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NASA Shared Services Center Service Delivery Guide

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ENTERPRISE LICENSE MANAGEMENT TEAM

Responsible Office: Procurement Division

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Revision	4.0	05/14/2020	Revisions made throughout the document from Introduction and all processes updated to current

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ENTERPRISE LICENSE MANAGEMENT TEAM PROCESS ACTIONS

Introduction

The Enterprise License Management Team¹ (ELMT) provides support to the Office of the Chief Information Officer (OCIO) and other Agency program, technical, and institutional offices in the design, development, deployment, implementation, analysis, and review of Agency enterprise license agreements and software procurements. The ELMT will administer all software procurements that exceed the Simplified Acquisition Threshold (SAT) of \$250,000 (as of February 16, 2018) for National Aeronautics and Space Administration (NASA) in accordance with NASA FAR Supplement (NFS) 1807.70. The Enterprise License Management (ELM) program personnel works with the Information Technology Asset Managers (ITAM) from each NASA Center² and representatives of major NASA Programs and Projects to manage software licenses within established enterprise agreements across the Agency. The ELM program enables more efficient NASA software procurement and business processes through the standardization of processes, streamlined procurement, administration of contracts, incorporation of contractual terms and conditions, and more, while providing the Agency with a better awareness of its software inventory.

NSSC Responsibilities:

Note-This Service Delivery Guide serves as a living document. Responsibilities of different stakeholders are subject to change to fit NASA's evolving mission.

Services the ELMT provides include:

- a. Reviews Candidate Requests for potential transitions to a new Agreement (e.g., Enterprise License Agreement (ELA), Blanket Purchase Agreements (BPA), or consolidated contract); Issues "Standalone" orders for software requirements that are not suitable for ELAs.
- b. Establishes new Agreements;
- c. Administers Agreements; including:
 1. In coordination with NASA Centers, processes requests for transfer of a license from the pool of available licenses under existing enterprise software agreements to a Center as needed.

¹ Note-A list of acronyms used in this document is presented in "[Appendix A – Acronyms](#)" of this document.

² Note-The use of the word "Center" or "Centers" in this document refers to NASA's Centers, and extends to include other originating organizations such as NASA Facilities, JPL, or Mission Programs and Projects.

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2. Supports the procurement of additional licenses under enterprise agreements and any “Stand-alone” purchases exceeding the SAT;
 3. Facilitates NASA internal software license validation audits performed as a function of annual license renewal “True-Up” activity;
 4. Assists with Center and end-user inquiries regarding specific agreements and general questions about the ELMT process;
- d. Supports NASA Center requirements for the one time “Stand-alone” purchase of COTS software. Stand-alone purchases may be reviewed with the intent to convert these purchases into enterprise agreements in subsequent years.

Services not performed by the ELMT include:

- a. Software purchases exceeding the micropurchase threshold of \$10,000 but under the Simplified Acquisition Threshold (SAT) of \$250,000 will be processed by the NSSC SAT team. For instruction on how to submit a new SAT request to the NSSC, please refer to the NSSC SAT Customer Guide at https://answers.nssc.nasa.gov/app/answers/detail/a_id/6922.
- b. The ELMT is not responsible but will assist as needed to gather technical information for requirements documents including, but not limited to sole source justifications, acquisition plans, market research, etc.
- c. The ELMT is not responsible but will assist as needed to collect purchase requests from each center that seeks participation in an ELMT procurement.

NSSC ELMT

The NSSC ELM consists of both Service Providers (SP) and Civil Servants (CS). These roles are Procurement personnel who work together to ensure NSSC actions are fulfilled in a timely manner while adhering to all required regulations.

NSSC ELM Procurement SP Team: SP employees are tasked with executing the non-inherently governmental functions related to pre-award and post award activities. Pre-award activities include, but are not limited to, assisting with Center and end-user inquiries, developing acquisition strategies, and preparing documentation relevant to the

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procurement process. Post-award activities include, but are not limited to, assisting in contract administration activities, preparing contract modification documentation, and gathering data for reporting purposes. The NSSC ELM Procurement SP Team is also sometimes internally referred to as level two or “L2”.

NSSC ELM Procurement CS Team: CS employees, which includes Contracting Officers (CO) and Administrative Contracting Officers (ACO), are tasked with executing inherently governmental responsibilities such as negotiations, executing new agreements and new stand-alone orders, and reviewing submitted sole source justifications as needed. COs are the only government employees who have the authority to sign a contract on behalf of the Government, assuming they hold the proper warrant. The Civil Servants also provide guidance as needed and can be requested to assist the **NSSC ELM Procurement SP Team** in resolving issues with non-inherently governmental responsibilities. The **NSSC ELM Procurement CS Team** is also sometimes internally referred to as level three or “L3”.

NASA Center Responsibilities:

Originating Organization – Organizations, typically the NASA Centers that identify a new software license requirement. The Originating Organization supports the NSSC ELMT by providing initial documentation during the Candidate Review and New Agreement process.

Information Technology Asset Managers (ITAM) – ITAMs shall serve as the primary NASA Center points of contact for NSSC ELMT. ITAMs will validate and monitor center requirements and orders, notify NSSC ELMT of any NASA Center license issues, and assist NSSC ELMT in identifying any potential enterprise software candidates to be managed and consolidated by NSSC ELMT. ITAMs’ active participation and consultation is essential, as NSSC ELMT does not have the same level of insight regarding the NASA Center’s respective license usage, technical knowledge, and understanding of industry trends. Over time, part of the ITAM role will transition to the Agency Software Asset Management (ASAM) team.

Contracting Officer’s Representative (COR) - An individual designated and authorized in writing by the contracting officer to provide day-to-day oversight of a procurement vehicle and to perform specific technical and/or administrative functions. Contracting Officers shall delegate responsibilities and duties for individual requirements using NASA Form (NF) 1634. The ELMT may also identify Technical Points of Contact (TPOCs) to provide limited input and administration of requirements. While TPOCs are not formerly delegated these responsibilities, which remain with the CO, a CO may still seek TPOC input to oversee a contract’s day-to-day performance.

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External Stakeholders:

Vendors as used within this document, refers to the primary contractor receiving the award to establish any new agreement or place “stand-alone” orders. These contractors serve as the primary point of contact while negotiating terms and conditions and acquiring new licenses. Vendors may also be referred to as Value Added Resellers (VARs) or Contractors.

Publishers strictly refers to the publishing company who manufactures the software that the Government is interested in procuring. The publisher may provide information during the market research phase of the new agreement to assist in defining the requirement and terms and conditions. The publisher is not necessarily the award recipient and otherwise has no contractual relationship with the government.

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PROCESS 1 - REVIEW CANDIDATE REQUESTS FOR POTENTIAL ENTERPRISE LICENSE MANAGEMENT TEAM NEW AGREEMENT

Process 1 - Review Candidate Requests for Potential ELMT New Agreement		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT –CO /Originating Organization Candidate identified for license consolidation	<p>License consolidation candidate is identified by receiving a request from an originating organization stakeholder or through ELMT's internal data analysis. Originating organization stakeholders must submit a completed NSSC ELMT Candidate Recommendation spreadsheet. NSSC ELMT will serve as the stakeholder for candidates recognized through ELMT's internal data analysis.</p> <p>Output: License consolidation candidate is identified.</p>	<p>NSSC ELMT Candidate Recommendation Spreadsheet is located at:</p> <p>https://searchpub.nssc.nasa.gov/ser/vlet/sm.web.Fetch/ELMT_Candidate_Recommendation.Updated09.29.14.xlsx?rhid=1000&did=659834&type=released</p>
Step 2 ELMT –(SP) Research candidate identified for license consolidation	<p>ELMT SP gathers initial contracts data from the following sources:</p> <ol style="list-style-type: none"> 1. Enterprise Procurement Data Warehouse (EPDW) and internal files 2. Federal Procurement Database Storage (FPDS) 3. Vendors/Publishers 4. Originating Organizations (e.g., OCIO, Centers, Programs and Projects) or Contracting Officer Representative (COR) 5. Calls with ITAMs and major stakeholders 6. Internet searches; other sources <p>Initial research will be conducted at a high level with the express purpose of facilitating a decision whether or not to proceed with a formal business case analysis of an identified candidate.</p> <p>Output: High level data collection for assessment</p>	

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Process 1 - Review Candidate Requests for Potential ELMT New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 3</u> ELMT – SP Write and submit a macro-level assessment with recommendation to ELMT M	<p>ELMT SP completes data collection with analysis and prepares a macro-level assessment with recommendation.</p> <p>The macro-level assessment with recommendation assesses the viability of the candidate as a consolidated enterprise agreement and provides a recommendation to the NASA Shared Services Center (NSSC) Candidate Recommendation Panel whether or not to proceed. NSSC ELMT Candidate Recommendation Panel will include the ELMT Lead Contracting Officer, ELMT IT Strategist and at least one SP or ACO who is knowledgeable about the recommended candidate.</p> <p>Output: Macro-level analysis, assessment and recommendation on the candidate towards an enterprise agreement.</p>	
<u>Step 4</u> ELMT – Candidate Recommendation Panel Review macro-level assessment & recommendation and make decision whether or not to proceed with the formal business case.	<p>NSSC ELMT Candidate Recommendation Panel reviews the macro-level assessment and recommendation. NSSC ELMT Candidate Recommendation Panel will make a decision whether or not to proceed with a formal business case analysis or end the review. Decisions to end the review are documented and referenced if the circumstances around the macro-level assessment and recommendation change. NSSC ELMT will communicate results of the decision to the originating organization's stakeholder(s).</p> <p>Output: Decision on the macro-level assessment and recommendation, whether to proceed with development of a formal Business Case Analysis.</p>	Enterprise Agreement Candidate requirements that do not pass the NSSC ELMT Candidate Recommendation Panel review may still be acquired through the NSSC ELMT as a "Standalone" order.

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Process 1 - Review Candidate Requests for Potential ELMT New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 5</u> ELMT - SP Capture historical licensing & purchase data records from Publisher or Vendor	If ELMT Candidate Recommendation Panel approves the macro-level assessment & recommendation, ELMT SP requests purchase and license data from Publisher (or if necessary associated Vendors). Collected data from publishers or associated vendors is assembled for review. Output: Publisher purchase and license data request	
<u>Step 6</u> Publisher / Vendor Information requested is provided to NSSC ELMT	Publisher / Vendor receives requests from NSSC Procurement and provides purchase and license data requested by NSSC ELMT. Output: Information requested from Publisher	
<u>Step 7</u> ELMT - SP Initiate Center data call via ITAM Group and TPOCs	ELMT SP sends a request to the Center ITAMs and designated TPOCs to gather current usage data and projected usage requirements. Output: An ELMT e-mail and discussion via weekly ITAM calls requesting usage data at the Center level.	
<u>Step 8</u> ITAMs Work at the Center level to retrieve actual software license count	The ITAMs will work within their respective Centers using discovery/monitoring software tools, software management records repositories, and/or Point of Contact (POC) inquiries to determine the current software license usage and projected license requirements and associated costs. The ITAM's active participation in this phase is essential as the NSSC ELMT does not have the capacity or insight regarding the Centers' respective license usage or number of licenses. Output: Completed workbooks containing data for each respective Center.	

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Process 1 - Review Candidate Requests for Potential ELMT New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 9</u> ELMT - SP Reconcile license counts from Publishers and Centers	<p>ELMT SP compares the license counts received from the Publisher and the Centers. Any discrepancies will be addressed with the Publisher and respective Center ITAM.</p> <p>This step may be a time consuming activity that could result in reconciliation estimates.</p> <p>Output: Reconciled License Summary Workbook.</p>	
<u>Step 10</u> ELMT - SP Create business case with analysis and recommendation	<p>ELMT SP compiles data from Publisher or associated vendors, ITAMs, and TPOCs into a business case that clearly illustrates whether or not it is preferable for NASA to pursue consolidation of the subject software into an enterprise agreement. Business Case will include recommendation.</p> <p>Output: Business Case Analysis Report with recommendation.</p>	
<u>Step 11</u> ELMT – Candidate Recommendation Panel Review Business Case; make decision on whether to proceed. Notify stakeholders of final decision.	<p>NSSC ELMT Candidate Recommendation Panel review the business case. A decision is made by NSSC ELMT Candidate Recommendation Panel on whether or not to proceed with consolidation of software licenses and/or the creation of an enterprise agreement (EA).</p> <p>The ELMT may consult with the originating organization (e.g., Agency, Center, and Program/Project) for sponsorship of transition to EA. The sponsorship could be a financial and/or administrative endorsement.</p> <p>All stakeholders are notified of the final decision and of the NSSC ELMT's prioritization process and schedule outlook.</p> <p>Output: Decision and notification to stakeholders on whether ELMT will proceed.</p>	Enterprise Agreement Candidate requirements that do not pass the NSSC ELMT Candidate Recommendation Panel review may still be acquired through the NSSC ELMT as a "Standalone" order.

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PROCESS 2 - ESTABLISHMENT OF NEW AGREEMENT

Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Originating Organization Preliminary documents are provided to the NSSC for New Agreement	Requirement is identified as either a “Re-compete” requirement currently held by NSSC ELMT, new “Stand Alone” purchase, or a brand new agreement identified from a candidate review or business case. Originating Organization submits documents necessary for the initialization of the procurement process including but not limited to the NF 1707, Statement of Work (SOW), Purchase Request (PR) or Written Assurance of Funding, Preliminary Market Research, Independent Government Cost Estimate (IGCE), Technical justification to restrict competition (only if applicable), additional technical input for the business case or acquisition Plan, and IPV6 & 508 Compliance Verification. Output: NF 1707 SOW PR or Written Assurance of Funding Preliminary Market Research IGCE Technical Justification to restrict competition (if applicable) Technical input for the Business Case or Acquisition Plan IPV6 & 508 Compliance Verification	The ELMT will assist the Originating Organization in providing technical information for requirements documents including, but not limited to sole source justifications, acquisition plans, market research, etc. on an “as needed” basis. The ELMT will assist the originating Organization in accumulating purchase requests from each center that seeks participation in an ELMT procurement on an “as needed” basis.

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> ELMT – SP Team is assigned, initial market research is performed, market research memo drafted, findings routed to ELMT - CO	<p>The new agreement requirement is received by the NSSC from the originating organization. Team assignments are made. The new agreement is scheduled with milestone dates, then committed in an ELMT “launch” meeting with the assigned ELMT SP and CO. Available data is reviewed and the project schedule is base-lined to commit to a timely process</p> <p>ELMT SP begins reviewing the documents received by the originating organization, conducts initial market research through the use of informal (i.e. internet searches) and formal (i.e. Requests for Information (RFI) or sources sought notices) techniques, and verifies the requirement's availability on the Assessed & Cleared list. ELMT SP prepares an initial market research memo draft for the ELMT CO to review.</p> <p>Output: Team Assignment RFI results Market Research Memo draft Assessed and Cleared List Verification/ NF 1823</p>	
<u>Step 3</u> ELMT - CO Initial review completed on preliminary information. Guidance for procurement provided to ELMT - SP	<p>The ELMT CO will review the information provided by the ELMT SP, and make a recommendation as to what documents will need further clarification and their recommendation of procurement strategy from the ELMT SP's initial findings by approving the Market Research Memo</p> <p>Output: Approved Market Research Memo</p>	

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 4</u> ELMT – SP Completes Acquisition Plan and justification to restrict competition (if required) drafts based on recommendation from CO	<p>ELMT SP receives feedback from ELMT CO and uses their recommendations to begin preparing the drafts for the Acquisition Plan, SOW and justifications to restrict competition if needed.</p> <p>CO shall only restrict competition pursuant to the applicable Federal Acquisition Regulations (FAR) determined by the acquisition strategy. The level of approval necessary to restrict competition may be subject to higher levels of review, concurrence, and approvals depending on the dollar value and strategy of the procurement. Higher levels of review may result in delays and extended Procurement Lead Times.</p> <p>Output: Acquisition Plan Draft Draft justification to restrict competition SOW</p>	
<u>Step 5</u> ELMT - CO Reviews drafted Acquisition Plan and justification to restrict competition (if required). Requests info from Publisher	<p>The ELMT CO will meet with the Publisher to conduct initial discussions on behalf of the Centers for terms that include an economy of scale discount price, product/agreement flexibility, favorable Terms and Conditions (T&Cs), and obtain any other added value possible.</p> <p>The ELMT team will request the Publisher provide any documents that may be relevant to establishing a new agreement, such as Publisher terms and conditions and Voluntary Product Accessibility Templates (VPATs).</p> <p>Output: Initial discussions Request for Information from Publisher</p>	

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 6</u> ELMT - CO Uses results of initial discussions to determine Contract Type, & Options	<p>ELMT CO continues discussions with the Publisher until enough information is gathered to determine the procurement structure that provides the most value to the government. Discussions should allow NSSC procurement to determine the contract type and number of options allowed.</p> <p>Output: Contract Type Option Determination Acquisition Plan</p>	
<u>Step 7</u> ELMT - CO Completes internal routing process for the review and approval of the justification to restrict competition as applicable. Finalizes T&Cs with Publisher	<p>ELMT CO routes the justification to restrict competition for review. Justifications to restrict competition may be subject to higher levels of review, concurrence, and approvals depending on the dollar value and strategy of the procurement. Higher levels of review may result in delays and extended Procurement Lead Times.</p> <p>ELMT CO oversees the approval process and requests assistance from ELMT – SP as needed.</p> <p>Pricing structure, terms, and any other information required before posting a solicitation are vetted with the Publisher.</p> <p>Output: Approved Justification to restrict competition Finalized Publisher T&Cs</p>	Higher levels of documentation review due to the dollar value and strategy may result in delays and extended Procurement Lead Times.

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 8</u> ELMT - SP Pre-solicitation documents are drafted and prepared for ELMT – CO's review.	ELMT SP is notified that discussions with the Publisher have been finalized. ELMT SP prepares a draft of all documents necessary for the solicitation including but not limited to a NF1787, Bill of Materials, solicitation terms and conditions, and ELMT Rider documents. Pre-solicitation documents are routed for review to ELMT CO Output: Draft NF1787 Draft Bill of Materials Draft Solicitation	
<u>Step 9</u> ELMT - CO Reviews and approves pre-solicitation package and finalizes NF1787 with Small Business Specialist	ELMT CO review the pre-solicitation package provided by the ELMT SP. ELMT CO reviews the information listed in solicitation documents and approves the metadata checklist. ELMT CO routes the NF1787 through the appropriate approval levels. ELMT CO oversees the approval process and requests assistance from ELMT – SP as needed. Solicitations and Small Business Coordination (NF1787) may be subject to higher levels of review, concurrence, and approvals depending on the dollar value and strategy of the procurement. Higher levels of review may result in delays and extended Procurement Lead Times. If the requirement is a true sole source that limits competition, the requirement is publically posted through a synopsis for a reasonable time for commercial items. Output: Finalized NF1787 Approved Metadata Checklist Approved Solicitation	Higher levels of documentation review due to the dollar value and strategy may result in delays and extended Procurement Lead Times.

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Roles and Responsibilities	Action	Tips/Notes
<u>Step 10</u> ELMT - SP Solicitation is posted in accordance to the acquisition strategy approved by ELMT - CO	<p>ELMT SP is notified that the NF1787 has been finalized, the pre-solicitation package has been approved, and they are clear to post the solicitation using the acquisition strategy approved by the ELMT CO.</p> <p>ELMT SP posts and oversees the solicitation for the requirement. Any questions received by interested offerors are routed to the appropriate party.</p> <p>ELMT SP will monitor the solicitation until the closing date has been reached. If inadequate competition is received during the solicitation, ELMT SP will coordinate with the ELMT CO for further guidance.</p> <p>Output: Solicitation posting</p>	<p>ELMT SP will not withhold from posting any solicitation unless funding has been provided by the centers/originating organization for the requirement.</p>
<u>Step 11</u> ELMT - SP Reviews the results of solicitation, requests any additional funding if needed	<p>ELMT SP will review the results of the solicitation with technical concurrence from the COR or TPOC and request any additional funding from the originating organization necessary prior to award.</p> <p>Output: Recorded solicitation results</p>	<p>The ELMT will assist the originating Organization in accumulating purchase requests from each center that seeks participation in an ELMT procurement on an "as needed" basis.</p>

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 12</u> ELMT - SP Prepares drafts necessary for award file and PPS entry	<p>ELMT SP begins preparing the final award document and file for the ELMT CO to review. Items included in the pre-award file include but are not limited to a draft of a comparative analysis, technical & price evaluation documents, Administrator Notification of Significant Contract Action (ANOSCA) / Public Announcement (if Applicable), award documents [Standard Form (SF) 1449, T&Cs, Price Lists, etc], Responsibility determinations i.e. System for Award Management (SAM) and Federal Awardee Performance and Integrity Information System (FAPIIS), Procurement for Public Sector (PPS) entry, and data integrity checklist.</p> <p>Output: Draft Comparative Analysis Draft Technical & Price Evaluations Draft ANOSCA / Public Announcement (If Applicable) Draft Award Documents Retrieve SAM registration and other responsibility determinations as applicable PPS Entry Draft Data Integrity Checklist</p>	

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Roles and Responsibilities	Action	Tips/Notes
<u>Step 13</u> ELMT - CO Reviews award file, completes any necessary actions before award, and executes award.	<p>ELMT CO receives and begins reviewing award file. ELMT CO will finalize any remaining negotiations with the contractor, and coordinate the ANOSCA/Public Announcement to the appropriate levels dependent on the total potential award amount if necessary.</p> <p>NSSC ELMT awards may be subject to higher levels of review, concurrence, and approvals depending on the dollar value and strategy of the procurement. Higher levels of review may result in delays and extended Procurement Lead Times.</p> <p>Once the ELMT CO has finished reviewing the award file, ELMT CO will finalize the data integrity checklist, order the requirement through PPS, and execute the award.</p> <p>Output: Finalized Negotiations (if applicable) Coordination of ANOSCA / Public Announcement Finalized Data Integrity Checklist Executed Award</p>	<p>Higher levels of documentation review due to the dollar value and strategy may result in delays and extended Procurement Lead Times.</p> <p>Note: The contracting officer may request the order be bilaterally executed. In such cases, the order will require contractor review prior to award.</p>

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Process 2 - Establishment of New Agreement		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 14</u> ELMT - SP Distributes executed order and finalizes award file.	<p>The ELMT SP is notified that the requirement has been awarded. ELMT – SP distributes the fully executed award, finalizes FPDS-NG, and finalizes the award file.</p> <p>CPARs POC Auto-Register information is sent to the appropriate parties.</p> <p>ELMT – SP ensures the award file is saved in the NSSC's final record repository.</p> <p>ELMT – SP will work with the Center ITAM to establish POCs for each Agreement. The POCs may be functional and/or technical contacts. Any stakeholder in the Agreement may be identified as a POC. The ELMT will send an e-mail to each ITAM with a POC worksheet template.</p> <p>ELMT – SP will work with the Vendor/Publisher to establish POC for each Agreement. The POCs will include at a minimum the sales representative and service delivery managers. The ELMT will send an e-mail to the Vendor/Publisher with a POC worksheet template.</p> <p>ELMT – SP will publish an information page under its complete contract list at nssc.nasa.gov/elm containing a synopsis of the Agreement including a high level description of the Publisher and the family of products under the agreement. In addition, instructions for procurement, both purchase orders (to include BPA calls, task and deliver orders) and P-cards is provided and may include price lists and NASA Technical POC's</p> <p>ELMT – SP completes ServiceNow record.</p> <p>Output: Award Distribution Finalized FPDS-NG CPARS POC Auto-Registration Information Finalized Award record Complete ServiceNow Record Technical and Vendor POC Information sheet ELMT Agreement Information Sheet</p>	<p>Information pages can be found under the complete contract list located at nssc.nasa.gov/elm</p>

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PROCESS 3 - ADMINISTRATION OF AGREEMENT

Phase 1 - Support the Procurement of Additional Licenses

Roles & Responsibilities

Process 3 - Administration of Agreement Phase 1 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
Step 1 Originating Organization Submit Vendor quote and PR to ELMT (or to SAT if < \$250K unless exception applies)	<p>The originating organization works independently to request a quote from the Vendor or to formulate an IGCE based on the information sheet and BOM. Center representative will submit a PR and a corresponding Vendor price quotation or IGCE to the NSSC ELMT through the ServiceNow catalog.</p> <p>Any requirements that fall below the SAT of (\$250,000) should be directed to the SAT team through the ServiceNow catalog. Exceptions to this include funding related to any mods to existing Delivery Orders (DO), Task Orders (TO), BPA calls, purchase orders or contracts executed by the NSSC ELMT or if the procurement is part of an Agency-Wide Annual Renewal of licenses for an agreement.</p> <p>Output: Submission of PR with Quote</p>	<p><i>For instruction on how to submit a new SAT request to the NSSC, please refer to the NSSC SAT Customer Guide at https://answers.nasa.gov/app/answers/detail/a_id/6922.</i></p> <p>The ELMT will assist the originating Organization in accumulating purchase requests from each center that seeks participation in an ELMT procurement on an "as needed" basis.</p>

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Process 3 - Administration of Agreement Phase 1 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 2</u> ELMT - SP Prepares drafts necessary for award file and PPS entry	ELMT SP reviews the package submitted by the originating organization. ELMT SP will work with the originating organization or Vendor if any additional information is required. ELMT SP will begin preparing the award file and route to ELMT ACO/CO when completed. Output: Draft Award Documents Draft FPDS-NG PPS Entry Draft Data Integrity Checklist	
<u>Step 3</u> ELMT – ACO/CO Reviews award file, completes any necessary actions before award, and executes award or mod.	ELMT ACO/CO receives and begins reviewing award file. Once the ELMT ACO/CO has finished reviewing the award file, ELMT ACO/CO will finalize the data integrity checklist, order the requirement through PPS, and execute the award or mod. Output: Finalized Data Integrity Checklist Executed Award	Higher levels of documentation review due to the dollar value and strategy may result in delays and extended Procurement Lead Times.
<u>Step 4</u> ELMT - SP Distributes executed order or mod and finalizes award file.	ELMT SP is notified that the requirement has been awarded. ELMT – SP distributes the fully executed award or mod, finalizes FPDS-NG, completes the ServiceNow record, and finalizes the award file. Output: Award Distribution Finalized FPDS-NG Finalized Award record Complete ServiceNow Record	

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Process 3 - Administration of Agreement Phase 1 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 5</u> Vendor Submit invoice for payment	The Vendor/Publisher will submit an invoice for the new procurement in accordance with NFS Clause 1852.232-80 Submission of Vouchers for Payment. Invoices may be submitted after the effective date of the order has passed and the licenses referenced in the order have been provided to and accepted by NASA. Exclusions may apply if specified in the order's terms and conditions. Output: A Vendor invoice for payment.	
<u>Step 6</u> ELMT - SP Validate invoice for compliance with Agreement Terms and Conditions if necessary.	A review request will be sent in IRIS to the designated COR or TPOC. In the event the invoice review requires the attention of multiple POCs, ELMT – SP will utilize Invoice Routing and Information Systems (IRIS) to send a courtesy email to the TPOC, end users or COR and verify there were no issues with the receipt of order. ELMT SP will notify the ELMT ACO once feedback has been received from the TPOC, end users or COR. All copies of correspondence to approve and invoice for payment will be updated as an attachment in IRIS. Output: Certification of agreement compliance.	
<u>Step 7</u> ELMT – TPOC, end users or COR Approve or reject submitted invoice through IRIS	The designated invoice approver will approve the invoice for payment through IRIS if it is in compliance with the Agreement. Output: Authorization to pay invoice.	*Note-this step may also be performed by the ACO in coordination with the TPOC, end users or COR

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Process 3 - Administration of Agreement Phase 1 - Support the Procurement of Additional Licenses		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 8</u> NSSC Finance Office Pay Vendor invoice	The NSSC Finance Office issues payment to the Vendor for the software license maintenance invoice. Output: Payment to the Vendor.	
<u>Step 9</u> <u>ELMT – SP</u> Send order to closeout	Award is sent to close out once the period of performance expires and the contract instrument is physically complete. . Other actions necessary prior to closeout are performed as applicable. Output: Award is sent to closeout.	Physical completion occurs when all deliverables are received and final payment has been fully invoiced

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Phase 2 - Annual License Renewal Purchases

Roles & Responsibilities

Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
Step 1 ELMT - SP Request current Agreement product inventory count from Vendor/Publisher	ELMT SP will request a current inventory count from the Vendor as needed and will work with Center ITAMs to ensure the requirements are an accurate portrayal of the need moving forward. License validation audits most commonly occur during True-Up activity for annual license renewals for enterprise agreements. Output: An e-mail to the Vendor requesting an inventory count.	
Step 2 Vendor/Publisher Provide current product inventory count to the NSSC ELMT.	The Vendor provides the current inventory count by product to the NSSC ELMT. The product count will be consistent with the forthcoming maintenance invoice. Output: Product inventory report from the Vendor/Publisher.	
Step 3 ELMT - SP Review the information received from Vendor/Publisher.	ELMT SP compares the Vendor's inventory count with the NSSC ELMT's historical data and any information received from the Center ITAMs. ELMT SP will work with the Vendor to reconcile any discrepancies if needed. Output: A reconciled Vendor product inventory count	

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
Step 4 ELMT - SP Send inventory counts to Center TPOCs for validation	ELMT SP segments the reconciled inventory by center. Each segment is sent to the respective center technical point of contact and ITAM for concurrence. If the original technical point of contact is no longer serving in the TPOC role, the TPOC should respond immediately notifying NSSC ELMT of the change and provide the new TPOC to use in the future. Output: E-mail to each Center TPOC with respective inventory counts.	
Step 5 Originating Organization Review information received from ELMT	The Centers will compare the NSSC ELMT's inventory count to its own inventory count. ELMT SP will work with the Centers and their ITAMs to reconcile any discrepancies. ELMT SP will reach back to the Vendor if any center requires their inventory count be realigned. Output: A reconciled product inventory count for the Originating Organization	
Step 6 ELMT - SP Document Center's Annual Renewal eligible licenses	ELMT SP will document the updated Annual Renewal eligible licenses per Center to accurately reflect the newly reconciled inventory and instruct the Centers to use this updated record towards license renewal procurements. Output: An updated record of Center licenses eligible for Annual Renewal.	

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 7</u> ELMT – SP Send reconciled lists of renewal requirements to Center ITAMs & Technical POCs	If an audit is required prior to beginning the procurement process, ELMT SP will email the latest reconciled lists of renewal requirements to each Center's ITAM & Technical POCs. Emails contain instructions to review and provide final requirements for renewal to the ELMT by a certain date. Output: E-mail to each Center Technical POCs and ITAM, with respective license listing for the purposes of planning license renewal orders.	
<u>Step 8</u> Originating Organization Review license renewal validated list received from ELMT and deliver requirements	Centers will conduct a final review of their license inventory, and submit license renewal requirements to the NSSC ELMT. Output: License Renewal Requirements: .A request for license renewal, providing exact counts of licenses, license types and products to the NSSC ELMT.	
<u>Step 9</u> ELMT – SP Collects all requirements and submits for Quote to Vendor	ELMT SP collects all license renewal requirements from the NASA Centers, requests funding matching the final license count from the NASA Centers, and requests a quote from Vendor. Output: Request for quote matching NASA Center requirement.	The ELMT will assist the originating Organization in accumulating purchase requests from each center that seeks participation in an ELMT procurement on an "as needed" basis.

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 10</u> Vendor Receives requirements and generates a quote for all Center requirements and delivers to ELMT	Vendor receives requirements and generates quotes for all Center requirements and delivers to NSSC ELMT. This includes any other originating organization that had requirements submitted by ELMT. Output: Vendor's Quotation(s) for all license renewals submitted to the ELMT	
<u>Step 11</u> ELMT – SP ELMT Reviews Quotes and Requests Funding from Centers to match Quote(s)	The ELMT reviews and validates the quotation(s) for reasonableness and consistency with the pricing and terms of the agreement. Output: Quote Validation	
<u>Step 12</u> ELMT - SP Prepares drafts necessary for award file and PPS entry	ELMT SP reviews the package submitted by the originating organization. ELMT SP will work with the originating organization or vendor if any additional information is required. ELMT SP will begin preparing the award file and route to ELMT ACO/CO when completed. Output: Draft Award Documents Draft FPDS-NG PPS Entry Draft Data Integrity Checklist	
<u>Step 13</u> ELMT – ACO/CO Reviews award file, completes any necessary actions before award, and unilaterally executes award.	ELMT ACO/CO receives and begins reviewing award file. Once the ELMT ACO/CO has finished reviewing the award file, ELMT ACO/CO will finalize the data integrity checklist, order the requirement through PPS, and execute the award. Output: Finalized Data Integrity Checklist Executed Award	Higher levels of documentation review due to the dollar value and strategy may result in delays and extended Procurement Lead Times.

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 14</u> ELMT - SP Distributes executed order and finalizes award file.	ELMT SP is notified that the requirement has been awarded. ELMT – SP distributes the fully executed award, finalizes FPDS-NG, completes ServiceNow record, and finalizes the award file. Output: Award Distribution Finalized FPDS-NG Finalized Award record Complete ServiceNow Record	
<u>Step 15</u> Vendor Vendor receives procurement award and delivers renewed licenses to Centers as indicated in award	Vendor receives procurement award and delivers renewed license delivery notifications, any new licenses and other resources as applicable for the deployment or continuation of the renewed license. Output: Delivered renewed licenses and any new licenses for re-deployment or continuation of license support to the NASA Centers	
<u>Step 16</u> Vendor Submit invoice for payment	The Vendor will submit an invoice for the new procurement in accordance with NFS Clause 1852.232-80 Submission of Vouchers for Payment. Invoices may be submitted after the effective date of the order has passed and the licenses referenced in the order have been provided to and accepted by NASA. Exclusions may apply if specified in the order's terms and conditions. Output: Vendor/Publisher invoice for payment.	

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 17</u> ELMT - SP Validate invoice for compliance with Agreement Terms and Conditions if necessary.	<p>A review request will be sent in IRIS to the designated COR or TPOC.</p> <p>In the event the invoice review requires the attention of multiple POCs, ELMT – SP will utilize Invoice Routing and Information Systems (IRIS) to send a courtesy email to the TPOC, end users or COR and verify there were no issues with the receipt of order.</p> <p>ELMT SP will notify the ELMT ACO once feedback has been received from the TPOC, end users or COR.</p> <p>All copies of correspondence to approve and invoice for payment will be updated as an attachment in IRIS.</p> <p>.</p> <p>Output: Certification of Agreement compliance.</p>	
<u>Step 18</u> ELMT – ACO / COR Approve or reject submitted invoice through IRIS.	<p>The designated invoice approver will approve the invoice for payment if it is in compliance with the Agreement.</p> <p>Output: Authorization to pay invoice.</p>	
<u>Step 19</u> NSSC Finance Office Pay Vendor invoice	<p>The NSSC Finance Office issues payment to the Vendor for the software license maintenance invoice.</p> <p>Output: Payment to the Vendor.</p>	

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Process 3 - Administration of Agreement Phase 2 - Annual License Renewal Purchases		
Roles and Responsibilities	Action	Tips/Notes
<u>Step 20</u> ELMT – SP Send order to closeout	Award is sent to closeout once the period of performance expires and the contract instrument is physically complete Other actions necessary prior to closeout are performed as applicable. Output: Award is sent to closeout.	Physical completion occurs when all deliverables are received and final payment has been fully invoiced

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SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Document Imaging	Scanning and printing bulk items. Process and distribute incoming mail.	User Role at NSSC	
FAPIS	Collects and documents specific information on the integrity and performance of contractor and grant recipients		
FedBizOpps	Federal Business Opportunities. Currently serves as the Government Point of Entry.		
FPDS-NG	Collects, develops, and disseminates data on all federal expenditures for supplies and services.		
PPIRS	Collects and documents contractor and grantee performance information that is required by Federal Regulations.		
PPS	Procurement for Public Sector	User Role at NSSC	
SAM	System used to verify contractor address, business size, eligibility, exclusions, representations and certifications.		
SAP	Financial System and Legacy Awards	User Role at NSSC	
Service Now	Workflow Management System	User Role at NSSC	
TechDoc	Document management system.	User Role at NSSC	
IRIS	Accounts Payable system	User Role at NSSC	
IPP	Invoice Processing System		

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New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

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CUSTOMER CONTACT CENTER STRATEGY

The NSSC Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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APPENDICES

Appendix A – Acronyms

ACO	Administrative Contracting Officer
ANOSCA	Administrator Notification of Significant Contract Action
BPA	Blanket Purchase Agreement
CO	Contracting Officer
COR	Contracting Officer Representative
CS	Civil Servant
DO	Delivery Order
ELA	Enterprise License Agreement
ELM	Enterprise License Management
ELMT	Enterprise Licensing Management Team
FAR	Federal Acquisition Regulations
FPDS	Federal Procurement Database Storage
IGCE	Independent Government Cost Estimate
IPP	Invoice Processing Platform
IRIS	Invoice Routing and Information Systems
IT	Information Technology
ITAM	Information Technology Asset Manager
NASA	National Aeronautics and Space Administration
NF	NASA Form
NSSC	NASA Shared Services Center
OCIO	Office of the Chief Information Officer
PDWS	Procurement Data Warehouse
POC	Point of Contact
PPS	Procurement for Public Sector
PR	Purchase Request
RFI	Request for Information

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SAP	Systems Applications and Products
SAM	System for Award Management
SAT	Simplified Acquisition Threshold
SF	Standard Form
SP	Service Provider
T&Cs	Terms and Conditions
TO	Task Order
TPOC	Technical Point of Contact