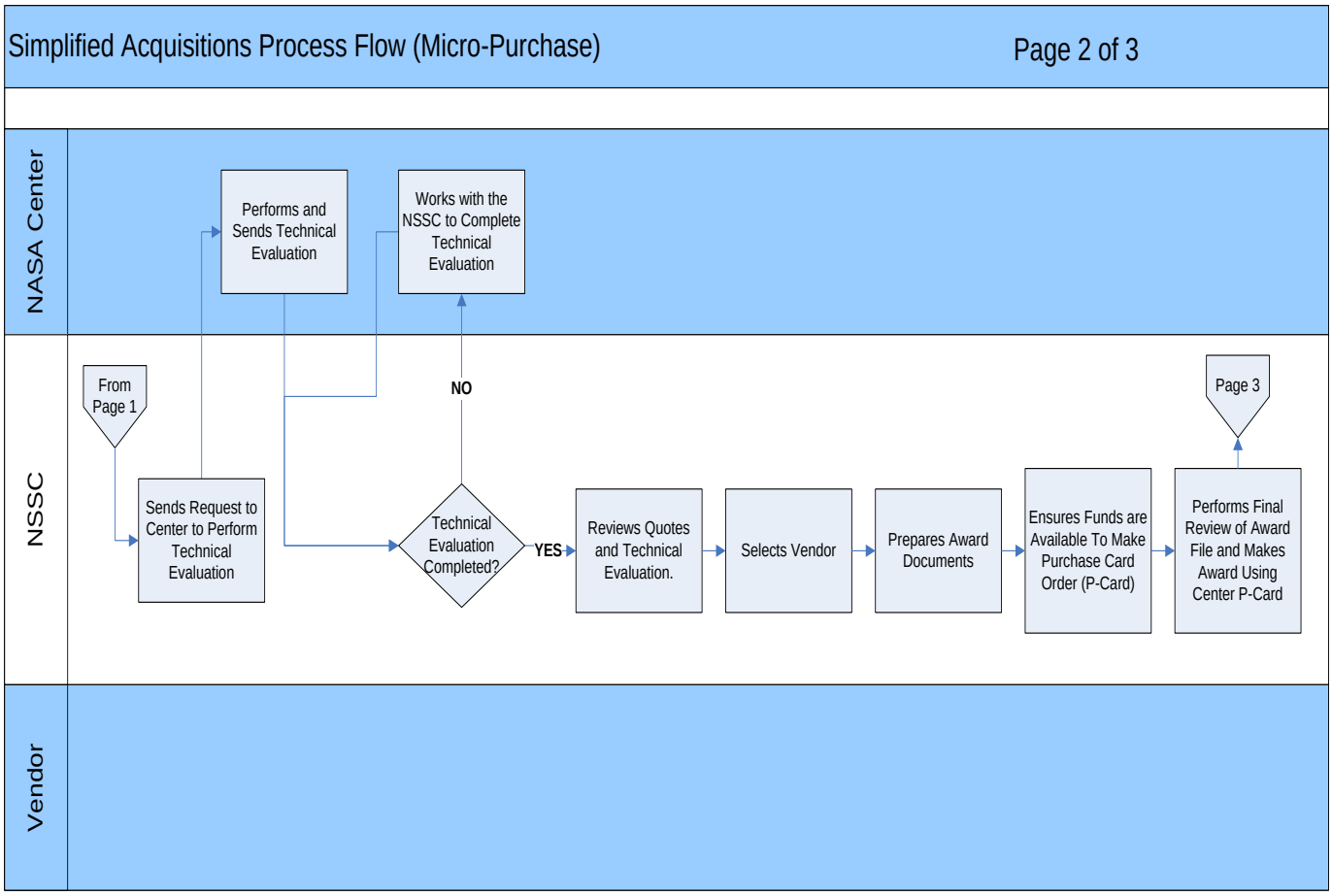
Request is Out of Scope:

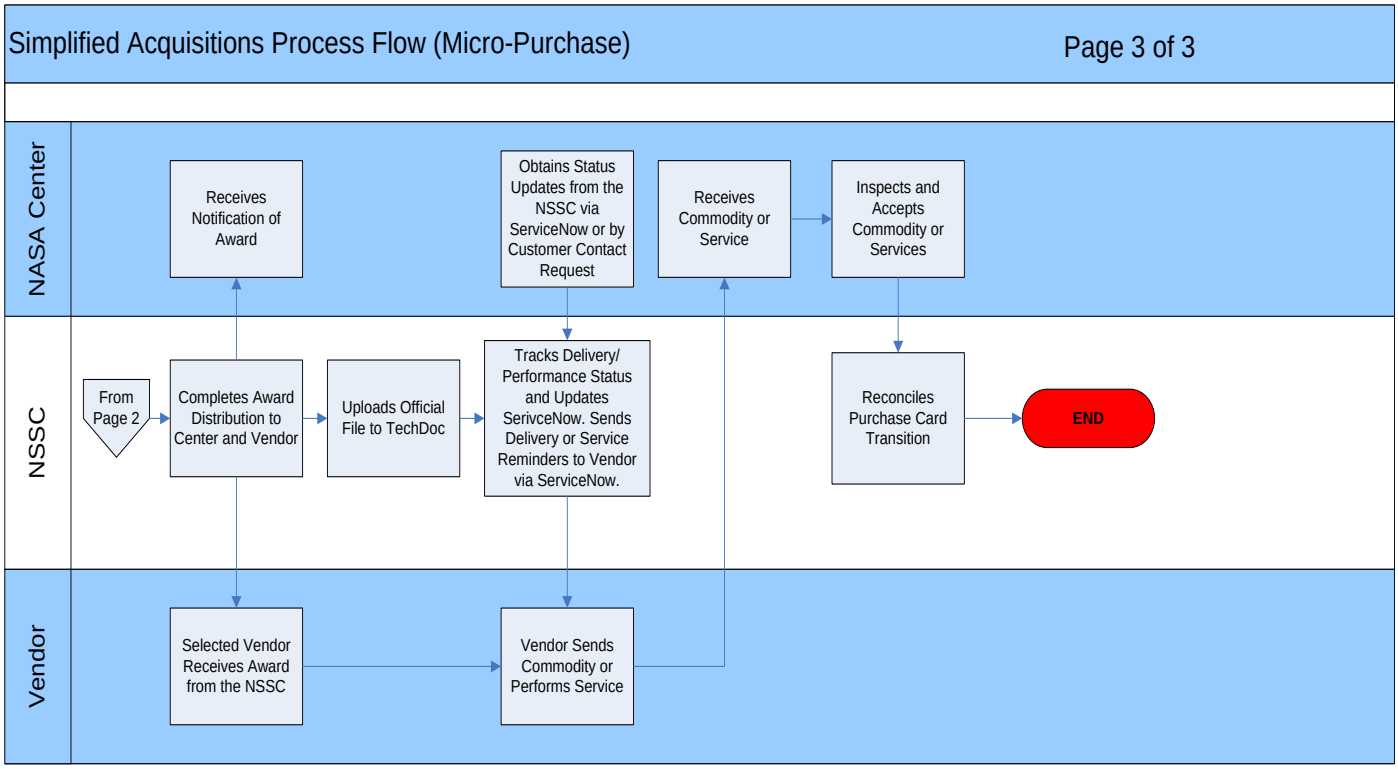
New awards with a potential value over $150,000; New Indefinite Delivery, Indefinite Quantity (IDIQ) contracts or Blanket Purchase Agreement (BPAs) that permit the award of orders with a potential value over $150,000; Orders under $150,000 issued against an IDIQ contract or BPA retained by the Center (this does not include orders issued against any of the Solutions for Enterprise-Wide Procurement (SEWP) contracts); Interagency Agreements under $150,000; Small Business Innovation Research (SBIR) Phase III contracts under $150,000 that are retained by the Centers; Grants under $150,000 that are retained by the Centers; Orders under $150,000 for construction, facility repair or A&E services (PSC codes "C1", "C2", "Y", and "Z"); and SAT purchases made by institutional support contractors on behalf of the Agency.

Request out of scope will be sent back for the Center to process.

Requests that could be fulfilled using a different NSSC Procurement group (ELMT, Grants, SBIR) will be worked out with the Center and re-routed.

Note 2: The NSSC SAT Team will provide assistance to the Center to help refine requirements and identify any missing information. Order is place in pending until documentation is received. The NSSC SAT Team will continue to follow-up with the Center until documentation and information is received.


Simplified Acquisitions Process Flow (Micro-Purchase)
Page 2 of 3
NASA Center
NSSC
Vendor
Performs and Sends Technical Evaluation
Works with the NSSC to Complete Technical Evaluation
From Page 1
NO
Page 3
Sends Request to Center to Perform Technical Evaluation
Technical Evaluation Completed?
YES
Reviews Quotes and Technical Evaluation.
Selects Vendor
Prepares Award Documents
Ensures Funds are Available To Make Purchase Card Order (P-Card)
Performs Final Review of Award File and Makes Award Using Center P-Card


Simplified Acquisitions Process Flow (Micro-Purchase)
Page 3 of 3
NASA Center
NSSC
Vendor
Receives Notification of Award
Obtains Status Updates from the NSSC via ServiceNow or by Customer Contact Request
Receives Commodity or Service
Inspects and Accepts Commodity or Services
From Page 2
Completes Award Distribution to Center and Vendor
Uploads Official File to TechDoc
Tracks Delivery/ Performance Status and Updates SerivceNow. Sends Delivery or Service Reminders to Vendor via ServiceNow.
Reconciles Purchase Card Transition
END
Selected Vendor Receives Award from the NSSC
Vendor Sends Commodity or Performs Service