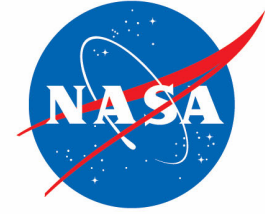National Aeronautics and Space Administration

NASA Shared Services Center

FY 2024 Services Catalog

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Approved by:

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Date Signed

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Status (Basic/Revision/ Cancelled)	Revision Date	Description of Change
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Foreword

This year the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) has made great strides in business and functional areas as well as technologies and facilities and future planning. The diversity of our workforce community and their collective ideas fuel out of the box thinking and turn plans into action.

As a Center, the NSSC has embraced hybrid work by consolidating our footprint from three floors into one. Pre pandemic, we were the first NASA Center to implement hoteling spaces. Now, almost all onsite NSSC employees use hotel spaces, including the NSSC's Executive Director and Leadership Team. Minimizing our footprint not only is great for the environment and NASA's budget, but we have done this with no impact to our outstanding delivery of services to both our NASA and other Government customers.

For example, one positive point of impact this year occurred from Our NSSC Purchase Card (P-Card) Team who implemented and championed the use of a P-Card tool that has now spread from NASA to the General Services Administration (GSA). In fact, after implementing our tool, GSA reports it may save nearly 2 million workforce hours over time.

There has also been incredible progress in automation. For example, the Within-Grade-Increase (or WGI) automation is the first of its kind. The NSSC pioneered the WGI Automation in cooperation with our payroll provider, the Interior Business Center (IBC) - to set a precedent and open the door for this automation to be used across IBC's hundreds of thousands of users.

NSSC gathers and shares feedback on its Voice of the Customer web page. The Inside NSSC page not only provides stakeholders and customers with the opportunity to share their voices, but also with links to survey dashboards and examples of how NSSC is using customer feedback to improve the customer experience. For example, Travel services updated Travel Card How-To Guides on the NSSC Travel Card SharePoint site to provide clearer instructions on how to file a dispute, how to apply for a new card, etc. To see the customer survey dashboards and more, please visit https://nasa.sharepoint.com/sites/nssc/ and select Voice of the Customer.

We are proud of what has been accomplished this year and excited to have the opportunity to collaborate with the fresh ideas and innovative thought processes that will result from the recent transition to the NASA Transformational Shared Services Contract and Enterprise Services Contract. We are confident that these changes leverage our diversity of talents to serve our NASA and Government customers well into the future.

Section 1 – INTRODUCTION

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) performs select business and technical services in a single, shared services environment. Consolidation allows the NSSC to increase operational efficiency and provide consistent levels of customer service. The NSSC provides services in five functional areas: Financial Management (FM) Services, Human Resources (HR) Services, Procurement (PR) Services, Enterprise Services, and Agency Business Support (ABS) Services. A brief description of the Fiscal Year (FY) 2024 NSSC services follows with further detail contained in Sections 2.0 - 7.0, including service rates.

1.1 Financial Management Services Overview

- Accounts Payable (AP);

- Accounts Receivable (AR);

- Fund Balance with Treasury (FBWT);

- Travel Voucher Audits and Payments;

- Extended Temporary Duty (ETDY) authorization and voucher preparation;

- Relocation Services provided via Agency Relocation Services Contract;

- Relocation Services Contract Technical Management and Support, including Authorization Preparation; and

- Travel and Fleet Card Support.

1.2 Human Resources Services Overview

- Support to Personnel Programs;

- Employee Benefits;

- HR and Training Information Systems;

- Personnel Action Request (PAR);

- Maintenance of Electronic Official Personnel Folder (eOPF);

- Financial Disclosure Processing;

- Payroll/Time and Attendance Processing;

- Classification;

- Staffing Services;

- Reinvestigations;

- Online Course Management within the System for Administration, Support to Training Administration, Training, and Educational Resources for NASA (SATERN);

- Training Administration;

- Employee Development and Training; and

- Offsite Training Purchases.

1.3   Procurement Services Overview

- NASA Procurement Programs Support (specific services defined in 4.1.1 - 4.1.3.);

- Award and Administration of Grants and Cooperative Agreements;

- Award and Administration of Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Contracts;

- Agency Contracting Services (to include Enterprise Software Procurements);

- Simplified Acquisition Threshold (SAT);

- Purchase Card Support; and

- Grants Management Services.

1.4   Enterprise Services Overview

- Enterprise Service Desk (ESD) and

- NASA Enterprise Automation Service (NEAS) Qualified Service Provider (QSP).

1.5   Agency Business Support Services Overview

- Enterprise Information Technology (IT) Business Services Support

1.6   National Center for Critical Information Processing and Storage (NCCIPS)

- The NSSC provides a Tier III-equivalent (as defined by the Uptime Institute) Federal co-located shared services data center designed for sensitive and secure data processing and storage.

1.7   Cross-Cutting Services Overview

In support of all services, the NSSC provides:

- Institutional IT;

- Customer Contact Center (CCC);

- Electronic Document Management & Document Imaging; and

- Intelligent Automation Services (IAS) (Internal to NSSC); and

- Special Projects.

1.8   Overview of Appendices

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. 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.

1.9   Contact Information

Inquiries regarding any of the services detailed within this catalog can be made via the CCC or the ESD.

Contact the CCC:

Phone: 1-877-677-2123 (1-877-NSSC123, Option 3)

E-mail: nssc-contactcenter@nasa.gov

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

Support Hours: 7:00 am to 7:00 pm (CST)

Online: https://www.nssc.nasa.gov/webinquiry

Contact the ESD:

Online: https://esd.nasa.gov (NASA Only)

Phone: 1-877-677-2123 (1-877-NSSC123, Select Option 2)

Support Hours: 24 x 7

1.10   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. By 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 enhancing the Customer Experience!

1.11 Unit of Measure Glossary

Rate development by service is based on total cost by service divided by a unit of measure by service. Definitions of units of measure utilized by the NSSC in FY24 are supplied in the chart below.

Term	Definition
Transaction	The NSSC issues a charge 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 (CS) workforce data obtained from N2. (N2 is the official NASA budget system where the FTE and Work Year Equivalent (WYE) data are extracted.) Some services are not transactional based and, therefore, are assessed based upon the FTE data. Customers are billed monthly transactions fees based upon 1/12 of the budgeted FTE amount.
N2 Workforce	The N2 workforce is the total CS and contractor workforce. These data are obtained from N2. (N2 is the official NASA budget system where the FTE and WYE data are extracted.) Some services, which are not transactional or FTE based, are charged based upon the N2 workforce, which is the total of the FTE and WYE data. Customers are billed monthly based upon 1/12 of the budgeted FTE and WYE amount.

1.12 Service Level Indicators

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

1.13   NSSC-Wide SLIs

- Customer Satisfaction Rating of at least 4.0 out of 5.0 on a scale of 1 to 5.

- ESD, CCC, and IT Security Tools systems shall be available for use 99.95% of 24 hours per day, 365 days per year excluding scheduled outages.

- Requirements will be calculated as a percentage of: 24 (hours per day) X 365 (Days per year) = 8,760 (hours per year); availability requirement of 99.95% equates to an uptime of 8755.6 hours per year and only permitting 4.4 hours of unscheduled downtime in that same period.

- NSSC IT systems, except those designated for ESD, CCC, or IT Security, shall be available for use 99.95% between the hours of: 7:00am and 7:00pm CT, or CDT as applicable, excluding weekends, Federal holidays, and scheduled outages.

2.0   FINANCIAL MANAGEMENT SERVICES

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

The NSSC also provides Internal Controls to manage internal reviews and audit liaison activity for the NSSC as a Center.

For each FM activity, implementation of system solutions is imperative to decreasing the unit cost to the customer. Automation of processes and reports decreases the risk of internal control issues and allows a timely and efficient means of identifying variances and correcting the reconciling items before month end. The Document (Doc) Types used for deriving utilization for some activities may change during the year due to new Doc Types being identified within the Agency. Additionally, there is a potential for increased cost due to changes to the Agency process required as a result of Federal and/or Agency regulation or policy changes and new system implementations.

2.1   Accounts Payable

In accordance with Federal regulations and NASA policy, the NSSC processes commercial and intra-governmental invoices/bills and other accounts payable transactions.

2.1.1 Contracts, Purchase Orders, Centrally Billed Accounts, Simplified Acquisitions, Travel and Other Payables

Assembles, reviews, processes, records, reports, reconciles, and processes payments for commercial and government invoices/bills, government centrally billed account statements, employee reimbursements, legal payments, vendor refunds and customer refunds. Performs escalation in support of prompt payments.

Unit of Measure: Includes the total number of projected vendor, employee, and customer payments, including vendor invoices, credit memos, refund checks, Intra-governmental Payment and Collection (IPAC) payments, and Cash Grant payments (non-advance commercial payments) for the Centers. The number of payment transactions includes all payments made using payment methods C, D, E, F, X, 5, and 6. This data is pulled using T-Code ZFI_AP_PMT_STAT with a payment run date from the beginning of the FY to the end of the FY. This report is used to ensure that all Treasury confirmed payments are accurately reported for utilization. The same report is also utilized for the on-time payment metric. The number of IPAC payment transactions includes all payments using 1500 clearing document numbers and Doc Types KB, KC, KW, Z2, Z3, ZC, and ZI using T-Code FBL1N. The number and dollar amount of Center-requested reversal transactions are pulled from the NSSC ServiceNow System and include all ServiceNow Reversal Forms that have the billable indicator populated. 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, 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. For Working Capital Fund Advances and Liquidations, the NSSC processes Form 76 or Working Capital Fund Advance Payment Requests received from the Centers requesting an advance and liquidation be performed for services that the NSSC performs for the Centers. The down payment request is posted as Doc Type KD to the applicable vendor; the liquidation is Doc Type KR with a General Ledger indicator of Q.

Additional Cost Drivers: Processing reversals of invoice/IPAC payments, audit and investigation inquiries, additional Contract Line-Item Number reconciliations/validations for Invoice Processing Platform activity, escalation to ensure timely payments, high volume of help desk tickets/reversal requests, policy/regulation/compliance/system changes, and support needed for IT work/enhancements.

FY24 Service Rate: $68.51

Service Level Indicator:

Process 98% of payments on time.

Pay no more than $200 interest penalties per $1,000,000 in payments.

2.1.2 Grant Advance/Standard Form (SF) 425 Payables

Monitors grant advance transactions to ensure 'Final' Standard Form (SF)-425 Federal Financial Reports are accurately reconciled between NASA accounting systems and the Department of Health and Human Services (HHS) Payment Management System.

Web: https://www.nasa.gov/centers/nssc/accounts-payable

2.2   Accounts Receivable

In accordance with Federal regulations and NASA policy, the NSSC provides consolidated billing and collection for reimbursable and non-reimbursable AR.

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

This data is pulled using T-Code FBL3N OR FBL5N. Utilization data include partial payments and royalty receipts. The variants are the Doc Types listed above, and the data are also filtered by FY. ZEPY customers (employee debt) are included in utilization because the NSSC is responsible for processing transactions in SAP for these customers. The NSSC utilizes Doc Types DG, DR, WO,

and WV to calculate the data for ZEPY customers. Utilization includes Special GL indicators 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). The NSSC utilizes ServiceNow as a means of determining how many down payments were received and processed.

In support of the agency debt waiver and debt hearing process, the NSSC is responsible for receiving the requests, compiling complete packages, and obtaining approval/denial from the applicable Agency point of contact (POC).

The NSSC is responsible for writing off Travel Debts $75 and under (Doc Type WT) and is responsible for analyzing, calculating, and posting agency Funded and Unfunded Leave Exempt Source Entries utilizing Doc Types SX and SY. The NSSC utilizes WT for these transactions. These are not charged in the Center's utilization.

Additional Cost Drivers: Follow-up required on refunds requested by the Center and incorrect advance predecessor documents preventing automated processing. Customers failing to submit bill payments timely causing the NSSC to follow up on status of bills, friendly reminder notifications, salary offset action, dunning, assessment of interest and penalties, and treasury referrals, as needed. Policy/regulation/compliance/system changes and support needed for IT work/enhancements.

FY24 Service Rate: $62.88

Service Level Indicator:

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

Web: https://www.nasa.gov/centers/nssc/accounts-receivable

2.3   Fund Balance with Treasury and FMS 224/Reconciliation and Reporting

In accordance with Federal regulations and NASA policy, the NSSC reconciles and reports NASA's cash transactions (i.e., collections, disbursements, advances, and related cash adjustments). The NSSC:

- Performs daily and monthly reconciliation;

- Initiates reclassification of Treasury Account Symbols;

- Performs cumulative FBWT reconciliation;

- Performs escalation in support of timely resolution of variances; and

- Produces reports.

Unit of Measure: The number of transactions will be the sum total for AP, AR Collections, and Travel payments. The calculation is based on the number of transactions due to the fact that researching, resolving, and tracking statement of differences is done at the transaction level, not the

payment schedule level. Additionally, the cost used to determine the rate for FBWT is the cost associated with the performance of FBWT; it does not include the cost associated with AP, Travel, or AR. Therefore, the cost is not double counted.

Additional Cost Drivers: Delay in receipt of cost or approval for invoices, reversing invoices, and escalation to ensure timely resolution of all differences.

FY24 Service Rate: $3.92

Service Level Indicator: 90% of all FBWT Differences should be less than 30 days old.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/FBWT.aspx

2.4   Travel Services

In accordance with Federal regulations and NASA policy, the NSSC provides travel reimbursement services for all authorized Agency travel including domestic, foreign, local, ETDY, and Change of Station (COS). For ETDY, the SP supports preparation of the Travel Authorization and Voucher. Additionally, the NSSC facilitates and supports the administrative processes as the Agency Program Coordinator for travel/fleet card services by providing assistance to Agency Program Coordinators for travel/fleet card activities.

2.4.1 Domestic Travel Voucher and All Travel Advances

Unit of Measure: Domestic travel payments, post payment audits completed and all advances issued (domestic, foreign, and COS). The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Domestic travel utilization does not include monthly domestic ETDY vouchers, as those transactions are included in the ETDY Travel Voucher Payment utilization detailed in Section 2.4.4. Domestic vouchers are Doc Type ZT. Advances issued are Doc Type ZE. Liquidations of domestic advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers. Additionally, error rates drive supplemental actions needed after audit (amendments and bills of collection). Travelers failing to submit vouchers timely causing follow up for advances and obligation liquidation. Monthly Unliquidated Obligations review to release excess funds for completed trips.

FY24 Service Rate: $24.14

Service Level Indicator:

Validate and process 85% of domestic travel expense reports within 4 business days of receipt of complete expense report (including adequate funding).

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Domestic%20Travel.aspx

2.4.2 COS Travel Voucher Payments

Unit of Measure: COS payments for enroute, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, temporary quarters subsistence allowance, miscellaneous expense allowance, and Relocation Income Tax Allowance (RITA), and ETDY Tax Reimbursement Allowance (ETTRA) is also included for long-term ETDY personnel. Utilization includes all payments reissued for various reasons (e.g., treasury cancellations due to incorrect traveler vendor record). 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: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers. Travelers not submitting vouchers timely for liquidation of obligations.

FY24 Service Rate: $537.86

Service Level Indicator:

Validate and process 85% of Permanent COS/Temporary COS travel vouchers within 6/15/30 business days of receipt of complete voucher (including adequate funding).

Process 85% of enroute, miscellaneous expense allowance, fixed temporary quarters, and house hunting (fixed/actual) COS vouchers within 6 business days of receipt of complete voucher (including adequate funding).

Process 85% of actual temporary quarters, real estate, constructive, and all other vouchers within 15 business days of receipt of a complete voucher (including adequate funding).

Process 85% of RITA and ETTRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding). Processing of RITA and ETTRA vouchers are dependent upon annual software updates, which typically occur in the second quarter of each calendar year and the travelers' filling of income taxes.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Travel-Change-of-Station.aspx

2.4.3 Foreign Travel Voucher Payments

Unit of Measure: Foreign travel voucher payments. The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Foreign travel utilization does not include foreign ETDY, as those transactions are included in the ETDY Travel Voucher Payment utilization section 2.4.4. Foreign vouchers are Doc Type ZO. Liquidations of foreign advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers. Travelers not submitting vouchers timely for liquidation of obligations.

FY24 Service Rate: $537.86

Service Level Indicator:

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

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Foreign_Travel.aspx

2.4.4 ETDY Travel Voucher Payments

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

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with NSSC preparers.

FY24 Service Rate: $526.61

Service Level Indicator:

Process 85% of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Extended%20Travel%20(ETDY).aspx

2.4.5 ETDY Travel Authorization and Voucher Preparation

Unit of Measure: All Foreign and Domestic ETDY Travel Authorizations (Parent and Nested) and Vouchers (Interim and Nested) prepared, including amendments and cancellations. The NSSC utilizes ServiceNow as a means of determining how many ETDY travel authorization and voucher requests were received and processed.

Additional Cost Drivers: Insufficient documentation or justification upon submission of authorization and/or voucher requests resulting in additional follow up with travelers. Travelers failing to submit requests timely in order to avoid verbal approval or liquidate obligations timely.

FY24 Service Rate: $526.61

Service Level Indicator:

90% of ETDY travel authorizations will be completed in the travel system within 4 business days from receipt of a complete web form.

90% of ETDY travel vouchers will be completed in the travel system within 3 business days from receipt of a complete web form.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Extended%20Travel%20(ETDY).aspx

2.5   Relocation Services Provided via Agency Relocation Services Contract

Services provided by the relocation contractor include:

- Entitlement counseling;

- Destination area services;

- Home sales services/Government Home Sale (GHS);

- Amended value sale;

- Appraised value offer;

- Buyer Value Option;

- Home marketing assistance;

- Property management services;

- Household Goods (HHG), move management, and storage services;

- Agency customization services;

- Reports; and

- Training.

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

FY24 Service Rate: Not applicable. (Customers' fund actions associated with personnel moves via purchase request.)

Service Level Indicator: Not applicable.

Web: Not applicable.

2.6   Relocation Services Contract Technical Management and Support

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

- Estimates/creates authorizations and obligates funding for direct reimbursement and works with the Center and NSSC Procurement on contract modifications for contract services;

- Performs contract management;

- Reconciles and approves contractor invoices;

- Assesses contractor performance; and

- Resolves problems with relocation contractor.

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

Additional Cost Drivers: n/a

FY24 Service Rate: $3,479.26

Service Level Indicator:

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

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Travel-Change-of-Station.aspx

3.0 HUMAN RESOURCES SERVICES

The NSSC provides HR services that provide Support to Personnel Programs, Employee Development and Training, Employee Benefits, Payroll and Time and Attendance Processing, Classification, Staffing Services, Human Resources Information and Training Systems Operations and Maintenance, PAR, Maintenance of eOPF, Financial Disclosure Processing, Online Course Management, Offsite Training Purchases, and Onsite Training Purchases. (Note: Support to Surveys and Assessments Capability are available for Special Projects—Request a Quote).

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;

- Develops, designs, produces, and delivers informational materials related to a variety of HR Agency programs including Web sites, desk guides, brochures, recruitment tools, training manuals, and user manuals;

- Prepares Senior Executive Services (SES) case documentation;

- Provides Presidential Rank Award (PRA) Support; and

- Conducts Suitability Adjudications.

Unit of Measure: FTE as validated against N2.

FY24 Service Rate: $148.24

3.1.1 Drug Testing Administration

Supports the administration of the Agency Drug-Free Workplace Program in accordance with the current Substance Abuse and Mental Health Services Administration (SAMHSA) Mandatory Guidelines for Federal Drug Testing Programs, NASA's Drug-Free Workplace Program policies and distributed publications from SAMHSA or the Office of the Chief Human Capital Officer (OCHCO).

To administer random and voluntary testing within the prescribed timeframes, the NSSC:

- Selects a minimum of 25% of Testing Designated Positions (TDPs) for random drug testing each year;

- Generates random test lists for all NASA Centers, including HQ;

- Delivers employee test notifications to the applicable Center personnel prior to the scheduled random and voluntary testing;

- Sends the test results to the employee and/or appropriate Center personnel following receipt of test results from the Medical Review Officer (MRO);

- Maintains current list of NASA employees in a TDP and NASA employees that volunteer to be included in the random testing pool;

- Secures licensed software required to manage all aspects of a Drug-Free Workplace Program;

- Sends and tracks employee notifications of TDP to each applicable NASA employee;

- Ensures Federal Custody Control Forms, supplies, quality control specimens, and test logistics are completed in accordance with the applicable SAMHSA Mandatory Guidelines;

- Coordinates and schedules the drug testing dates and locations for NASA Centers, HQ, facilities, and remote locations prior to the random and voluntary drug test, including deferrals;

- Coordinates retests of specimens with the applicable entities including laboratories, collectors, and Center personnel, as needed;

- Ensures the specimen collection process complies with SAMHSA's collection policies;

- Oversees the specimen collection process at each NASA Center, including HQ, as needed; and

- Prepares and submits the Annual Survey Report.

To administer reasonable suspicion and post-accident or unsafe practice testing, the NSSC:

- Ensures the test justification provided by the Center Management Official complies with the test criteria provided by OCHCO; and

- Schedules the reasonable suspicion test; ensures specimen collection is completed and complies with SAMHSA's collection policies; delivers test notifications to appropriate Center personnel; and sends test result notifications to the employee and/or appropriate Center personnel, within all established timeframes.

To administer pre-employment testing, the NSSC:

- Sends the pre-employment drug test packet to the applicant/employee following publication in the Agency's onboarding system;

- Coordinates retests of specimens with the applicable entities, such as laboratories, collectors, and appropriate Center personnel; and

- Provides test results to the appropriate Center personnel within established timeframes.

To administer follow-up testing, the NSSC:

- Tracks and tests employees within the timeframe requested by the Center personnel;

- Coordinates retests of specimens with the applicable entities, such as laboratories, collectors, and appropriate Center personnel; and

- Delivers test notifications to appropriate Center personnel and sends test result notifications to the employee and/or appropriate Center personnel, within established timeframes.

For the NASA MRO, the NSSC:

- Secures and maintains an MRO vendor that maintains certification by a nationally recognized entity approved by the Department of HHS;

- Ensures all MROs have received all training required under SAMHSA;

- Verifies that the MRO vendor is not an employee of, agent of, or have any financial interest in the vendor providing drug testing laboratory services for the Agency and that the MRO vendor will not derive any financial benefit by having the Agency use a specific drug testing laboratory;

- Ensures that the MRO vendor is current on regulation or policy changes and that all changes are implemented in a timely and accurate manner;

- Ensures MRO(s) adhere to the Privacy Act, 5 United States Code 552(a) as outlined in the Department of HHS, SAMHSA Mandatory Guidelines; and

- Ensures that all MRO services are provided in accordance with applicable Federal and Agency regulations, policies, and instructions (Attachment J-22, References).

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/DrugTesting.aspx

3.1.2 General Employment Inquiries

Responds to various general employment inquiries received from the public. Inquiries include requests for information on subjects such as where to apply for a NASA position, NASA's ability to

hire non-citizens or volunteers, persons with disabilities and rights for veterans, and student employment.

Service Level Indicator: Not applicable.

Web: https://www.nasa.gov/centers-and-facilities/nssc/work-for-nasa/

3.1.3 Adjudication of Position Classification Appeals

- Coordinates, evaluates, and adjudicates the Agency-level position classification appeals after receipt of a complete, accepted appeal package. The NSSC:

- Receives accepted appeals from the Agency Classification Program Manager;

- Collects supporting documentation from Center classification appeals POC;

- Coordinates and schedules job audits and discovery interviews with involved parties;

- Conducts the job audits and leads the interviews; and

- Makes informed position classification recommendations, develops the written position evaluation statements and assembles the position classification appeals packages, which includes a position evaluation, final decision, and evaluation reports.

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/ClassificationAppeals.aspx

3.1.4 Employee Recognition and Awards Processing

Provides functional, administrative, and clerical support to NASA's Agency-level Awards program. This includes supporting the award nomination process and providing award deliverables Agency-wide. The NSSC:

- Provides support to the Agency Honor Awards program including Length of Service Awards;

- Develops the Agency Honor Award Nomination Call Letter;

- Works with NASA Centers to ensure timely submission of awards through the NASA Automated Awards System (NAAS);

- Supports NASA Administrator Suite and the NASA Advisory Council with preparing and processing Agency Honor Awards;

- Coordinates and executes the Annual Honor Ceremony (Virtual, Hybrid, or Onsite), including onsite staff to coordinate the actual ceremony logistics;

- Prepares and delivers Agency-level recognition items to Center Awards Officers for award ceremonies;

- Notifies the Center Awards Officers of employees selected for awards/recognition;

- Produces and distributes Agency approved Center-level awards materials to the Center for award ceremonies;

- Administers the Agency External Honor Awards program; and

- Maintains and routinely distributes the central listing of the Agency-recognized external awards;

- Providing data analytics and reports for Agency level awards programs.

For external awards requiring the NASA Administrator's approval or signature:

- Collects employee information required for nominations;

- Reviews, prepares, and tracks all Agency external awards submission packages;

- Submits approved package to the external Agency on behalf of NASA;

- Sends notification of selection to NASA organizations/Center Awards POCs of the award recipients;

- Updates and maintains the Agency Awards Calendar with input from OCHCO and Center Awards Offices;

- Provides awards records management, maintenance, and reporting;

- Supports the purchase and maintenance of an appropriate inventory of NASA-determined and approved Agency-level award items;

- Agency-level award recognition and notification item examples include certificates, medals, plaques, length of service pins and letters;

- Updates and maintains all Agency electronic award certificate templates;

- Distributes the appropriate Center-level electronic award certificate templates for Center printing of On-the-Spot awards; and

- Ensures all electronic award certificate templates comply with NASA Communication Materials Review standards and requirements.

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

Service Level Indicator:

98% of awards/recognition items/supplies are to be delivered to Center Awards POC/Recipient accurately.

98% of awards/recognition items/supplies are to be delivered to Center Awards POC/Recipient on-time as negotiated between the NSSC SP, NSSC CS, and the customer.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/EmployeeRecognitionandAwards.aspx

3.1.5 Preparation and Deployment of Employee Notices

Develops and deploys Agency-wide employee notices. This includes required annual employee notifications related to Federal law and regulatory provisions, employee rights, and employee benefits.

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Employee-Notices(1).aspx

3.1.6 Development of Information Materials

Designs, produces, develops, and delivers information materials, within the agreed upon timeline, for a variety of Agency HR programs and for NSSC internal requests. The NSSC:

- Obtains bids and develops an initial cost estimate for customer approval;

- Creates requested products to meet the needs of the targeted audiences, NASA employees, and/or the general public; and

- Develops materials within the guidelines of the NASA and NSSC approved style formats and branding standards.

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/DevelopmentofInformationMaterials.aspx

3.1.7 Suitability Adjudications

Provides functional and administrative support and prepares new hires, periodic suitability reinvestigations for agency employees in positions of public trust, and suitability investigations for agency employees who move into positions of public trust due a change in their positions risk level (such as through promotion/demotion, reassignment, or position re-designation). Provides suitability adjudication decisions in accordance with applicable Federal laws, regulations, Office of Personnel Management (OPM) guidance, and NASA policies. The NSSC:

- Identifies appointees/employees who require personnel security investigations in support of agency suitability;

- Validates need, and for those who are found to require investigation;

- Ensures investigations are initiated within 14 calendar days of entry-on-duty for agency new hires; or

- Ensures new investigations are initiated on employees who experience a change in position risk level.

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Suitability-Adjucation.aspx

3.1.8 SES Case Documentation

Supports NASA SES Appointments and PRA programs.

Unit of Measure: FTE

Additional Cost Drivers:

FY24 Service Rate: $29.66

Service Level Indicator:

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/SeniorExecutiveServices.aspx

3.1.8.1 SES Appointment Certification Support

Upon selection of a candidate for an advertised SES position at a NASA Center, a candidate must receive OPM SES certification prior to being placed in the position. The NSSC supports this process by working closely with the candidate to ensure a complete, accurate package is submitted to the OPM Qualifications Review Board. The NSSC:

- Assists the candidate in perfecting the required Executive Core Qualifications (ECQ) documents to meet OPM guidelines and approved formats, as well as NASA and NSSC style guidance and branding standards;

- Updates the Executive and Schedule C System (ESCS) as required by OPM;

- Provides regular status updates to Agency/Center HR POC on progress of the documents from receipt through the Agency approval process;

- Prepares rewrites and resubmissions within the prescribed timeline; and

- Works with the candidate to refine the resume in support of the ECQs for submission to OPM.

3.1.8.3 Presidential Rank Award Support

OPM issues a call to Federal Agencies for PRA nominations annually.

The NSSC supports the PRA process in accordance with the Agency and OPM regulations and guidelines. OCHCO will provide the final nominee's names and one-page Biographical and Career Summaries to the NSSC. The NSSC (SP) works with the nominee and the Center/HQ Executive Resources POC to develop the three-page Career Achievement Justification Statement, which is added to the nomination package being submitted to OPM for selection.

Unit of Measure: FTE

Additional Cost Drivers:

FY24 Service Rate: $9.43

Service Level Indicator: 100% of PRA nominations that are received by the established timeline will be forwarded to OCHCO on or before the OPM deadline.

3.2 Employee Training

Provides administrative type support for standard and unique training requirements such as training data entry, administration of the Agency's learning management system (LMS), and survey and assessment support.

Unit of Measure: FTE as validated against N2.

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

FY24 Service Rate: $43.87

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Training-Administration.aspx

3.2.1 Administration and Oversight of the Agency Learning Management System

Supports SATERN, the Agency LMS. The support activities referenced below shall consider customer needs and feedback as expressed through the identification of Agency and Center-specific training needs, system functionality comments as well as advances in online training capabilities. The NSSC:

- Supports Agency and customers with Course Catalog maintenance, Curricula development and assignment, Item creation and maintenance, Assignment profile maintenance and scheduling;

- Maintains system-wide configuration settings and variables per Agency standards and guidance to include the default LMS Learner and Admin landing pages, tiles, and the SF-182;

- Facilitates resolution of system issues between system users, NASA and Human Resources Information System (HRIS) service providers (such as the LMS contractor);

- Completes all Service Requests related to this activity at the lowest level possible;

- Executes system reports;

- Ensures system contains current data; verify that interfaces and data feeds are accurately populating downstream systems; and conduct regular, manual updates to system;

- Establishes and modify admin-level access and roles per approved NASA Access Management System access requests;

- Enters training course information employee training data into NASA's automated LMS for each training instance to produce updated training histories. Source documents include onsite and offsite course requests, learning history, approved training forms, attendance and completion data, and course information;

- Enters training data and/or verify training data (grades, modifications, rosters, etc.) is entered accurately and archived in NASA's online training systems;

- Verifies attendance/completion/academic grades of training tracked within the LMS; if not provided, request grades from employees post training; collaborate with Center/MSEO for recoupment when warranted;

- Create course items and scheduled classes, "reserve" seats for specific courses, track reservations against available seats, and maintain a "waiting list," if necessary;

- Provide post-training support to include deploying course surveys and compiling survey results, closing scheduled offerings and inactivating course items; and

- Maintain training authorization documentation in electronic files, including:

  o All e-mail correspondence;
  o Modifications;
  o Purchase Order documents;
  o Copies of approved training and reimbursement requests; and
  o Course receipts and proof of attendance documents.

3.2.2 Support to Surveys and Assessments

Supports, coordinates, facilitates, and administers customer/Agency surveys, to include Employee Exit Surveys, new hire surveys, Office of Diversity and Equal Opportunity surveys and studies of interest to the Government, as requested. The Agency/Centers retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations.

3.2.3 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 deposits, civilian deposits/redeposit, and voluntary contributions;

- Processes retirement and survivor packages for NASA employees;

- Supports /in-processing for newly selected NASA employees and current employees with transfers/reassignments who are identified in Agency's onboarding system;

- Administers the Advanced Sick Leave, Voluntary Leave Transfer, Emergency Leave Transfer, Paid Parental Leave, and Voluntary Leave Bank Programs;

- Administers NASA's Federal Employees Workers' Compensation ; and

- Unemployment Compensation (UC) Programs.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Late publishing of gains/losses in the Agency's onboarding system causing expedited actions, changes to existing or new regulations/ legislation.

FY24 Service Rate: $203.20

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Benefits.aspx

3.2.3.1   Benefits Counseling and Processing

Examples of key benefits programs are: Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long-Term Care Insurance Program (FLTCIP), Federal Employee Dental Vision Insurance Program (FEDVIP), and Flexible Spending Account (FSA). The NSSC:

- Counsels employees, selectees, and other authorized parties on entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits;

- Accommodates benefit counseling sessions by telephone, electronic means, and/or face-to-face at the NSSC;

- Provides accurate information and calculations, such as service computation date, based on the most current Federal law, NASA regulations, and OPM guidance;

- Provides advice to employees and employment candidates on entitlements and the timeframes and methods in which to file for such benefits;

- Prepares summary of benefits for use in litigation and /or civil complaints and grievances;

- Reviews employee's eOPF to ensure that all required benefits documentation is contained in the employee's Official Personnel Folder (OPF) and add all documents found to be missing in accordance with OPM's Guide to Recordkeeping;

- Reviews enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy and receipt of necessary documentation validating entitlement;

- Reviews benefits elections, compile forms, letters, and enclosures for separation and Leave Without Pay (LWOP) packages and provide package to employees. Notifies insurance carriers as needed;

- Requests and reviews medical documentation for Incapable Self-Support eligibility determination and approval. Upon approval, submit paperwork to needed insurance carriers;

- Processes Temporary Continuation of Coverage enrollments;

- Informs the employee of the reconsideration process should the employee be determined not qualified to make a benefit election;

- Processes employee FEGLI survivor claims (the death of a dependent);

- Processes new enrollments and changes to benefits in Federal Personnel and Payroll System (FPPS), ensuring that forms and/or documentation are filed in the eOPF according to OPM's Guide to Personnel Recordkeeping;

- Works with appropriate agencies (e.g., Department of the Interior (DOI), MetLife, OPM, TSP, etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected; and

- Conducts debt validation for benefit related debts to include providing statement on validity of debts and supporting documentation required for debt validation.

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

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Benefits.aspx

3.2.3.2 Retirement Estimates, Retirement Package Processing, Retirement Counseling, and Retirement Training

Calculates retirement estimates, prepares retirement packages, and counsels employees. For estimates, the NSSC:

- Receives request from employee and compiles and ensures appropriate documentation is included and complete;

- Calculates and provides annuity estimates and certified summaries to employees;

- In accordance with OPM's Guide to Recordkeeping, reviews employee's eOPF to ensure that all required benefits documentation is contained in the employee's eOPF and include all documents found to be missing;

- Reviews previous military and civilian service and determine creditability and validate service computation dates were processed correctly; and

- Requests missing documentation from appropriate sources (e.g., employee, Social Security Earnings, completed deposit receipts, etc.).

For retirement packages, the NSSC:

- Informs employees and other authorized parties of the necessary forms/applications, and/or methods to apply for retirement (Disability, Optional, Discontinued Service Retirement (DSR), Voluntary Early Retirement Authority (VERA), Phased Retirement, and Special). Calculate and provide annuity estimates and certified summaries to employees;

- Provides employee and spouse with FEHB verification for Medicare if eligible;

- Reviews applications for retirement (e.g., Disability, Optional, DSR, VERA, Phased and Special);

- Tracks all "begin my retirement application requests" and keeps employees informed of the application progress;

- Informs employees and other authorized parties of the necessary forms/applications to make a deposit or redeposit of civilian and/or military time;

- Refers applications for civilian and/or military deposits and redeposit to the Civilian and Military Deposit/Redeposit Processing Team;

- Ensures that all applicable forms are scanned and uploaded into the eOPF according to OPM's Guide to Personnel Recordkeeping;

- Completes and saves required application forms in Government Retirement and Benefits Assist or other authorized system;

- In accordance with OPM's Guide to Recordkeeping, reviews employee's eOPF to ensure that all required benefits documentation is contained in the employee's eOPF and include all documents found to be missing;

- Processes SF-52, Notification of Personnel Action, in FPPS by coding the proper nature of action and legal authority in accordance with OPM's Guide to Processing Personnel Actions;

- Reviews previous military and civilian service and determine creditability; notify the NSSC CS HR Specialist when the records contain complex service history (e.g., breaks in service, LWOP and questionable coverage, etc.);

- Reviews and signs all beneficiary forms that are submitted with Retirement packages and ensures forms are filed according to OPM's Guide to Personnel Recordkeeping;

- Determines the inclusion of documents supporting unrelated personnel actions and initiate supplemental forms depending upon the nature of action being processed (e.g., Social Security statement, SF-50 showing initial FEGLI coverage, Tennessee Valley Authority documents, etc.);

- Processes returned forms from survivors of deceased NASA employees;

- Follows up with required agencies to ensure completion of payout for survivors of deceased NASA employees;

- Works with appropriate agencies (e.g., DOI, MetLife, OPM, TSP, etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected prior to retirement; and

- Ensures that disability retirements are tracked and OPM's process is followed.

Service Level Indicator:

90% of retirement estimate requests and package requests shall be completed within 15 business days. Employees shall be notified of any delays.

90% of expedited retirement actions are processed by close-of-business the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications that must be expedited because the employee is retiring within 7 business days.)

Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package.

For Retirement Counseling Conducted Virtually or telephonically:

- Informs employees on retirement eligibility for Disability, Optional, DSR, VERA, Phased Retirement, and Special;

- Explains in detail annuity computations;

- Explains the review of the eOPF;

- Explains and confirms eligibility for benefits in retirement;

- Explains OPM withholdings from annuities and annuity amounts;

- Reviews Beneficiary forms with the employee;

- Explains the requirements for marriage/ divorce records;

- Explains the pros and cons for Deposit/ Redeposit and military service deposit to employee;

- Explains survivor annuity costs;

- Explains Lump sum leave payouts;

- Explains TSP withdrawal options after retirement; and

- Addresses other topics as needed based on the employee's circumstances.

For Retirement Training conducted Virtually:

- Topics covered in day-long or modular sessions:

   o An overview of the retirement program and retirement coverage;
   o Planning for retirement;
   o Annuity calculations;
   o Annuity Supplement;
   o Voluntary Contributions;
   o Survivor Benefits;
   o Civilian Deposits and Redeposit Service;
   o Military Service;
   o Understand TSP and TSP Withdrawals;
   o Insurance;
   o Social Security Benefits;
   o Medicare; and
   o Other topics as needed.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Retirement.aspx

3.2.3.3   In-Processing

Provides the employee with a single POC throughout their in-processing process. The NSSC:

- Schedules an appointment to provide benefits, forms, drug testing, financial disclosure, USA Onboarding, military deposit and relocation counseling to the applicant/employee based on their appointment type;

- Seeks answers and information from other functional areas and provides the information/responses to the applicant/employee (e.g., relocation reimbursement, Center and salary related questions);

- Follows up with applicant/employee to obtain benefits supporting documentation (I.e., FEHB dependents) and/or missing in-processing forms;

- Ensures in-processing forms are complete and current in USA Onboarding; and

- Accesses the applicant/employee's record in the USA Onboarding to gather information and documentation to build their eOPF.

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/InProcessing.aspx

3.2.3.4 Civilian and Military Deposit Processing

Supports processing of Civilian Deposits/Redeposits, Military Deposits, establishment of Voluntary Contribution Accounts, and continuation of payments of Military Deposits that were initiated at a prior agency. The NSSC:

- Informs employees and other appropriate parties of the necessary forms, and/or method to apply to make a deposit (military and civilian) and/or redeposit;

- Calculates and provides deposit and/or redeposit estimates to employee and provides information on the benefits of paying or not paying a military deposit to employees, provide copies of the estimates and all forms required for deposit or redeposit;

- Reviews and processes applications for deposit (military and civilian) and/or redeposit and keep the employee periodically informed of the progress of the deposit application (I.e., request received, application received and/or additional forms or documentation;

- Upon completion of paid in full military deposit update the service computation date, notifies employee of the update; and

- Completes and saves required application forms in the Government Retirements Benefits platform or other authorized system; Requests missing documentation from employees or other agencies as necessary; provide guidance to employees on how and where to obtain missing documentation (e.g., RI 20-97, DD 214, Academy Transcripts, etc.).

3.2.3.5 Administration of Leave Programs

The NSSC administers the Advanced Sick Leave, Voluntary Leave Transfer, Emergency Leave Transfer, Paid Parental Leave and Voluntary Leave Bank Programs utilizing caseworkers to provide the employee with a single POC throughout the process. The NSSC:

- Manages all aspects of the process to ensure identification of the participant, receipt and completion of documents, appropriate tracking and routing, systems processing, and accurate record keeping;

- Receives requests/extensions and medical documentation from employee and/or employee's supervisor and document requesting employee's current leave balances;

- Prepares the completed request for appropriate supervisor's approval/denial. Upon approval/denial, the SP shall provide requesting employee's supervisor and NSSC Payroll with final disposition and documentation of request;

- Accepts and processes automated leave request applications for employees who are seeking approval donor applications for recipients who are approved for participation in the voluntary leave donor, and voluntary leave bank, emergency leave transfer and Paid Parental Leave programs;

- Conducts debt validations, if necessary;

- Upon Leave Bank Board approval of a recipient's request, processes the request in the Agency's Time and Attendance system and establish a leave bank recipient account in FPPS; and

- Seeks answers and information from other functional areas and provides the information/responses to the employee (e.g., LWOP, disability retirement options, etc.).

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Leave-Programs.aspx

3.2.3.6 Federal Workers' Compensation Program (FWCP) and Unemployment Compensation (UC)

Provides general administrative, advisory, and transactional support for employee FWCP. The NSSC provides support for UC, as needed. Upon specific requests by the Center HR POCs, the NSSC prepares a summary of benefits for use in litigation and /or civil complaints and grievances.

3.2.3.6.1 FWCP Case Management

Provides support, including all administrative aspects, regarding FWCP Case Management. The NSSC:

- Advises employees, supervisors, selectees, and other authorized parties on Office of Workers' Compensation Program (OWCP) entitlements and benefits, necessary forms, and/or method to enroll, file, and/or claim benefits;

- Works with appropriate agencies (e.g., DOI, Department of Labor, etc.) and Centers to ensure that appropriate monies are being collected and submitted for the employee;

- Works with various agencies as needed to gather or provide information;

- Advises employees and supervisors of the FWCP Case Management process and answers questions about the status of the claim;

- Submits quarterly OWCP reports and maintains records for all appropriate NASA injury and illness forms, and other claims reports as requested by the Agency Workers' Compensation Manager;

- Reviews enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary documentation;

- Tracks all FWCP Claims and maintain contact with the employee regarding the submission of the application and FWCP case;

- Requests missing documentation from employees (e.g., medical documentation);

- Ensures employees are being credited correctly for Continuation of Pay in NASA's time and attendance system;

- Maintains records of employee claims and complies with records retention requirements for closed case files;

- Documents the return-to-work progress for limited duty;

- Periodically reviews cases through the Employees' Compensation Operations and Management Portal (ECOMP). Special efforts shall be taken to document long-term cases;

- Assists the Inspector General review of documents, if a case is forwarded to them for investigation;

- Responds to requests for information from the Agency's Federal Workers' Compensation Manager;

- Reviews chargeback quarterly and annual reports for errors (e.g., incorrect Agency, Center coding, and etc.), and corrects, if needed; and

- Ensures case files are organized, up to date, and that documentation is being kept current to coincide with the status of the case.

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Workers-Compensat.aspx

3.2.3.6.2   Unemployment Compensation (UC)

The Federal-State Unemployment Insurance Program provides unemployment benefits to eligible workers who are unemployed through no fault of their own (as determined under State law) and meet other eligibility requirements of State law. The NSSC:

- Updates SF-8 as required;

- Responds to Equifax inquiries;

- Reviews State and Department of Labor quarterly reports for verification of benefits paid and identification of errors to provide an accurate cost reimbursement amount per Center;

- Coordinates and attends unemployment hearings; and

- Refers inquiries to DOI, as appropriate.

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Unemployment-Compensation.aspx

3.2.4 Payroll and Time and Attendance Processing

Uses FPPS to perform the pay and personnel functions for Federal employees. In addition, the NSSC uses DOI's Interior Business Center Datamart to retrieve historical pay and personnel information as needed and uses the Agency's web-based time and attendance system for the electronic delivery to DOI of time and attendance data necessary to process employee payroll.

Performs review and validation activities regarding employee salary and benefits payments. The NSSC:

- Validates and reconciles leave, including donated, restored, military, court, annual, sick, and other leave;

- Validates requests for compensatory time pay out for Fair Labor Standards Act exempt Federal employees;

- Validates and corrects adjustments resulting from what was paid versus what should have been paid;

- Initiates corrective action for rejected direct deposit information;

- Provides general information services to employees and acts as liaison between employees, the NASA Centers, and DOI for replacement Electronic Funds Transfer and check payments, Equal Employment Opportunity and negotiated settlements, salary garnishments, and legal requests for Payroll documentation;

- Conducts audit reviews and validations of information contained in employees' payroll files, as requested;

- Scans employee pay record documentation for online retrieval;

- Initiates NASA employee's overseas attributes in FPPS, periodically updates and returns NASA employee's attributes back to a United States payroll standard;

- Validates receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Informs employees and/or certifying officials of missing timecards;

- Monitors center to center movements for timecard creation;

- Creates new hire timecards for late actions;

- Submits NASA's time and attendance data to DOI for bi-weekly processing. Validates that the information has been accepted and will be processed by DOI. Informs NASA of the status of bi-weekly time and attendance processing prior to the deadline for receipt by DOI; and

- Generates, maintains, and validates, and distributes time and attendance reports.

The SP shall use payroll time and attendance system to perform payroll functions for NASA employees. The NSSC shall serve as NASA's point of service to assist employees and supervisors seeking assistance with the proper coding of timecards. The SP shall be a single point of contact throughout the duration of the payroll closeout process and provide a degree of communication and counseling to NASA employees and supervisors as necessary. The SP will perform payroll time and attendance support and perform closeout tasks at the end of each pay period. This function includes but is not limited to:

- Verifying the completion of all NASA employee timecards and approval of timecards at the end of the pay period;

- Notifying, validating, verifying, and providing assistance and guidance to NASA employees and supervisors on how to complete timecards (e.g., Holiday, Inauguration Day, part-time schedules, unapproved time cards, missing time cards, and etc.);

- Ensuring timecards are properly annotated with messages and comments informing the Interior Business Center of necessary action(s), if applicable;

- Partnering with the NSSC Personnel Action Team to ensure personnel actions are processed as a result of coding on timecard;

- Manually creating and tracking timecards for new hires to meet payroll closeout timeline, when necessary; and

- Performing payroll procedures to lockout time and attendance system at appropriate time for all NASA Centers to perform Center and Agency closeout;

- Generating necessary reports to capture and correct the number of errors on timecards for all NASA Centers and notify supervisors or employees to correct the timecards;

- Requesting, validating, conducting follow-up, and maintaining supporting documentation from employees charging military and court leave prior to and near the end of the pay period and or upon employee's return to duty;

- Requesting the NSSC CS approve timecards in the event an employee's supervisor is unavailable; and

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

- Partnering with all NASA Centers and Agency to Create, edit, and delete messages of the Day in WebTADS.

Unit of Measure: FTE as validated against N2.

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

FY24 Service Rate: $46.76

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Payroll.aspx

Service Level Indicator:

Process 99% Payroll/Time & Attendance submissions (including pay and leave adjustments) shall be processed accurately and submitted on-time to DOI/IBC.

90% Payroll inquiries related to coding the proper hour type in WebTADS for the current pay period will be responded to within 3 business days. (Note: During the last 4 days of a pay period, the Customer Contact Center shall provide a warm hand-off to a Payroll subject matter expert, if they are unable to answer payroll/time and attendance related questions.)

3.3   HR Information Systems Support

Supports operations of the Agency-wide automated systems that are used by HR and training programs; provides Website and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Websites; and supports NASA HR data users for the full range of HR functions. The NSSC performs enhancement development operations and maintenance responsibilities for the following systems:

Ethics Program Tracking System (EPTS)
Human Resources Messaging System (HRMES)
NASA Automated Awards System (NAAS)
NASA HR Web sites
NASA Organizational Profile System (NOPS)
OrgPublisher
System for Administration, Training, and Educational Resources for NASA (SATERN)
Workforce Information Cubes for NASA (WICN)
ServiceNow HRSD

The NSSC Performs Tier 1 and 2 user support for the following applications:

Job Evaluation Tool (JET)
Standard Performance Appraisal Communication Environment (SPACE)
Workforce Pro (WFPro)
Electronic Position Description System (ePDS)

Unit of Measure: FTE as validated against N2.

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

FY24 Service Rate: $110.27

Service Level Indicator: Not Applicable.

Web: Not applicable.

3.3.1 HR Information Systems

Supports operations of the Agency-wide automated systems that are used by HR and training programs. Operational support includes HRIS, including graphical user interfaces and databases; HRIS database schemas, integrations, and integrity; production of customized reports; ad-hoc report requests; automated systems support to HR activities; support and assistance in the development of automated tools and future system enhancements through periodic releases to meet operational requirements. The NSSC provides recommendations to future enhancements for HRIS systems.

3.3.2 HR Training Website Development & Maintenance

Provides Website and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training Websites that are the responsibility of the NSSC HR and training organizations. The Website types will include informational, transactional, and interactive sites.

3.3.3 User Support/Expertise for Center HR Data Users

Supports NASA HR users for the full range of HR functions. The NSSC:

- Advises users on the input and use of HR system data;

- Advises and assists users in the correction and resolution of data errors;

- Advises and assists users in application problem resolution;

- Provides system application training on NSSC hosted and/or supported HR systems including future enhancements, system implementation, and transitions to all NASA users via online, virtual, or instructor lead training sessions;

- Provides report training using Agency established reporting systems;

- Develops and maintains training materials (i.e., desk guides, user guides) for HRIS;

- Establishes and maintains system/application accounts; and

- Establishes and resets system passwords.

3.3.4 Maintenance of Official Employee and Performance Records

Performs maintenance of eOPF 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: FTE as validated against N2.

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

FY24 Service Rate: $9.33

Service Level Indicator:

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

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/eOPF.aspx

3.4   Personnel Action Request

Supports HR transaction processing and related records to produce updated:

- SES data;

- eOPF data;

- SF-50 (Notification of Personnel Action) data;

- Non-eOPF data or data not recorded on SF-50;

- Data requested through the use of spreadsheets; and

- SES, ST, SL and Schedule C required data in OPM ESCS.

Unit of Measure: All transactions processed in FPPS excluding:

- Transactions completed through an automated process (e.g., NAAS, FPPS, and Employee Express) unless the transactions require manual processing;

- Corrections caused by NSSC error;

- Retirement actions; and

- Death actions.

Additional Cost Drivers: Complex/multi-year corrections and expedited, late, incomplete actions/packages, Agency initiatives, and retroactive legislative or regulatory changes.

FY24 Service Rate: $121.51

Service Level Indicators:

97% of personnel transactions and service requests that are received by the NSSC by the established deadline shall be processed within 5 business days from the effective date.

97% of personnel transactions are processed accurately as defined by regulations and references.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Personnel-Action-Request-(P.A.R.).aspx

3.5   Financial Disclosure Processing

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

- Identifies filers based on the information identified in FPPS;

- Maintains, sends, and stores notifications;

- Processes and stores forms;

- Offers easy-to-use electronic signature to filers and approving officials; and

- Provides detailed ethics reporting.

Unit of Measure: Number OGE-450, OGE-278e, and OGE 278-T Forms Filed.

FY24 Service Rate: $9.67

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/FinancialDisclosure.aspx

3.6   Online Course Management

Supports the development, testing, and deployment of online training content in the SATERN environment. Testing includes validation of Sharable Content Object Reference Model / Aviation Industry Computer-Based Training Committee conformance, Section 508 compliance, and SATERN supported desktop/browser configurations for all supported processes. The four major processes include:

- Conversion of Center/discipline provided course materials into a computer based online training course;

- Updating of new and existing online course content;

- Validation testing, troubleshooting, and upload of Center/discipline provided online courses; deactivations; online course customer support, SATERN catalog maintenance, and

- Maintaining technology requirements for external development activities/vendors.

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

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

FY24 Service Rate: $218.37

Service Level Indicator: Not applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Training-Administration.aspx

3.8   Training Administration and Purchasing Support

Supports employee training and provides transactional and administrative support for Agency learning and development requirements. Provides purchasing support in onsite training purchases and offsite training purchases.

3.8.1 Offsite Training Purchases

Offsite training is defined as training where the facilitation, coaching, or instruction and learning occurs outside and external to NASA and requested using the SATERN Standard Form (SF-182): Authorization, Agreement, and Certification of Training, or the SF-1164: Claim for Reimbursements and Expenditures.

- Completes student registration and procurement for Center-approved offsite training requests;

- Provides authorized training forms for academic billing;

- Contacts vendors, procures seats, and registers employees for courses; and

- Utilizes bulk purchasing when possible and leverages vendor discounts.

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

Additional Cost Drivers: Insufficient documentation and information to complete registration and payment to vendor resulting in additional follow up with learner or funding approver. Learners not submitting offsite training purchases in a timely manner. Modifications to change course dates, locations, and tuition amount

FY24 Service Rate: $251.16

Service Level Indicator:

90% of registrations and procurements shall be completed accurately within 5 business days after the final Center approval of training request.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Training-Administration.aspx

3.8.2 Onsite Training Purchases

On-site training is defined as training where a vendor provides instruction or facilitation to a group of NASA employees either at a NASA facility or virtually; or purchasing of books, materials, training tools, in support of a learning event. (Note: Purchase Orders or purchases over $25,000 will be transferred to Procurement under PWS section 3.3.15.1 Simplified Acquisitions Threshold (SAT) Purchase Support). The NSSC:

- Prepares checklists, files documentation templates and forms;

- Reviews sole source justifications and Statements of Work for adequacy and coordination with customers when revisions are necessary;

- Maximizes awards to Small Businesses, Small Disadvantaged Businesses, Women-owned Businesses, Service Disabled Veteran Owned Small Businesses and Historically Underutilized Business Zone Businesses;

- Prepares synopsis files for posting on the NASA Acquisition Internet Service, when required. Likewise, the SP shall prepare files for posting on General Services Administration (GSA) e-Buy or Solutions for Enterprise-Wide Procurement (SEWP). After award, when applicable, posts sole source documentation to Federal Business Opportunities;

- Prepares Request for Quotes and soliciting quotes from training vendors;

- Follows up with customers when training schedules change, classes are not available, or a cancellation is required;

- Evaluates quotes to include coordination of technical evaluations with customers and the determination of price reasonableness;

- Consults with requester for final vendor selection;

- Verifies that vendor is not listed on the Excluded Party list in System for Award Management (SAM);

- Manages the automated registration for internal NASA and Center courses;

- Performs market research to identify and recommend potential training providers;

- Researches and validates course and vendor data for training requests submission;

- Validates cancellation requests for processing;

- Prepares modifications to add or reduce the number of learners, changes date or location, cancels classes, and/or de-obligates funds;

- Assembles file documentation required for the purchase;

- Distributes copies of award documents;

- Generates and maintains an electronic record of monthly internal training awards and modifications by value and type of award or modification;

- Performs post-award administration on purchase orders to include processing invoices for certification and payment by NSSC FM; and

- Assists in award file closeout activities.

Unit of Measure: Training purchases awarded

Additional Cost Drivers: Insufficient documentation and information to complete award and payment to vendor resulting in additional follow up with customer. Customers not submitting training packages in a timely manner. Modifications to change course dates, locations, and number of learners.

FY24 Service Rate: $2,522.22

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Training-Administration.aspx

Service Level Indicators:

Onsite Training Purchases Less Than or Equal to $25,000:

90% of onsite training actions (less than or equal to $25,000) are awarded within 10 business days of receipt of a complete purchase request package.

Onsite Training Purchases Greater Than $25,000:

90% of onsite training actions (greater than $25,000) are awarded within 35 calendar days of receipt of a complete purchase request package.

3.9   Payroll and Time and Attendance Processing

Uses FPPS to perform the pay and personnel functions for Federal employees. In addition, the NSSC uses DOI's Interior Business Center Datamart to retrieve historical pay and personnel information as needed and uses the Agency's web-based time and attendance system for the electronic delivery to DOI of time and attendance data necessary to process employee payroll. The NSSC:

- Performs review and validation activities regarding employee salary and benefits payments;

- Validates and reconciles leave, including donated, restored, military, court, annual, sick and other leave;

- Validates requests for compensatory time pay out for Fair Labor Standards Act exempt Federal employees;

- Validates and corrects adjustments resulting from what was paid versus what should have been paid;

- Initiates corrective action for rejected direct deposit information;

- Provides general information services to employees and acts as liaison between employees, the NASA Centers, and DOI for replacement Electronic Funds Transfer and check payments, Equal Employment Opportunity and negotiated settlements, salary garnishments, and legal requests for Payroll documentation;

- Completes settlement agreement requests, coordinating with other agencies or program areas within established timeframes;

- Conducts audit reviews and validations of information contained in employees' payroll files;

- Scans employee pay record documentation for online retrieval;

- Initiates NASA employee's overseas attributes in FPPS, periodically updates and returns NASA employee's attributes back to a United States payroll standard;

- Validates receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Informs employees and/or certifying officials of missing timecards;

- Monitors center to center movements for timecard creation;

- Creates new hire timecards for late actions;

- Submits NASA's time and attendance data to DOI for bi-weekly processing. Validates that the information has been accepted and will be processed by DOI. Informs NASA of the status of bi-weekly time and attendance processing prior to the deadline for receipt by DOI;

- Generates, maintain, validates, and distributes time and attendance reports; and

- Serves as NASA's point of service to assist employees and supervisors seeking assistance with the proper coding of timecards.

The NSSC SP:

- Shall be a single point of contact throughout the duration of the payroll closeout process and provide a degree of communication and counseling to NASA employees and supervisors as necessary;

- Shall use payroll time and attendance system to perform payroll functions for NASA employees;

- Will perform payroll time and attendance support and perform closeout tasks at the end of each pay period. This function includes, but is not limited to:

o Verifying the completion of all NASA employee timecards and approval of timecards at the end of the pay period;
o Notifying, validating, verifying, and providing assistance and guidance to NASA employees and supervisors on how to complete timecards (e.g., Holiday, Inauguration Day, part-time schedules, unapproved time cards, missing time cards, and etc.);
o Ensuring timecards are properly annotated with messages and comments informing the Interior Business Center of necessary action(s), (if applicable);
o Partnering with the NSSC Personnel Action Team to ensure personnel actions are processed as a result of coding on timecard;
o Manually creating and tracking timecards for new hires to meet payroll closeout timeline, when necessary;
o Performing payroll procedures to lockout time and attendance system at appropriate time for all NASA Centers to perform Center and Agency closeout;
o Generating necessary reports to capture and correct the number of errors on timecards for all NASA Centers and notify supervisors or employees to correct the timecards;

- o Requesting, validating, conducting follow-up, and maintaining supporting documentation from employees charging military and court leave prior to and near the end of the pay period and or upon employee's return to duty;
- o Requesting the NSSC CS approve timecards in the event an employee's supervisor is unavailable; and
- o Partnering with all NASA Centers and Agency to Create, edit, and delete messages of the Day in WebTADS.

Unit of Measure: FTE as validated against N2.

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

FY24 Service Rate: $46.76

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Payroll.aspx

Service Level Indicator:

Process 99% Payroll/Time & Attendance submissions (including pay and leave adjustments) shall be processed accurately and submitted on-time to DOI.

90% Payroll inquiries related to coding the proper hour type in WebTADS for the current pay period will be responded to within 3 business days. (Note: During the last 4 days of a pay period, the Customer Contact Center shall provide a warm hand-off to a Payroll subject matter expert, if they are unable to answer payroll/time and attendance related questions.)

3.10 Classification

The Agency centralized classification functions at the NSSC to enable a more efficient and effective operation to engage the Human Capital professionals as more strategic, consultative business partners with key leaders. The NSSC provides position management and classification services to the Centers. Standard Position Descriptions (PDs) across the Agency provide consistency for similar positions. NSSC Classification Services leverages experts as a cohort across the Agency to improve expertise. Center managers /supervisors work with both the HR Business Partners and NSSC for their classification needs. Center HR Business Partners support managers/supervisors and Center leadership in obtaining front-end approval to establish and fill positions. The electronic PDs will be modified to accommodate NSSC's and the Centers' new roles and responsibilities.

The classification centralization operating model implemented across the Agency is continually updated to best meet the Agency's needs. The NSSC is continuously looking for ways to improve upon the centralized model, and leverage lessons learned to achieve an optimal state for the Agency.

Unit of Measure: FTE as validated against N2.

FY24 Service Rate: $55.56

Service Level Indicator:

90% of all classifications will be completed within 30 business days

90% of all PD edits will be complete within 3 business days.

90% of all desk audits/position reviews will be completed within 30 business days upon receipt of complete package.

3.11 Employee Reinvestigations

Formerly included in Support to Personnel Programs, employee reinvestigations is now a stand-alone service funded through the Office of Protective Services.

Unit of Measure: FTE as validated against N2

FY24 Service Rate: $25.51

Service Level Indicator: No SLI

Web: Not Applicable

3.12 Staffing

The NSSC will provide staffing services in accordance with the applicable Federal and NASA regulations to provide the stakeholders with timely, accurate, and comprehensive services. The primary responsibility of staffing is advising management in identifying, attracting, and retaining a high-quality and diverse workforce capable of accomplishing the organization's mission and facilitating various processes to acquire talent. The work involves performing job analysis, recruiting, evaluating, and supporting hiring managers in selecting candidates. Proper staffing ensures that the Agency upholds the Merit System Principles. Authority to perform staffing work is issued by the OPM and is exercised by the OCHCO. The NSSC provides staffing services to the Agency, to include all request for personnel actions. Staffing services are not provided for the Office of Inspector General and Executive Resources positions.

Unit of Measure: FTE as validated against N2.

FY24 Service Rate: $416.63

Service Level Indicator:

85% of certificates issued shall be sent to the customer within 15 calendar days of the vacancy announcement closed dates (excluding Pathways).

85% of tentative offers shall be sent to the selectee within 7 calendar days after the completion of the selection audit (excluding Pathways).

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Staffing-Services.aspx

4.0   PROCUREMENT SERVICES

The NSSC provides a variety of Procurement services across NASA to satisfy the evolving acquisition needs of the Agency. The NSSC provides Procurement Programs Support; support of the award and administration of grants and cooperative agreements; the award and administration of SBIR / STTR; the award and administration of Agency contracts; award and administration of select Agency simplified acquisitions and Grants Management Services. The award and administration of Grants and Cooperative Agreements are consolidated into one service rate but detailed individually below. Likewise, the award and administration of SBIR and STTR contracts are also consolidated into one service rate but detailed individually below.

4.1 NASA Procurement Programs Support

Provides Agency procurement services to HQ and Center procurement and technical staffs in a variety of procurement support functions.

Unit of Measure: FTE as validated against N2.

FY24 Service Rate: $24.59

Service Level Indicator: Not Applicable.

4.1.2 Federal Acquisition Certification in Contracting (FAC-C)

The NSSC provides support to the NASA, HQ Office of Procurement specifically the Acquisition Career Manager (ACM) in accomplishing the operational and administrative activities of the NASA Procurement Career Development and Training Program such as:

- Training course acquisition management;

- SATERN administration support;

- FAC-C certification program support; and

- Development of acquisition metrics/statistics.

The SP supports the ACM with:

- Administration of certification courses;

- Setting up all course registrations and training webinars in SATERN;

- Tracking and managing reservations against available seats and eligibility/prioritization requirements/needs, coordination of employee email notifications (confirmed seats, attendance policy, and pre-work assignments);

- Finalizing attendance rosters and verifying attendance;

- Providing SATERN administration for awarding Continuous Learning Points (CLP) for NASA hosted courses, training sessions, and any other identified;

- Maintaining training and attendance metrics for certification courses, webinars, and training courses, as needed. Organizes training data to reflect the number of registrations, number of attendees, etc.;

- Developing FAC-C certification metrics from the FAC system of record and/or SATERN (agency LMS), as identified;

- Performing program support tasks in the FAC system of record as identified (i.e., upload of course completion records, tracking of CLPs, etc.);

- Running reports to tracks continuous learning points for all FAC-C certified employees to ensure compliance with the 80 hours of continuing education required every two years;

- Providing meeting support for attendance and meeting minutes, if requested by ACM; and

- Providing additional support services as needed and as identified by the ACM, such as: support and assistance of newly identified Office of Management and Budget (OMB)/Office of Federal Procurement Policy (OFPP)/Federal Acquisition Institute (FAI) acquisition workforce initiatives and any initiatives requested by Office of Procurement's Associate Administrator and Deputy Associate Administrator.

Web: Career Development and Training - Contracting (sharepoint.com)

4.1.3 NASA Federal Acquisition Certification for Contracting Officer's Representative (FAC-COR) Program

Provides services to support the NASA Headquarters OP management of the Federal Acquisition Certification for Contracting Officer's Representative (FAC-COR) Program. The NSSC:

- Works closely with the HQ FAC-COR Program Manager to implement policy or program changes;

- Performs monthly reconciliation of FAC system of record to maintain the agency's web-accessible database of all certified Contracting Officer Representatives (CORs) in the Agency;

- Develops FAC-COR certification metrics from the FAC system of record and/or SATERN (agency LMS), as identified; and

- Runs reports to tracks continuous learning points for all certified CORs to ensure compliance with the 40 hours of continuing education required every two years.

The SP:

- Supports the COR Project Manager with the administration of certification courses;

- Sets up all course registrations, on behalf of each Center, and training webinars in SATERN;

- Tracks and manages reservations against available seats and eligibility/prioritization requirements/needs;

- Coordinates employee e-mail notifications (confirmed seats and attendance policy);

- Finalizes attendance rosters, verifies attendance, and provides SATERN administration for awarding CLP for NASA hosted courses, training sessions, and any other identified;

- Performs program support tasks in the FAC system of record (FAI CSOD) as identified (i.e., certification processing, upload of course completion records, tracking of CLPs, etc.);

- Provides meeting support for attendance and meeting minutes, if requested by COR PM; and

- Provides additional support services as needed and as identified by the FAC-COR Program Manager, such as: support and assistance of newly identified OMB/OFPP/FAI acquisition workforce initiatives.

Web: [Career Development and Training - Contracting Officer's Representatives (CORs) (sharepoint.com)](sharepoint.com)

4.1.4 Validation and Verification of Contract Audit and Administration Services (CAAS)

Supports the Agency's efforts in the validation and verification of CAAS provided by the Defense Contract Management Agency and the Defense Contract Audit Agency.

Web: Not applicable.

4.2   Award and Administration of Grants and Cooperative Agreements

The NSSC is responsible for awarding and administering the Agency's grants and cooperative agreements.

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

Additional Cost Drivers (Award of Grants and Cooperative Agreements): Additional assurance and certification requirements and 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 Announcement, NASA Research Announcement, Announcement of Opportunity, Cooperative Agreement Notice solicitation announcement (cover page only), etc. Centers may reference NSSC Form 0025 (Grant/Cooperative Agreement Technical Requirements Package

Transmittal Form) for a complete list of the required documents when submitting a technical requirements package. The support for ongoing Office of the Inspector General (OIG), Government Accountability Office, and internal NASA audits also require NSSC procurement staff resources.

FY24 Service Rate: $87.10

Service Level Indicator:

90% of award packages are prepared and awarded within 35 calendar days of receipt of a complete technical requirements package.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/Grants.aspx

4.2.1 Award of Grants and Cooperative Agreements

Supports NASA programs in the award of Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Manual (GCAM).

The NSSC:

- Performs some pre-award (which includes reviewing the Technical Requirements Package, creating a Risk Assessment and the award documents) and post-award actions for both competitive and non-competitive awards;

- Supports the Office of Procurement (OP) with assistance in Grant policy and system requirements definition;

- Provides support to OP to ensure that all policy changes are properly planned, communicated, and implemented at the NSSC;

- Recommends changes to Grant policy (GCAM issues/updates);

- Troubleshoots electronic interface issues with NASA Solicitation and Proposal Integrated Review and Evaluation System, Grants.gov, and Procurement for Public Sector;

- Recommends changes to "The Guidebook for Proposers Responding to a NASA Research Announcement;" and

- Maintains and updates content of the Grants Status Website.

4.2.2 Administration of Grants and Cooperative Agreements

Supports NASA programs in the administration of Grants and Cooperative Agreements in accordance with the NASA GCAM. The NSSC performs administrative actions to include:

- Awarding funding and administrative supplements;

- Processing Principal Investigator transfers;

- Processing cancellations;

- Approving foreign travel, equipment purchases, and re-budgeting requests;

- Providing Single Audit finding resolutions and issuing management decisions;

- Managing receipt of annual and final reports (reminders and delinquent notices);

- Monitoring zero costing and suspicious drawdowns identified by Payment Management System;

- Monitoring receipt and acceptance of delegations; and

- Monitoring submittal of indirect rate proposals by organizations with no negotiated indirect rates.

4.3 Award and Administration of SBIR/STTR Contracts

The NSSC is responsible for awarding and administering Phase I, Phase II, Phase II Sequentials, Phase III, and Civilian Commercialization Readiness Pilot Program (CCRPP) SBIR/STTR contracts and I-Corps grants for NASA.

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

FY24 Service Rate: $260.57

Service Level Indicator:

95% of the new Phase I awards made within the award schedule prescribed by the SBIR Program Management Office and approved by Small Business Administration.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/SBIR_STTR.aspx

4.3.1 SBIR/STTR Solicitation Formulation and Selection

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

- Assisting in the preparation and review of the solicitation/Request for Proposal;

- Posting pre-solicitation synopsis on betaSam.gov;

- Creating contract templates;

- Requesting and drafting waivers and deviations when necessary;

- Establishing new policies and procedures; and

- Providing information to the Source Selection Official to assist with selections.

4.3.2 Award of SBIR/STTR Contracts

The NSSC supports the SBIR and STTR programs by serving as the Procurement Manager for all 10 NASA Centers and by awarding all SBIR/STTR contracts.

The NSSC:

- Processes contracts for Phase I, Phase II, Phase II Sequentials, CCRPP, Phase III and exercises option modifications for Phase II-E;

- Provides support to the Acquisition Integrity Program office;

- Serves as liaison for OIG inquiries;

- Provides support to NASA HQ Office of Procurement by ensuring all policy changes are properly planned, communicated, and implemented at the NSSC;

- Assists with the development of SBIR/STTR policy;

- Participates on SBIR/STTR monthly Video Teleconferencing System (provides charts and presents data) (when necessary);

- Troubleshoots issues with the Electronic Handbook;

- Provides assistance with interpretation of contract clauses; and

- Responds to protests.

Additional Cost Drivers: Delayed selection of Technical Monitors and CORs requires additional level of effort and, in some instances, duplicate efforts. The large number of audits and investigations conducted by the NASA OIG, the OIGs of other agencies and the offices of various Assistant United States Attorneys has increased the workload under the SBIR Program requiring more detailed cost/price analysis, increased documentation requirements, additional internal controls, and responses to numerous data calls.

4.3.3 Administration of SBIR/STTR Contracts

The NSSC administers all SBIR and STTR contracts awarded by the NSSC. NSSC administrative support includes:

- Negotiating supplemental agreements;

- Exercising options;

- Conducting virtual site visits when required;

- Processing funding modifications;

- Reviewing and approving invoices;

- Reviewing and processing extensions;

- Following-up on late deliverables;

- Completing past performance evaluations in Contractor Performance Assessment Reporting System;

- Cancelling or terminating contracts;

- Processing suspension and/or debarment documentation; and

- Processing Government Purchase Card payments for selected Phase I advance payments.

Additional Cost Drivers: Increased administrative oversight resulting from OIG audit recommendations. Untimely reviews and acceptance of deliverables and/or progress reports in the Electronic Handbook by the COR causes delays in the approval of invoices and increased administrative costs due to the need for additional follow-up and contact by the contracting officer along with the potential for incurring late interest payments. Exercising options requires the recipient to either identify a source of matching funds or have a customer provide matching funds through the award of a Phase III contract. NSSC Contracting Officers often cannot complete the exercise of an option because recipients are unable to secure matching funds in a timely manner. When NASA customers provide matching funds, the NSSC has to wait for the award of a Phase III contract to be completed before the option can be exercised. The current Phase II-E option selection process often results in selections made within days of the base contract end date causing increased administrative burden on the Small Business Concern and contracting officers.

4.4 Agency Contracting Services

Provides Agency contracting services for several Product Service Lines, to include but not limited to, human capital, software, acquisition/audit support and subscription services. Funding sources include the Mission Directorates and the HQ Office of Procurement Services.

Current Agency contracts can be located at: https://www.nssc.nasa.gov/agencycontracts

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

FY24 Service Rate: $104.34

4.4.1 Award of Agency-wide Contracts

The NSSC's Agency Contracting Program furthers NASA's commitment for the creation and utilization of "Agency" contracts to satisfy common Center requirements and supports the Agency's Strategic Sourcing Program. Agency Contracting can operate on many levels, including: multiple center, single center, and Agency/government-wide, depending on the commodity or service being

acquired. The Agency Contracting Program aims to identify and logically group together similar requirements so that they may be procured more efficiently and effectively, resulting in lower overall unit pricing, fewer contract administration resources, and reduced transactional costs.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/agencycontracts

4.4.2 Administration of Agency-wide Contracts

The award and administration of contracts for services that are used throughout the Agency. These instruments are usually either Indefinite Delivery, Indefinite Quantity (IDIQ) contracts, or Blanket Purchase Agreements (BPAs) that allow Centers to issue individual task/delivery orders for specific requirements or permit the NSSC to issue task/delivery orders on behalf of the Centers. Services purchased on behalf of the Agency include: Agency Wide Acquisition Support Services; relocation and household goods movement services; Agency memberships to professional organizations, and COR training. The NSSC also awards and administers interagency agreements for services that are used throughout the Agency.

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/AgencyContracts.aspx

4.4.3 Enterprise Software Procurements

The Enterprise Software Procurements (ESP) Team provides support for the discovery, analysis, establishment, and management of Agency enterprise licensing. The ESP Team works to consolidate software license contracts resulting in reduced administrative costs and best value pricing models. The current ESP Portfolio can be located at ESP Portfolio. Services include:

- Coordination with Center/Agency Information Technology Asset Managers to identify software assets and to define future software requirements at the Center level;

- Negotiation of Economy of Scale pricing for selected software and IT seat management; and

- Award and administration of multiple Agency-wide software contracts.

Service Level Indicator: Not Applicable.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/ELMT.aspx

4.5   Simplified Acquisition Threshold (SAT)

The NSSC is responsible for awarding and administering select simplified acquisition purchase orders at or below $250,000 for the Agency. Simplified acquisition purchases currently excluded from NSSC award and administration are:

- Purchases made using the Government purchase card, unless the purchase card function has been delegated to the NSSC;

- New awards with a potential value over $250,000;

- New IDIQ contracts or BPAs that permit the award of orders with a potential value over $250,000;

- Orders under $250,000 issued against an IDIQ contract or BPA retained by the Center (this does not include orders issued against any of the SEWP contracts);

- Interagency Agreements under $250,000;

- Grants under $250,000 that are retained by the Centers;

- Orders under $250,000 for construction, facility repair, or Architecture & Engineering services (Product and Service Codes "C1", "C2", "Y", and "Z");

- SAT purchases made by institutional support contractors on behalf of the Center; and

- Long Term Leases.

Additional Cost Drivers: Incomplete packages resulting in additional time to make award, requirements office responsiveness in completing technical evaluations, delays in the invoice approval process, large numbers of expedited purchases, multiple changes to the requirement, vendors that are not registered in SAM, unique contract terms or conditions that must be negotiated, and post award modification requests to existing orders.

Unit of Measure: Number of SAT Awards

FY24 Service Rate: $1,344.55

Service Level Indicator:

90% of all SAT packages that do not include a synopsis awarded within 30 calendar days of receipt of complete package.

90% of all SAT packages that include a synopsis awarded within 35 calendar days of receipt of complete package.

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/SAT.aspx

4.6   NASA Purchase Card Program

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

- Serves as the Contracting Officer for the NSSC's task order against GSA's SmartPay 3 master contract;

- Provides management and oversight of the Purchase Card Program;

- Develops best practices and procedures for the Purchase Card Program;

- Ensures NSSC Purchase Card team members and Center Cardholders and Approving Officials are properly trained and fulfill requirements set forth by the OMB, GSA, and NASA;

- Develops and implements an Agency Purchase Card Audit Program;

- Maintains content of Agency-wide online training course;

- Supports HQ's Office of Procurement in developing and improving procedures, policy, plans, reports, and assessments on Purchase Card activities internal and external to the Agency;

- Manages the Agency-wide Purchase Card webpage;

- Coordinates internal audits on Purchase Cards with responsible lead office at HQ; and

- Serves as focal point for report submissions and interactions with OMB, GSA, and other Federal agencies.

Unit of Measure: FTE as validated against N2

FY24 Service Rate: $55.24

Service Level Indicator: Not applicable

Web: https://nasa.sharepoint.com/sites/nssc/SitePages/PurchaseCard.aspx

4.7   Grants Management Services

Support NASA Science Mission Directorate (SMD), Office of STEM Engagement, Space Technology Mission Directorate, and other HQ programs in creating the Purchase Requisition for all Grants and Cooperative Agreements. Provide all preliminary details prior to the Purchase Requisition creation which involves pulling information from NASA's Research and Analysis Program Tracking of Resources system, validating funding and pulling documents together from NASA Solicitation and Proposal Integrated Review and Evaluation System, directly from the NASA Technical Officer, or electronically from the grant recipients.

Unit of Measure: Funded by SMD

FY24 Service Rate: Estimated $ 693,099.72 (total cost) annually billed to SMD on a monthly basis

Service Level Indicator: 90% of GMS packages with technical requirements package, initial budget justification and PR are released to the Prep/Processor team within 6 calendar days of receipt of a complete technical requirements package.

5.0 ENTERPRISE SERVICES

The NSSC provides enterprise services in support of the Agency Chief Information Office programs, and Center and Mission Directorate programs. Enterprise customer support includes technical support, enterprise technical solutions, account management tools, and service ordering portals. Enterprise solutions support business transformation, and IT is at the center of these transformations and needs solutions to handle change rapidly and seamlessly. Enterprise Services help you create efficiencies across people, processes, and technologies.

5.1   Enterprise Service Desk

The ESD consists of a Tier 1 Service Desk and Tier 0 Website that support the Agency's Enterprise IT Services programs and other Center-specific and program-specific initiatives.

Tier 1 Service Desk

The ESD is a 24X7X365 resource for reporting, receiving, and resolving help tickets. The ESD is able to answer many frequently-asked questions from its extensive knowledge base containing articles generated within the ESD and by Enterprise IT Services Tier 2, Center, or Program providers. In cases when support is needed at a specific location, or a ticket requires more advanced knowledge, ESD coordinates with the appropriate provider to ensure proper resolution. The ESD distributes customer satisfaction surveys and reports the results for resolved incidents.

Tier 0 Web site

The ESD provides a Web interface offering program managers and end users a variety of online services, including self help, service ordering, and a notifications tool.

Self Help

With the ESD's Tier 0 Website, end users can access hundreds of knowledge articles, submit a help ticket, and check the status of a ticket. Service owners can create knowledge articles for ESD agents and Tier 0 end users.

The Tier 0 site is customized to each user. Users should log in using their NASA credentials. For best viewing, users should use Google Chrome.

Service Ordering

End users can browse or search for a desired item in the ESD catalog, add it to a cart, and check out when they have found everything they need.

ESD grants access to service owners (or their delegates) to define, test, and publish services within the catalog. Services can be Agency-wide or limited to a specific Center. Approval workflow for each service offered comes standard, including cost approval, if desired. Service Owners have the ability to bundle services to simplify end-user ordering. ESD distributes customer satisfaction surveys and reports the results for resolved orders.

Notifications

Service Owners or delegates receive 24X7X365 Web access to the ESD notifications tool, which is used to issue notifications of outages or other events that will affect end users. End users can subscribe to receive notifications and view those that have been sent. Notifications are displayed on the ESD Website and/or sent via e-mail to subscribers, an entire Center, or the entire Agency.

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

Additional Cost Drivers: Changes in requirements for the IT Enterprise contracts, as well as additional services provided for Centers and Mission Directorates can drive additional operational requirements and the need for additional staffing.

FY24 Service Rate: $293.12

Service Level Indicators:

- 80% of customer calls are answered within 60 seconds.

- 4.0 or greater customer satisfaction rating will be maintained (on a scale of 1 to 5. The call abandonment rate shall be less than 7%.

- 95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, e-mail). Routine is defined as a knowledge article existing to resolve the inquiry.

Web: https://esd.nasa.gov

5.1.1 ESD

Enterprise IT Services have transformed NASA's IT Infrastructure services from a Center-based model to a standard, enterprise-based management and provisioning model shared across the Agency. The scope of Enterprise IT Services is broad, entailing consolidation and central management of Enterprise services in the areas of Tier 0/1 service desk and ordering, as well as the portfolios listed below. The NSSC provides the Agency ESD in support of NASA's Enterprise IT Services and other Center/Mission programs.

The ESD at the NSSC provides a Single Point of Contact (SPOC) for incident management in the Enterprise IT Services environment and a single ordering system for requesting Enterprise IT Services. Enterprise IT Services have been categorized into different portfolios:

- Agency Applications

- Communications Services

- Computing Services

- Cybersecurity Services

- End User Services

- Identity, Credentialing, and Access Management Services

- Information Management Services

- Web Services

The scope of the ESD includes:

- Providing a SPOC for reporting and resolution of incidents related to Enterprise IT and other services;

- Providing a SPOC for ordering of Enterprise IT and other services;

- Collecting SLI-based performance metrics for Enterprise IT and other services using the ESD support systems and databases;

- Managing notifications for planned/unplanned outages/changes affecting Enterprise and other services; and

- Issuing and reporting Enterprise and other services surveys.

Service Level Indicator:

95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, e-mail). Routine is defined as a knowledge article exists to resolve the inquiry.

90% Customer Satisfaction Rating.

80% of customer calls are answered within 60 seconds during NSSC business hours.

90% of incidents submitted via Tier 0 or e-mail are escalated or resolved by ESD within two (2) business hours of receipt.

The call abandonment rate shall be less than 7%.

5.1.2 Enterprise Service Desk Supplemental Services to Centers and Programs

The ESD is available to provide complete Service Desk capabilities for services provided by Center / Mission programs to Center and Agency users. These Center services may or may not be IT-related. ESD support includes licensed ServiceNow access for Center or Program support staff to work incidents for any incident not resolved at Tier 0/1. Personnel at Center or Program Offices will be assigned incident tickets within ESD ServiceNow in accordance with directions provided by them to the ESD in knowledge articles.   Costs to be incurred by the Center/Mission will be determined based on customer requirements to include the number of required licenses.

If changes to ServiceNow are requested to support the Center / Mission (e.g., large numbers of ServiceNow categories or assignment groups), such changes may be added for a one-time development cost, and annual maintenance costs will be determined based on the scope of the effort.

Centers / Missions can add their services to the service catalog. This allows self-service requests by their users. Personnel at Center or Program Offices will be assigned fulfillment tasks within ServiceNow in accordance with assignment groups established at the time the service is established in the catalog. A one-time development cost will be determined based on customer requirements including quantities, required licenses, and delivery schedules. Annual maintenance costs will be determined based on service quantities and number of required licenses.

Unit of Measure: Determined by customer requirements

FY24 Service Rate: Determined based on customer requirements—Special Project

5.2   NASA Enterprise Automation Service (NEAS) Qualified Service Provider (QSP)

The NSSC will provide this capability to NASA customers as a Qualified Service Provider (QSP) within the NASA Enterprise Automation Service (NEAS) agency-wide program. Services provided during FY24 will be charged at the development rate which does not include overhead or O&M costs (these costs may be added in the future).

FY24 Service Rate(s) for NEAS: Development Rate $105.49

Service Level Indicator: Not applicable

6.0 AGENCY BUSINESS SUPPORT SERVICES

Provides business support services to the Agency as required.

6.1 IT Business Services

The NSSC Budget and Accounting Division provides IT business services support to the Agency CIO Enterprise Services contracts to include: NASA End User Services and Technologies (NEST), Enterprise Application Service Technology 2 (EAST2), and Enterprise Infrastructure Solutions (EIS). The composition of the IT Business Services Support includes:

- Working Capital Fund administration;

- Budget Formulation support;

- Resources Management and IPAC Processing;

- Billing;

- Cost; and

- Invoice/Voucher Reconciliation.

Agency Consolidated Contract Services	Funding Sources
NEST	Working Capital Fund
EAST2	Working Capital Fund
EIS	Working Capital Fund

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

Additional Cost Drivers: No notable cost drivers at this time.

FY24 Service Rate: $38.98

Service Level Indicator: Not Applicable.

Web: https://www.nssc.nasa.gov/abs

7.0   NATIONAL CENTER FOR CRITICAL INFORMATION PROCESSING AND STORAGE (NCCIPS)

NCCIPS is a Tier III-equivalent (as defined by the Uptime Institute) Federal colocated shared services data center designed for sensitive and secure data processing and storage. NCCIPS provides the following infrastructure/services:

- Colocation services to NASA and other Federal agencies;

- Supporting infrastructure (power, cooling, and fiber cable plant);

- Redundant electrical distribution from the national power grid to the rack;

- Commercial power capacity of 32MVA;

- Commercial power backed up by 17MW of diesel generator capacity (N+1) and numerous Uninterruptible Power Supplies;

- Metered electric bill for conditioned IT power at a kilowatt per hour rate lower than the national average;

- 24x7x365 onsite security on a Federal campus;

- Onsite and on call maintenance staff in a facility built to withstand significant environmental challenges;

- Historical overall facility uptime of 99.999% and conditioned power uptime to IT equipment of 100% since October 2013;

- Business Support Services provided by the NSSC Budget and Accounting Division; and

- Contract Administration, Simplified Acquisition, and Acquisition Support provided by the NSSC Procurement Services Division and the NCCIPS facility support Contractor.

Service Level Indicators:

90% of the Customer DEMAND projects and infrastructure upgrades are completed within the estimated cost and schedule (does not apply to Service Requests).

98% of facility related problems are responded to within 30 minutes of being reported or identified. Original Equipment Manufacturer must respond within 4 hours for items covered under the maintenance contracts.

98% of facility-related problems are resolved within 8 hours of certified Original Equipment Manufacturer maintenance response.

IT networks, security tools and internal systems supporting Supervisory Control and Data Acquisition and Building Automation System shall be available for use 99.95% of 24 hours per day,

365 days per year excluding scheduled outages. Requirements will be calculated as a percentage of 24 (hours per day) x 365 (days per year) = 8,760 (hours per year); availability requirement of 99.95% equates to an uptime of 8,755.6 hours per year and only permitting < 4.4 hours of unscheduled downtime in that same period.

FY24 Service Rate:

Raised Data Center Floor Space	$150.35
Office Floor Space	$102.85
Power	Direct charged per metered usage
DEMAND Projects	Direct charged per cost of project

8.0   CROSS-CUTTING SERVICES

Cross-functional services support all of the services provided by the NSSC. These include Institutional IT, the operation of a CCC, Electronic Document Management & Document Imaging, and Intelligent Automation Services.

8.1   Institutional IT

These services are allocated in various methods to NSSC customers.

Service Level Indicator:

NSSC Systems Uptime: 99.95%.

NSSC Web site Availability: 99.95%.

8.2   Customer Contact Center

All contact with the NSSC for non-IT services is handled through the CCC. Hours of Operation are 7:00 am to 7:00 pm (CST). Enterprise IT Services related calls are handled by the ESD. The NSSC CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, for follow-up and feedback on outstanding issues, for identifying process improvements, and for improving customer satisfaction. Contact can be made via:

Phone (1-877-677-2123);

E-mail (nssc-contactcenter@nasa.gov); and

Online (https://www.nssc.nasa.gov/webinquiry).

Supplemental information may be submitted by Fax (1-866-779-6772).

Unit of Measure: Not applicable.

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

FY24 Service Rate: Not Applicable. CCC costs are allocated to services based on prior FY call volume.

Service Level Indicator:

85% of routine customer inquiries are resolved on initial contact (call, Tier 0, e-mail) during NSSC business hours. Routine is defined as a knowledge article exists to resolve the inquiry.

80% of customer calls are answered within 60 seconds during NSSC business hours.

The call abandonment rate shall be less than 7%.

Web: www.nssc.nasa.gov/contactus

8.3 Electronic Document Management and 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 distribution via online sources, facsimile, and e-mail. The NASA TechDoc system, developed at Kennedy Space Center, is used as the NSSC document repository.

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

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

FY24 Service Rate: Not Applicable.

Service Level Indicator: Not applicable.

Web: Not applicable.

8.4 Intelligent Automation Services

The NSSC will provide IAS to include robotics process automation services internal to the NSSC as part of the continuous improvement program.

Unit of Measure: IAS costs are allocated to FM, HR, & PR Services as a part of the NSSC Continuous Improvement Program based on prior year demand (adjusted for notable planned CI)

Primary Cost Drivers: Not applicable

FY24 Service Rate: IAS costs are allocated to FM, HR, & PR Services as a part of the NSSC Continuous Improvement Program based on prior year demand (adjusted for notable planned CI)

Service Level Indicator: Not applicable

Web: Not applicable

8.5 Special Projects

The NSSC performs surveys, data analysis, and document imaging (e.g., large-scale document scanning efforts for transfer to electronic media). From time to time, customers of the NSSC request those services. Special project support is available; costs are based on the support requested. Please request a quote if interested in special project support.

FY24 Service Rate: Not Applicable.

Service Level Indicator: Not applicable.

APPENDIX A: Allocation Variables Table

FM

Service	Unit of Measure
Accounts Payable	Invoice Payments (including FI invoices), Cash Grant Payments (non-advance commercial payments), IPAC Payments, Center Advances and Liquidations
Accounts Receivable	Billings, Write-offs, and Collections: Direct and Reimbursable
Fund Balance with Treasury	Travel Payments, Accounts Payable, and Accounts Receivable collections
Change of Station Travel	COS Voucher Payments, RIT allowance, and ETTRA Voucher Payments (including reissued payments)
Domestic Travel	Domestic Travel Vouchers, Post Payment audits completed and all advances
Foreign Travel	Foreign Travel Vouchers (including reissued payments)
Extended TDY Travel	ETDY Domestic and Foreign Travel Vouchers (including reissued payments)
Extended TDY Authorizations and Voucher Preparation	Number of Foreign and Domestic Vouchers prepared
Change of Station Relocation Assistance	COS Travel Authorizations and Amendments
Relocation Services Contract Technical Management and Support	Actual costs
Travel and Fleet Card Services	Cost is captured in all Travel Services Rates

HR

Service	Unit of Measure
Support to Personnel Programs	FTE as validated against N2
Employee Development and Training	FTE as validated against N2
Employee Benefits	FTE as validated against N2
Payroll and Time Attendance Processing	FTE as validated against N2
HR and Training Information Systems	FTE as validated against N2
Personnel Action Request	PAR transactions
eOPF Record Keeping	FTE as validated against N2
Financial Disclosure Processing	OGE-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed
Online Course Management	Hours required to complete course development and upload
Offsite Training Purchases	Offsite Individual Training Registrations resulting in a purchase and Center cancellations
Onsite Training Purchases	Onsite training purchases
Classification Services	FTE as validated against N2
Employee Reinvestigations	FTE as validated against N2
Staffing	Not Applicable
Presidential Rank Awards	FTE as validated against N2
Senior Executive Services	FTE as validated against the N2

PR

Service	Unit of Measure
NASA Procurement Programs Support	FTE as validated against N2
Award and Administration of Grants/Cooperative Agreements	Number of open instruments with an active period of performance during the month billed
Award and Administration of SBIRs/STTRs	Number of open instruments with an active period of performance during the month billed
Agency Contracting Services	FTE and WYE as validated against N2
Simplified Acquisition Threshold (SAT)	Number of SAT Acquisition Requests
Purchase Card Support Program	FTE
Grants Management Services	Funded by SMD

Enterprise Services

Service	Unit of Measure
Enterprise Service Desk	FTE and WYE as validated against N2
NASA Enterprise Automation Service	Development Hours

ABS

Service	Unit of Measure
IT Business Services	FTE and WYE as validated against N2

Cross-Cutting Services

Service	Unit of Measure
Institutional IT	Services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services

Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand
Intelligent Automation Services	IAS costs are allocated to FM, HR, & PR Services as a part of the NSSC Continuous Improvement Program based on prior year demand (adjusted for notable planned CI)

NCCIPS

Service	Unit of Measure
National Center for Critical Information Processing and Storage – Raised Data Center Floor space	Square Footage Leased
National Center for Critical Information Processing and Storage – Office Floor Space	Square Footage Leased
National Center for Critical Information Processing and Storage – Power	Actual electricity consumption (KWhr)
National Center for Critical Information Processing and Storage-DEMAND Projects	Direct Charged per Cost of DEMAND Project

APPENDIX B: Price List

FM

Service	Price
Accounts Payable	$68.51
Accounts Receivable	$62.88
Fund Balance with Treasury	$3.92
Domestic Travel	$24.14
Change of Station Travel	$537.86
Foreign Travel	$537.86
Extended TDY Travel	$526.61
Extended TDY Authorization and Voucher Preparation	$526.61
Relocation Services Contract Technical Management and Support	$3,479.26
Relocation Services (GHS and movement of household goods)	Actual Costs
Travel and Fleet Card Services	Cost is captured in all Travel Services Rates

HR

Service	Price
Support to Personnel Programs	$148.24
Employee Development and Training	$43.87
Employee Benefits	203.20
Payroll and Time Attendance Processing	$46.76
HR and Training Information Systems	$110.27
Personnel Action Processing	$121.51
eOPF Record Keeping	$9.33
Financial Disclosure Processing	$9.67
Online Course Management	$218.37
Offsite Training	$251.16
Onsite Training	$2,522.22
Classification Services	$55.56
Staffing	$416.63
Employee Reinvestigations	$25.51
SES Case Documentation	$29.66
Presidential Rank Awards	$9.43

PR

Service	Price
Procurement Programs Support	$24.59
Grants Awards and Administration	$87.10
SBIR/STTR Awards and Administration	$260.57
Agency Contracting Services	$104.34
Simplified Acquisition Threshold (SAT)	$1,344.55

Purchase Card	$55.24
Grants Management Services (annual cost, billed monthly to SMD)	$693,099.72

Enterprise Services

Service	Price
Enterprise Service Desk	$293.12
NASA Enterprise Automation Service QSP	$105.49

ABS

Service	Price
IT Business Services	$38.98
NEST Contract	Actual Costs
EAST2 Contract	Actual Costs
EIS	Actual Costs

NCCIPS

Service	Price
National Center for Critical Information Processing and Storage – Raised Data Center Floor space	$150.35
National Center for Critical Information Processing and Storage – Office Floor Space	$102.85
National Center for Critical Information Processing and Storage –Power	Actual electricity consumption
National Center for Critical Information Processing and Storage – Demand Projects	Actual Costs

Cross-Cutting Services

Service	Price
Institutional IT	Services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services
Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand
Intelligent Automation Services	IAS costs are allocated to FM, HR, & PR Services as a part of the NSSC Continuous Improvement Program based on prior year demand (adjusted for notable planned CI)
Special Projects	Survey, Data Analysis, and Document Imaging projects costs based on special project support requested.

APPENDIX C: Acronyms

Acronym	Description
ABS	Agency Business Support
ACM	Acquisition Career Manager
AP	Accounts Payable
AR	Accounts Receivable
BPA	Blanket Purchase Agreement
CAAS	Contract Audit and Administration Services
CCC	Customer Contact Center
CCRPP	Civilian Commercialization Readiness Pilot Program
CLP	Continuous Learning Points
COR	Contracting Officer Representative
COS	Change of Station
CS	Civil Servant
Doc	Document
DOI	Department of the Interior
DSR	Discontinued Service Retirement
EAST2	Enterprise Applications Service Technology 2
ECQ	Executive Core Qualifications
EIS	Enterprise Infrastructure Solutions
ESP	Enterprise Software Procurement
eOPF	Electronic Official Personnel Folder
ePDS	Electronic Position Description System
EPTS	Ethics Program Tracking System

Acronym	Description
ESCS	Executive and Schedule C System
ESD	Enterprise Service Desk
ETDY	Extended Temporary Duty
ETTRA	ETDY Tax Reimbursement Allowance
FAC-C	Federal Acquisition Certification for Contracting
FAC-COR	Federal Acquisition Certification for Contracting Officer's Representative
FAI	Federal Acquisition Institute
FBWT	Fund Balance with Treasury
FEDVIP	Federal Employee Dental Vision Insurance Program
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FLTCIP	Federal Long-Term Care Insurance Program
FM	Financial Management
FPPS	Federal Personnel Payroll System
FSA	Flexible Spending Account
FTE	Full Time Equivalent
FWCP	Federal Workers' Compensation Program
FY	Fiscal Year
GCAM	Grant and Cooperative Agreement Manual
GHS	Government Home Sale
GSA	General Services Administration
HHG	Household Goods
HHS	Health and Human Services
HQ	Headquarters
HR	Human Resources

Acronym	Description
HRIS	Human Resources Information System
HRMES	Human Resources Messaging System
IAS	Intelligent Automation Services
IBC	Interior Business Center
IDIQ	Indefinite Delivery, Indefinite Quantity
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
JET	Job Evaluation Tool
LMS	Learning Management System
LWOP	Leave Without Pay
MRO	Medical Review Officer
NAAS	NASA Automated Awards System
NASA	National Aeronautics and Space Administration
NCCIPS	National Center for Critical Information Processing and Storage
NEAS	NASA Enterprise Automation Service
NEBA	NASA Employee's Benefits Association
NEST	NASA End User Services and Technologies
NOPS	NASA Organizational Profile System
NSSC	NASA Shared Services Center
OCHCO	Office of Chief Human Capital Officer
OGE	Office of Government Ethics
OFPP	Office of Federal Procurement Policy
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OP	Office of Procurement

Acronym	Description
OPF	Official Personnel Folder
OPM	Office of Personnel Management
OWCP	Office of Workers' Compensation Program
P-Card	Purchase Card
PAR	Personnel Action Request
PD	Position Description
POC	Point of Contact
PR	Procurement
PRA	Presidential Rank Award
QSP	Qualified Service Provider
RITA	Relocation Income Tax Allowance
SAM	System for Award Management
SAMHSA	Substance Abuse and Mental Health Services Administration
SAP	Systems, Applications, and Products in Data Processing
SAT	Simplified Acquisition Threshold
SATERN	System for Administration, Training, and Educational Resources for NASA
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SEWP	Solutions for Enterprise-Wide Procurement
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
SMD	Science Mission Directorate
SP	Service Provider
SPACE	Standard Performance Appraisal Communication Environment

Acronym	Description
SPOC	Single Point of Contact
STTR	Small Business Technology Transfer
TDP	Testing Designated Positions
TSP	Thrift Savings Plan
UC	Unemployment Compensation
VERA	Voluntary Early Retirement Authority
WFPro	Workforce Pro
WGI	Within-Grade-Increase
WICN	Workforce Information Cubes for NASA
WYE	Work Year Equivalent