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NASA Shared Services Center Service Delivery Guide

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Procurement Training Process (1102)

Responsible Office: Procurement

RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

/s/ Kenneth L. Newton
Ken Newton
Service Delivery Director

May 31, 2012
Date

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1	01/23/2006	Basic Release
Revision	B	02/09/2006	Updated process roles and responsibilities
Revision	C	05/21/2008	Revised multiple sections - Introduction - Process Roles and Responsibilities - Metrics - System Components - Process Flow
Revision	4.0	5/1/12	Revised multiple sections - Introduction - Process Roles and Responsibilities - Metrics - System Components - Process Flow Document originated under NSSC-PR-SDG-0002 and renumbered on 5/11/11 to NSSDG-5100-0002 to align with SDNS numbering system adopted in March.

TABLE OF CONTENTS

Procurement Training Process (1102)..... 5

Introduction 5

Process–Procurement Training Process (1102)..... 6

Roles & Responsibilities 8

Metrics 14

Privacy Data..... 15

Systems Components 16

Existing Systems 16

New Systems 16

Customer Contact Center Strategy 17

APPENDIX

Appendix A-Procurement Training Process (1102) Process Flow 18

Procurement Training Process (1102)

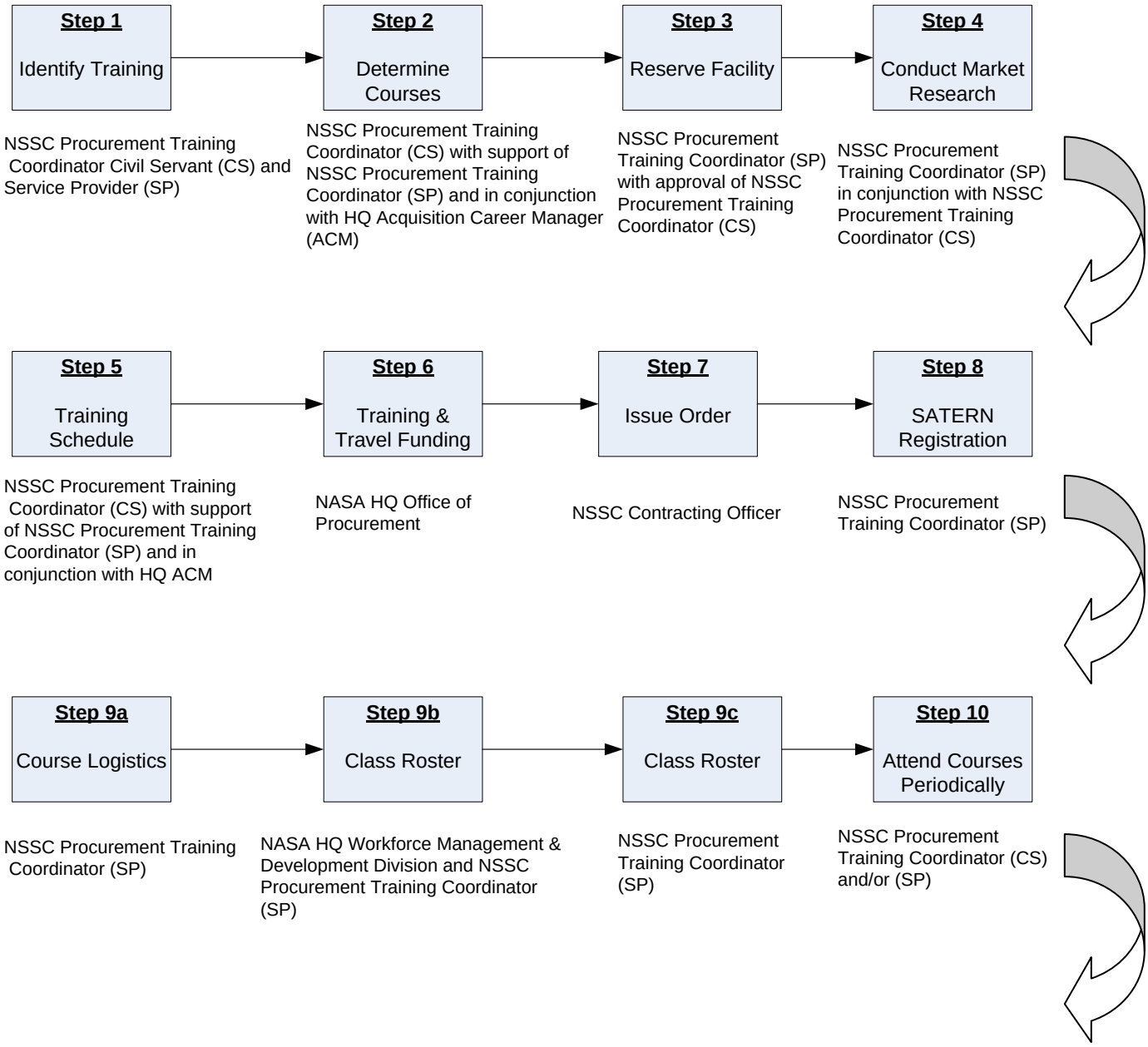
Introduction

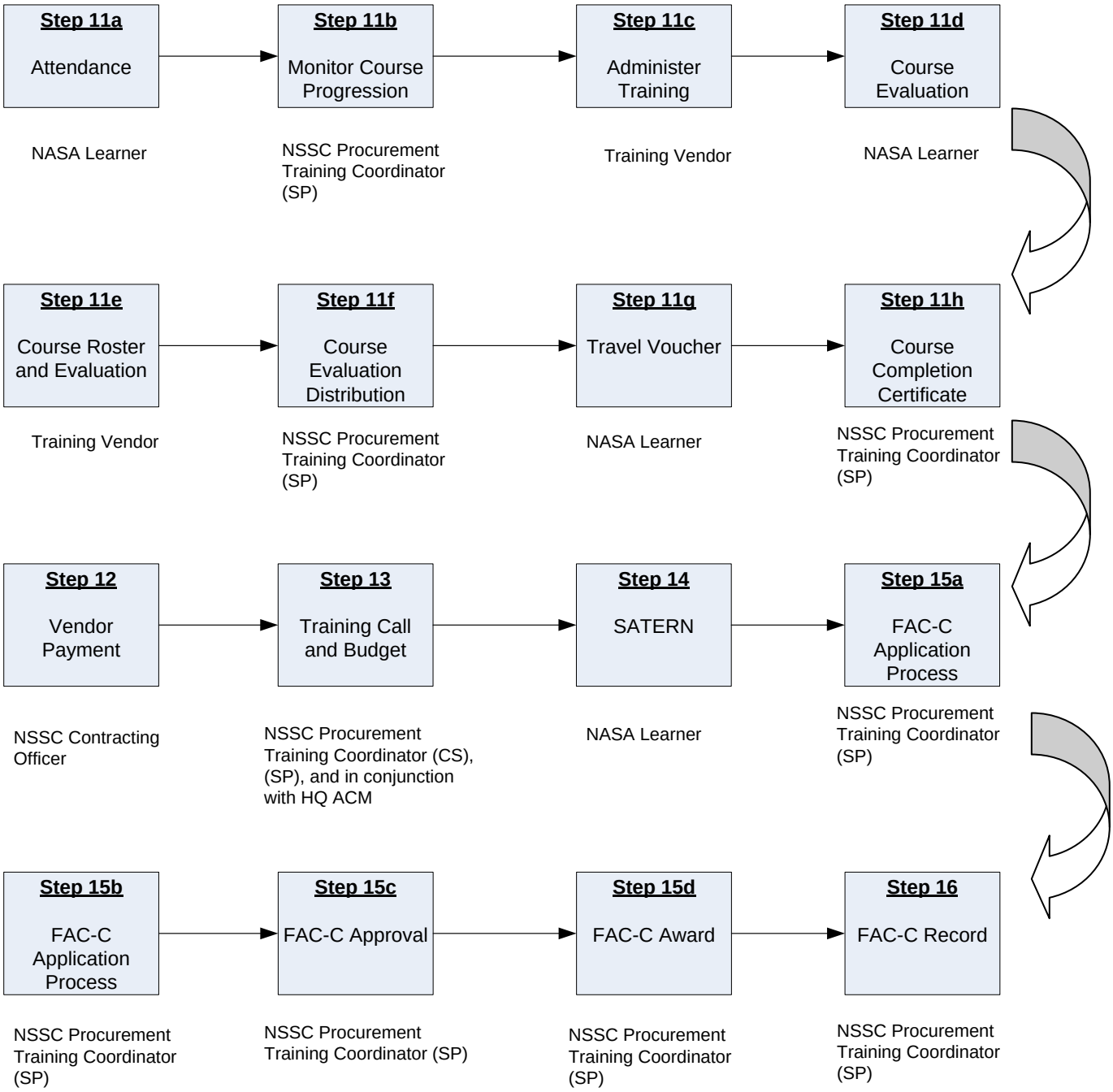
The NASA Procurement Career Development and Training Program is based on the authority of the Office of Federal Procurement Policy (OFPP) Letter 05-01 “Developing and Managing the Federal Acquisition Workforce”, which implemented the Services Acquisition Reform Act of 2003. OFPP Policy Letter 05-01 led to the issuance of the Office of Management and Budget (OMB) Memorandum, “The Federal Acquisition Certification in Contracting,” dated January 20, 2006, which mandates an agency training and certification program for all Government acquisition personnel. NASA’s program provides procurement professionals with a standardized, consistent, and high-quality training program which prepares them to meet career changes and challenges.

The objective of the NASA Shared Services Center (NSSC) is to assist the Analysis Division at the NASA HQ Office of Procurement and Center Procurement Training Coordinators. The NSSC assists students by providing the means necessary for NASA contract specialists to develop good business management and judgment skills. This allows students to learn how to deal with procurement and business dilemmas encountered in acquisition programs, to develop skills required to work effectively with other acquisition professionals and with contractors, and to participate in a professional development program. NSSC Service Provider (SP) support will include:

- Following procedures set up in Performance Work Statement (PWS) 3.3.1.5 Procurement Training – Procurement Career Development and Training Program and modifying those procedures to fit agency-wide procurement training as necessary.
- Coordinating with and securing approval of the NSSC Procurement Training Coordinator to schedule procurement courses.
- Listing upcoming classes on the NSSC customer service Web site.
- Working with instructors and their organizations before, during, and after the training class to address needs and resolve any questions/problems with the support of the NSSC Procurement Training Coordinator.
- Working with the students and the training facility representatives before, during, and after the training class to address needs and resolve any questions/problems with the support of the NSSC Procurement Training Coordinator.
- Ensuring instructor-identified facilities requirements are met by the facility before a class begins.

PROCESS–Procurement Training Process (1102)




Step 11a
Attendance
NASA Learner
Step 11b
Monitor Course Progression
NSSC Procurement Training Coordinator (SP)
Step 11c
Administer Training
Training Vendor
Step 11d
Course Evaluation
NASA Learner
Step 11e
Course Roster and Evaluation
Training Vendor
Step 11f
Course Evaluation Distribution
NSSC Procurement Training Coordinator (SP)
Step 11g
Travel Voucher
NASA Learner
Step 11h
Course Completion Certificate
NSSC Procurement Training Coordinator (SP)
Step 12
Vendor Payment
NSSC Contracting Officer
Step 13
Training Call and Budget
NSSC Procurement Training Coordinator (CS), (SP), and in conjunction with HQ ACM
Step 14
SATERN
NASA Learner
Step 15a
FAC-C Application Process
NSSC Procurement Training Coordinator (SP)
Step 15b
FAC-C Application Process
NSSC Procurement Training Coordinator (SP)
Step 15c
FAC-C Approval
NSSC Procurement Training Coordinator (SP)
Step 15d
FAC-C Award
NSSC Procurement Training Coordinator (SP)
Step 16
FAC-C Record
NSSC Procurement Training Coordinator (SP)

Roles & Responsibilities

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **NSSC Procurement Training Coordinator Civil Servant (CS) and Service Provider (SP)** Identify Training	Identify annual training requirements. **Output:** Advertise call and obtain list of training candidate slots.	**Note:** Usually in May for the call; approximately June for responses.
Step 2 **NSSC Procurement Training Coordinator (CS) with support of NSSC Procurement Training Coordinator (SP) and in conjunction with HQ Acquisition Career Manager (ACM)** Determine Courses	Determines number and type of courses. Determines if funding is adequate. If no, inform NASA Centers and resolve issues of enrollment count or type of course. **Output**: Consolidated list of candidate slots for training by Center.	
Step 3 **NSSC Procurement Training Coordinator (SP) with approval of NSSC Procurement Training Coordinator (CS)** Reserve Facility	Reserves facility for training courses. **Output:** Written confirmation of facility availability.	It may be necessary to reserve facilities prior to the purchase of the course(s), e.g., certain computer facilities may require advanced scheduling.
Step 4 **NSSC Procurement Training Coordinator (SP) in conjunction with NSSC Procurement Training Coordinator (CS)** Conduct Market Research	Conducts market research of training providers, including consultation with the NASA Headquarters Office of Procurement. Obtains source availability. Forwards market research results to the Contracting Officer. **Output:** List of potential vendors.	**Note:** Provide training vendors with the reserved facility dates.

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 5 **NSSC Procurement Training Coordinator (CS) with support of NSSC Procurement Training Coordinator (SP) and in conjunction with HQ ACM** Training Schedule	Determines training schedule. Establishes number of students per class per Center based on Center needs. Provides course schedule to each Center POC. **Output:** Training schedule.	**Note**-annual training schedule issued to Center POC by end of September for the upcoming fiscal year. During the year, it may be necessary to revise the schedule due to increased training needs or to a budget shortfall; therefore, this step may be repeated.
Step 6 **NASA HQ Office of Procurement** Training and Travel Funding	Ensures funding for Training Program, including travel is available. Resolves travel funding issues with NASA financial community. **Outputs:** Budget Authorization/Approval for Training Program.	
Step 7 **NSSC Contracting Officer** Issue Order	Issues order(s) for upcoming courses.	
Step 8 **NSSC Procurement Training Coordinator (SP)** SATERN Registration	Builds electronic registration for each course in SATERN. Provides a biweekly SATERN registration report to Center Training Coordinators. Monitors enrollment and works with NASA Centers to maximize participation in NASA sponsored CON courses. **Outputs:** Learners electronically register for course. Center Training Coordinators track changes to the Centers' registered learners.	Confirmation of attendees for a particular class is done prior to each class.

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 9 a **NSSC Procurement Training Coordinator (SP)** Course Logistics	Works with instructor, students, facility representative, and guest speakers to ensure that all logistical details and special needs are addressed. Prepares and sends welcome package and course pre-work, if required. **Output:** Pre-course package.	**Note:** Pre-work is delivered to participants via email usually 3 or 4 weeks in advance. Welcome package and course pre-work are issued 30 days in advance of the class start date unless student enrolls less than 30 days in advance.
Step 9 b **NASA HQ Workforce Management & Development Division and NSSC Procurement Training Coordinator (SP)** Class Roster	SP prepares class roster and forwards to HQ. HQ prepares travel authorization. **Output:** Student Travel Orders and class roster.	
Step 9 c **NSSC Procurement Training Coordinator (SP)** Class Roster	Provides class roster to training vendor and facilities coordinator. **Output:** Facility reservations/course material packages.	**Note:** Class rosters are provided 3 weeks prior to start of course.
Step 10 **NSSC Procurement Training Coordinator (CS) and/or (SP)** Attend Courses Periodically	The NSSC will attend courses held at Wallops periodically, not less than once a year, to meet with the Wallops Staff. Provides introductory remarks at courses visited. **Output:** Clear communication between Wallops and the NSSC.	**Note:** The NSSC will attend courses that are not held at Wallops. When senior level NSSC personnel attend courses, they will be encouraged to act in a leadership role and provide introductory remarks.

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 11 a **NASA Learner** Attendance	Attends training class.	
Step 11 b **NSSC Procurement Training Coordinator (SP)** Monitor Course Progression	Maintains contact with instructor, class leader, and facility representative throughout the training course to ensure that training is proceeding smoothly and instructor and student needs are met.	
Step 11 c **Training Vendor** Administer Training	Administers and provides training. Maintains student attendance records. Prepares and administers course evaluation at the conclusion of course.	
Step 11 d **NASA Learner** Course Evaluation	Completes course evaluation at conclusion of course.	
Step 11 e **Training Vendor** Course Roster and Evaluation	Provides class attendance records and course evaluations to NSSC Training Coordinator (SP).	**Note:** Contact vendor if evaluations are not received within 10 business days.
Step 11 f **NSSC Procurement Training Coordinator (SP)** Course Evaluation Distribution	Provides copies of course evaluations and evaluation summary report (if provided by training vendor) to HQ ACM.	**Note:** Evaluations forwarded to NASA HQ within 5 business days of receipt by SP.

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 11 g **NASA Learner** Travel Voucher	Prepares voucher and submits travel receipts in FedTraveler.	
Step 11 h **NSSC Procurement Training Coordinator (SP)** Course Completion Certificate	Provides course completion certificates to Center Procurement Training Coordinators, if not provided to the students on the last day of the class. Gives course completion credit to attendees in SATERN.	
Step 12 **NSSC Contracting Officer** Vendor Payment	Ensures payment to the training vendor.	
Step 13 **NSSC Procurement Training Coordinator (CS), (SP), and in conjunction with HQ ACM** Training Call and Budget	Maintains records of the training call demand for budget planning for the coming year and forward to the NSSC Procurement Training Coordinator (CS). Develops the annual proposed training budget for the fiscal year and submits it to the NASA HQ Office of Human Capital Management. Annually gathers information from NASA Procurement organizations on suggested revisions to the Training Policy and/or the Training Handbook; organize the suggestions into a document; and submit it to the HQ ACM.	Budget planning occurs two years ahead and the request is submitted in March. Budgeting includes projecting costs forward five years.
Step 14 **NASA Learner** SATERN Record Keeping	Records completed training events in SATERN.	**Note:** Learner's supervisor is able to review recorded training events.

Procurement Training Process (1102)		
Roles and Responsibilities	Action	Tips/Notes
Step 15 a **NSSC Procurement Training Coordinator (SP)** FAC-C Application Process	Reviews Federal Acquisition Certification in Contracting (FAC-C) Level I, II, and III applications for accuracy, completeness, and compliance with FAC-C requirements.	**Note:** Provides feedback to Center Training Coordinators on needed changes to FAC-C applications. FAC-C applications that fail to meet the requirements must be returned to the NASA Center generally within 6 weeks with a written explanation about which FAC-C requirements have not been met.
Step 15 b **NSSC Procurement Training Coordinator (SP)** FAC-C Application Process	Sends FAC-C applications to the NSSC Procurement Training Coordinator (CS) for 1st step concurrence.	
Step 15 c **NSSC Procurement Training Coordinator (SP)** FAC-C Approval	Sends 1st step concurred FAC-C applications to HQ ACM for final approval.	
Step 15 d **NSSC Procurement Training Coordinator (SP)** FAC-C Award	Creates FAC-C certificates and mails to qualifying learners Center Training Coordinator.	
Step 16 **NSSC Procurement Training Coordinator (SP)** FAC-C Record	Maintains agency records and metrics for the FAC-C Program. Provides up-to-date information about the number and level of FAC-Cs issued at each Center. Maintains Contracting Officer Warrant information including warrant levels, date issued and location.	

METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (CS/SP)	Procurement Support Services	Center Procurement Training Coordinator and Procurement Officers	Customer satisfaction feedback
NSSC Procurement Training Coordinator (SP) and (CS)*	95% of due dates met for steps 1, 5, 9a, 9c, and 11e		
NSSC Procurement Training Coordinator (SP) and (CS)*	90% of acceptable FAC-C applications forwarded to HQ ACM within 3 weeks of receipt; 100% of acceptable applications forwarded to HQ ACM within 4 weeks. Any applications that cannot be forwarded to the ACM for approval within 5 weeks are returned to Center with comments within 6 weeks.		

*** The above items are performance based goals.**

PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SATERN 1. Administration	Build online registration for training courses and execute registration enrollment reports.	NSSC SP Training Coordinator	
SATERN 2. Training	Register for training courses.	All NASA employees	
NSSC Customer Service Portal	Customer service Web site containing 1102 Training FAQ's, FY training schedule, and FAC-C links.	NSSC SP and all NASA employees	

New Systems

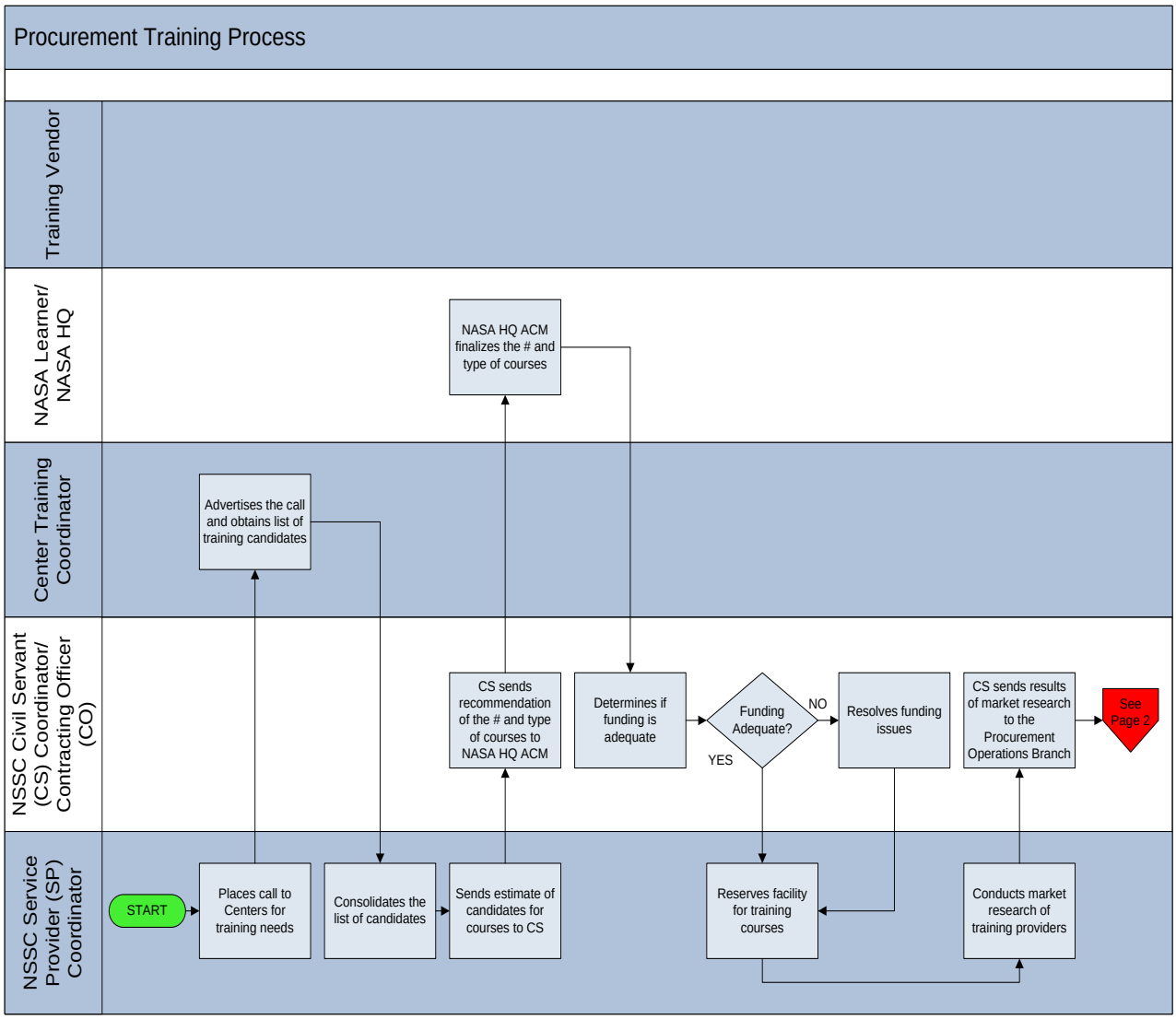
IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Acquisition Institute Training Application System	Civilian Government-wide training opportunities registration system	All GS-1102 personnel	

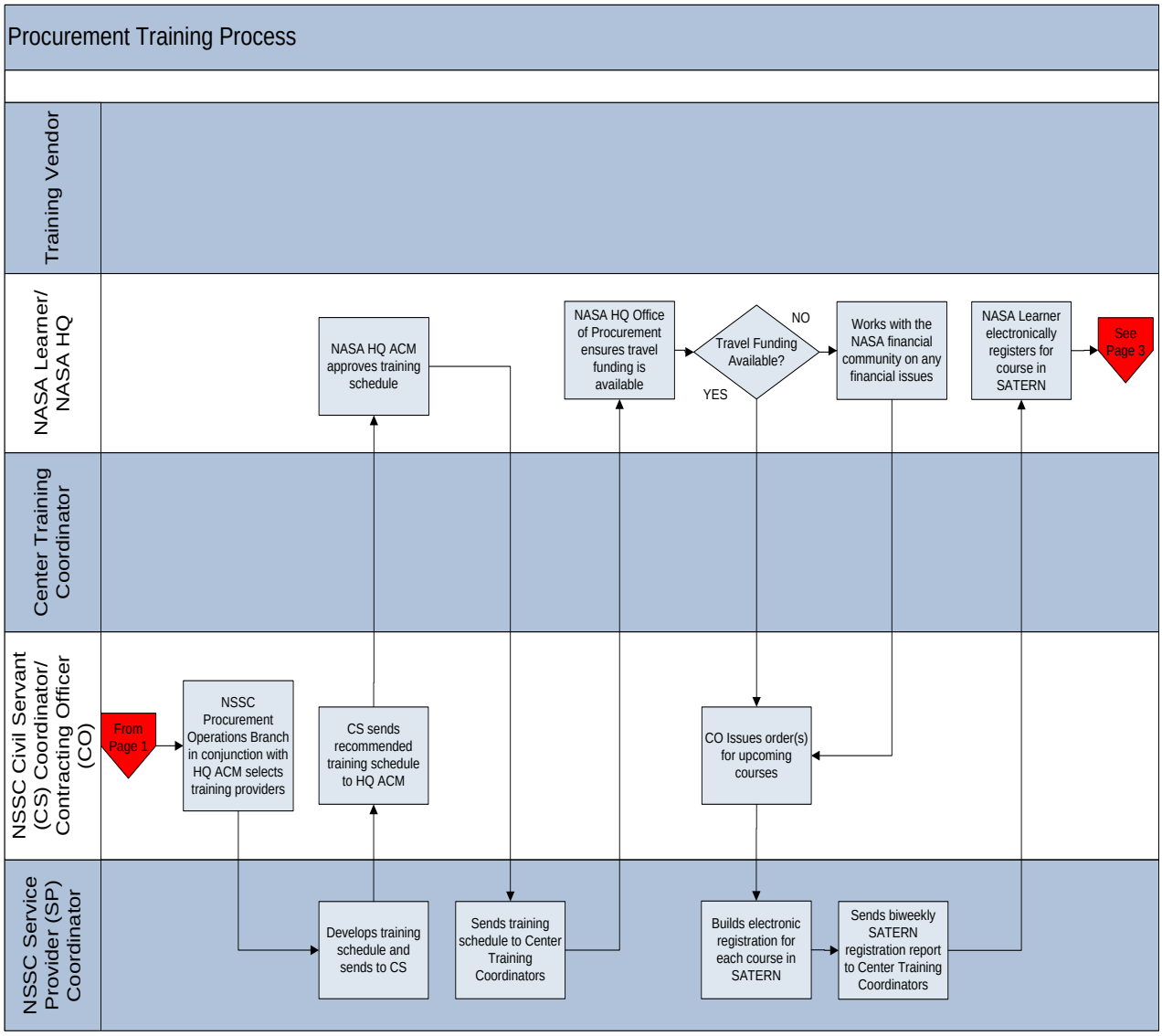
CUSTOMER CONTACT CENTER STRATEGY

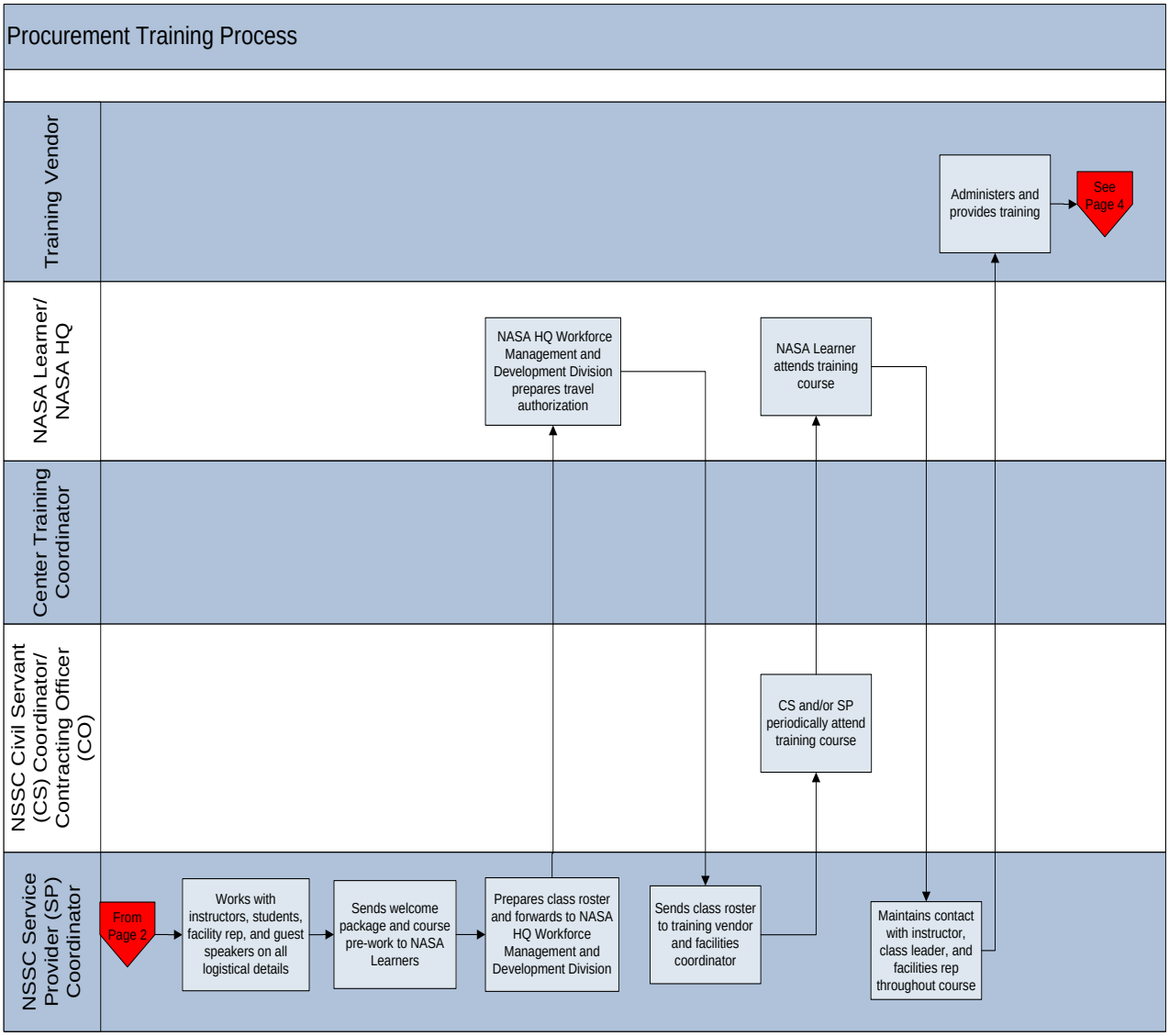
Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy for this activity.

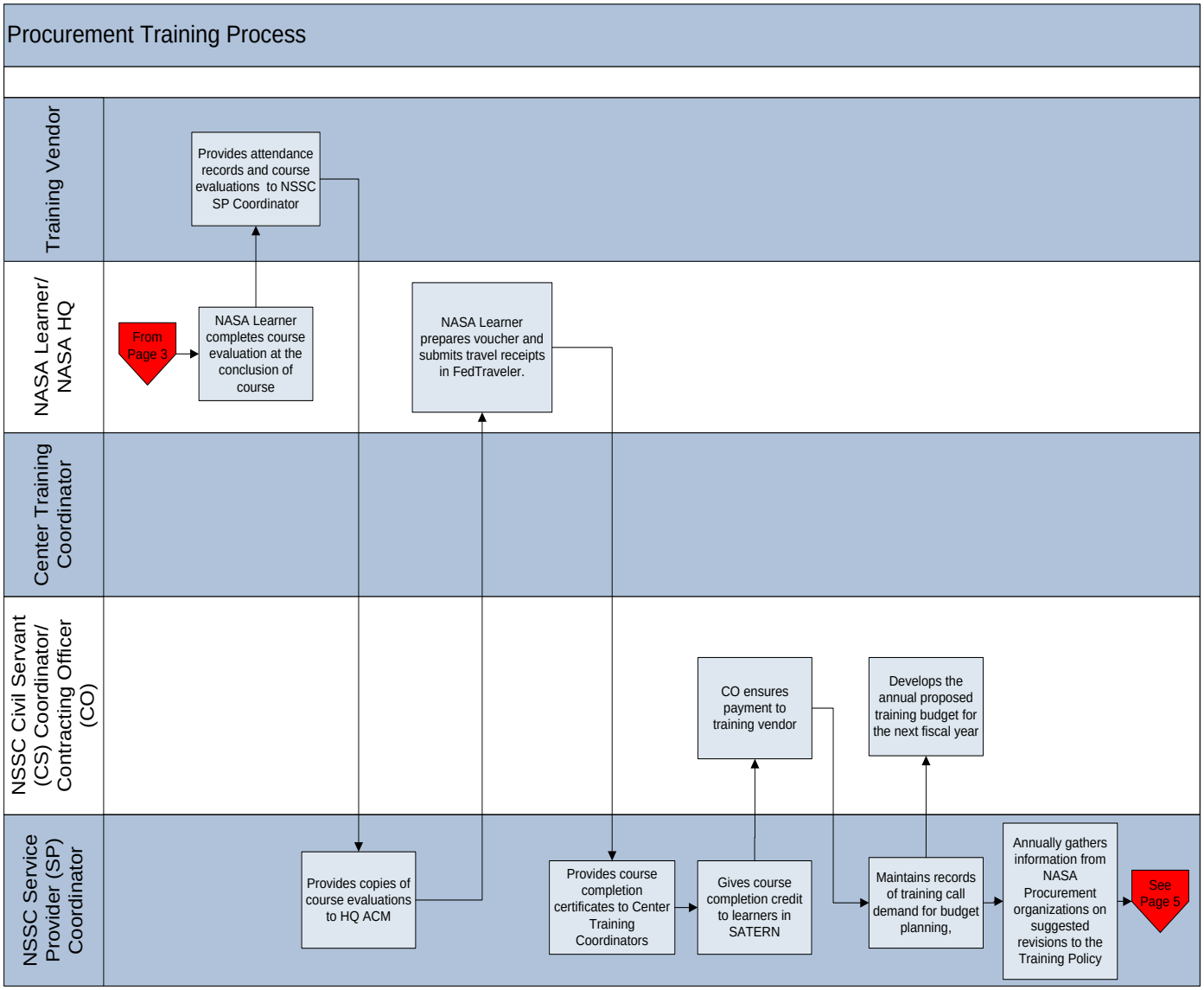
APPENDIX

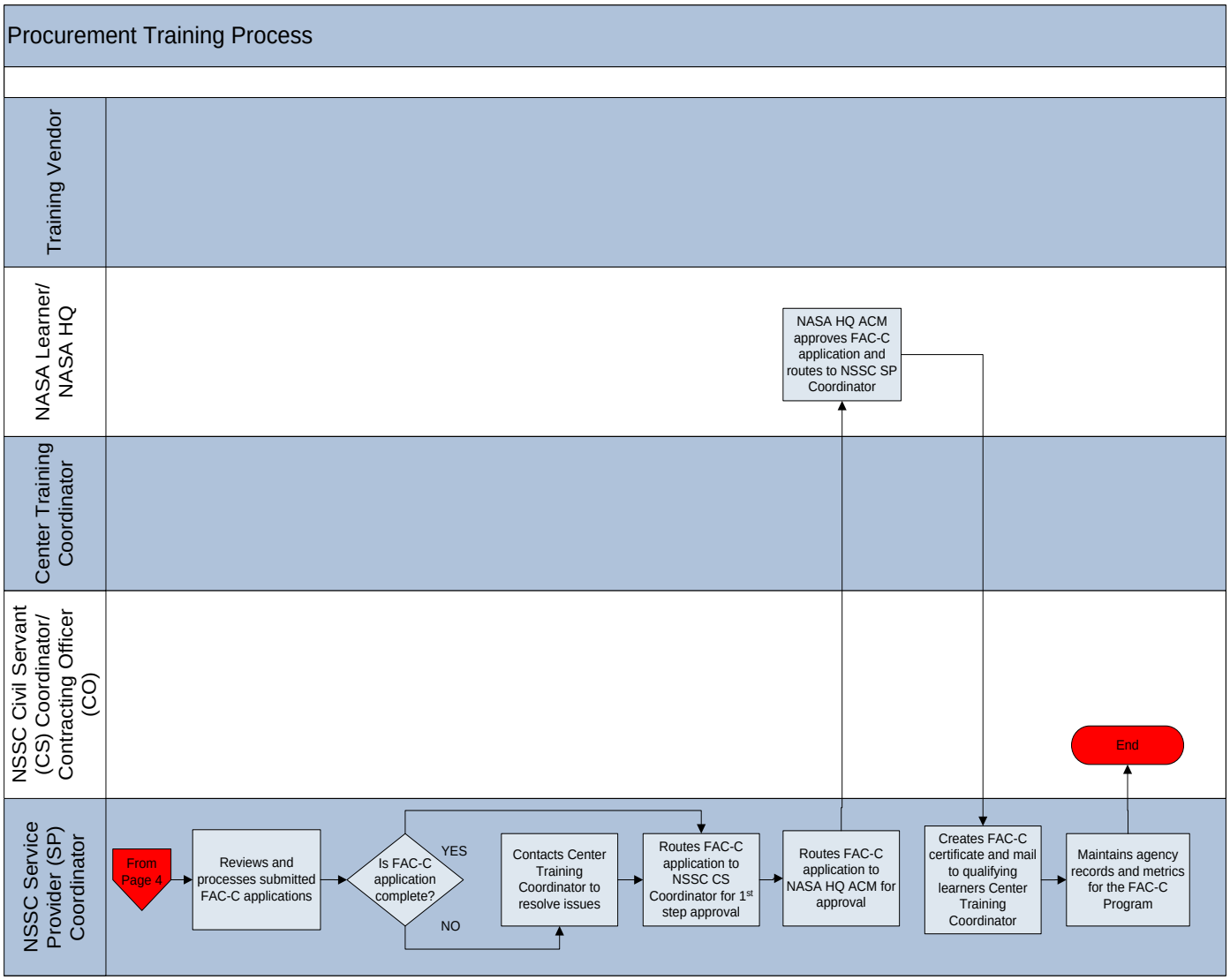
Appendix A-Procurement Training Process (1102) Process Flow




Procurement Training Process
Training Vendor
NASA Learner/ NASA HQ
Center Training Coordinator
NSSC Civil Servant (CS) Coordinator/ Contracting Officer (CO)
NSSC Service Provider (SP) Coordinator
From Page 1
NSSC Procurement Operations Branch in conjunction with HQ ACM selects training providers
Develops training schedule and sends to CS
CS sends recommended training schedule to HQ ACM
NASA HQ ACM approves training schedule
Sends training schedule to Center Training Coordinators
NASA HQ Office of Procurement ensures travel funding is available
Travel Funding Available?
NO
YES
CO Issues order(s) for upcoming courses
Builds electronic registration for each course in SATERN
Sends biweekly SATERN registration report to Center Training Coordinators
Works with the NASA financial community on any financial issues
NASA Learner electronically registers for course in SATERN
See Page 3


Procurement Training Process
Training Vendor
NASA Learner/ NASA HQ
Center Training Coordinator
NSSC Civil Servant (CS) Coordinator/ Contracting Officer (CO)
NSSC Service Provider (SP) Coordinator
Administers and provides training
See Page 4
NASA HQ Workforce Management and Development Division prepares travel authorization
NASA Learner attends training course
CS and/or SP periodically attend training course
From Page 2
Works with instructors, students, facility rep, and guest speakers on all logistical details
Sends welcome package and course pre-work to NASA Learners
Prepares class roster and forwards to NASA HQ Workforce Management and Development Division
Sends class roster to training vendor and facilities coordinator
Maintains contact with instructor, class leader, and facilities rep throughout course


Procurement Training Process
Training Vendor
NASA Learner/ NASA HQ
Center Training Coordinator
NSSC Civil Servant (CS) Coordinator/ Contracting Officer (CO)
NSSC Service Provider (SP) Coordinator
Provides attendance records and course evaluations to NSSC SP Coordinator
From Page 3
NASA Learner completes course evaluation at the conclusion of course
NASA Learner prepares voucher and submits travel receipts in FedTraveler.
CO ensures payment to training vendor
Develops the annual proposed training budget for the next fiscal year
Provides copies of course evaluations to HQ ACM
Provides course completion certificates to Center Training Coordinators
Gives course completion credit to learners in SATERN
Maintains records of training call demand for budget planning,
Annually gathers information from NASA Procurement organizations on suggested revisions to the Training Policy
See Page 5


Procurement Training Process
Training Vendor
NASA Learner/ NASA HQ
Center Training Coordinator
NSSC Civil Servant (CS) Coordinator/ Contracting Officer (CO)
NSSC Service Provider (SP) Coordinator
NASA HQ ACM approves FAC-C application and routes to NSSC SP Coordinator
End
From Page 4
Reviews and processes submitted FAC-C applications
Is FAC-C application complete?
YES
NO
Contacts Center Training Coordinator to resolve issues
Routes FAC-C application to NSSC CS Coordinator for 1st step approval
Routes FAC-C application to NASA HQ ACM for approval
Creates FAC-C certificate and mail to qualifying learners Center Training Coordinator
Maintains agency records and metrics for the FAC-C Program