

National Aeronautics and
Space Administration

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

NASA Shared Services Center Business Continuity Plan (BCP)

NSBCP-1040-0004 Revision 14.0

Effective Date: August 12, 2022
Expiration Date: August 11, 2023

NSSC Procurement Division Business Continuity Plan (BCP)

Responsible Office: Procurement Division

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Responsible Office: Procurement Division		Page 2 of 17
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

Approved by
ELISHAM
A OUDER
 Digitally signed by
 ELISHAMA OUDER
 Date: 2022.08.15
 09:23:33 -05'00'
 NSSC Procurement Officer
 NASA Shared Services Center

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 3 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Revisions	Basic – 13.0	Various Dates	See previous version for log entries for Revisions (Basic – 13.0)
Revision	14.0	08/12/2022	<ol style="list-style-type: none"> 1. Changed all instances of “AAO” to “APS” 2. Updated “Chief, Procurement Services” to “Procurement Officer” 3. Appendix B: Removed language regarding ERG personnel receiving training and annual testing. 4. Appendix B table: Updated to account for new POCs 5. Appendix C: Added Deputy Procurement Officer & Updated MSFC PO’s phone # 6. Appendix C title: removed “Enterprise IT Services” 7. Appendix C: Updated to account for Agency Contracting POC changes 8. Appendix C, Grant and Cooperative Agreement POCs: Changed “HQ OCFO” to “HQ OP” and updated HQ/Education POCs 9. Appendix D: Changed “VA” to “Various” 10. Appendices D and E: Added “RAPTOR”

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 4 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

TABLE OF CONTENTS

1.0	Purpose	5
2.0	Applicability	5
3.0	Authority and Applicable Documents.....	5
3.1	Authority	5
3.2	Applicable Documents	5
4.0	Definitions	5
5.0	Instructions	5
5.1	Process for Ensuring Employee Safety.....	6
5.2	Process for Ensuring Employee Safety.....	6
5.3	Process for Clarification and Additional Authority	7
6.0	Safety Precautions and Warning Notes.....	8
7.0	Records	8
8.0	Tools, Equipment, and Materials	8
9.0	Personnel Training and Certification.....	8
	APPENDIX A – PR Business Work-Around Processes.....	9
	APPENDIX B – Procurement Emergency Relocation Group (ERG)	11
	APPENDIX C – Key Center POCs.....	12
	APPENDIX D – Key PR Systems and POCs	14
	APPENDIX E – Acronyms	15
	APPENDIX F – Instructions on Using the Cisco Any Connect.....	16

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 5 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

NSSC PROCUREMENT DIVISION BUSINESS CONTINUITY PLAN

1.0 Purpose

The purpose of this plan is to establish ground rules for the safe and effective operation of the NASA Shared Services Center (NSSC) Procurement (PR) Division in the event of an emergency (disruption of business) where the NSSC Business Continuity Plan (BCP) is invoked, or any emergency that would cause normal business of the NSSC to cease for a period of time that exceeds a day.

2.0 Applicability

This document applies to all PR personnel [civil servants (CS) and service providers (SPs)]

3.0 Authority and Applicable Documents

3.1 Authority

NSBCP-1040-0001, NSSC Business Continuity Plan (BCP)

3.2 Applicable Documents

No additional documents are applicable.

4.0 Definitions

No definitions are applicable.

5.0 Instructions

Essential and key personnel needed to perform PR functions during an emergency [herein referred to as the Emergency Relocation Group (ERG)], are identified in Appendix B. For purposes of carrying out this plan and operating within any emergency situation, lines of succession shall be established within each office for gathering and reporting information and carrying out essential functions. The lines of succession for the PR Division shall be as follows: NSSC Procurement Officer; NSSC Deputy Procurement Officer, Branch Chiefs; Team Leads according to seniority in the position, employees according to grade and seniority in the position.

This succession shall be invoked as needed, especially in the case of numerous employee absences.

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 6 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

5.1 Process for Ensuring Employee Safety

5.1.1 In the event of any emergency such that the NSSC BCP would be invoked, the first priority of the PR Division is to ensure the safety of all CS and SPs assigned to Procurement.

- a. Branch Chiefs shall immediately account for each CS employee assigned to them. It is the joint responsibility of the employee and supervisor to locate and respond to their work group for this purpose.
- b. Branch Chiefs shall report accountability to the Procurement Officer or other official-in-charge for CS employees. If there is uncertainty regarding the whereabouts of a particular individual, progress reports shall be given to the official-in-charge, as requested.
- c. The SP Procurement Service Office Manager (SOM) will account for SP employees in accordance with his/her corporate policies and ensure the Procurement Officer or other official-in-charge is notified once completed.

5.2 Process for Ensuring Employee Safety

5.2.1 In the case of an impending hurricane that enters the Gulf of Mexico, the Procurement Officer will send a notification to the Headquarters (HQs) Office of Procurement (OP), Office of the Chief Financial Officer (OCFO) (for Grants) and the Center PR Offices notifying them of service impact.

5.2.2 PR system connectivity is available in the Stennis Space Center geographic area: PR personnel shall be authorized to work from anywhere and continue processing necessary transactions; the ERG may be relocated to an alternate site.

5.2.3 PR systems connectivity is not available in the Stennis Space Center geographic area: Pending approval from the NSSC Senior Leadership Team (SLT), the ERG will be activated and be either authorized to work from anywhere or relocated to an alternate site (Note: Individuals that relocate to other than the selected ERG site will only be eligible for per diem at the rate of the ERG site), and the following procedures will be initiated, as appropriate:

- a Will perform selected activities within 10 days Recovery Time Objective (RTO) (see Work-around processes in Appendix A):
 1. Award of Grants and Cooperative Agreements
 2. Award of Agency Simplified Acquisitions

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 7 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

3. Other pre-award and post-award contract administration actions requiring immediate attention (Assessment of which actions meet these criteria will be made prior to invoking this BCP if circumstances allow or otherwise as soon as practicable)
 4. Non-emergency and essential personnel will be brought back online as quickly as conditions permit.
- b Will perform remaining activities after 10 business days. At this point it is assumed that the NSSC will be back to normal operations and non-emergency and essential personnel have access to NSSC facilities and connectivity to PR system.
1. Priority 1 (Will perform based on available time and labor resources):
 - Administration of Small Business Innovation Research/Small Business Technology Transfer (SBIR/STTR) Contracts
 - Administration of Agency Contracts (includes Enterprise License Management Team (ELMT) contracts, NCCIPS contract and the NSSC Service Provider contract))
 - NASA Purchase Card (P-Card) Program, specifically reconciliation and approval of monthly statements and validation activities.
 2. Priority 2 (Will perform based on available time and labor resources):
 - 1102 Training Program
 3. Priority 3 (Will perform based on available time and labor resources):
 - All remaining PR Activities
 - Other internal and external reports not specifically required to meet regulatory deadlines
 - Responses to help desk tickets in ServiceNow

5.3 Process for Clarification and Additional Authority

The primary responsibility of the NSSC PR Division during an emergency would be to process transactions based on the criteria identified in section 5.2. The Procurement Officer shall coordinate with NSSC senior management, HQ/OP and HQ/OCFO on any additional clarifications and/or information required throughout the duration of emergency operations.

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Responsible Office: Procurement Division		Page 8 of 17
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

6.0 Safety Precautions and Warning Notes

These procedures shall be invoked as needed in accordance with the NSSC BCP. All NSSC emergency notices, warnings and communications shall be adhered to as established by NSSC governance.

7.0 Records

Records of specific actions taken during an emergency will be retained by the Procurement Officer and will be used as historical reference files only.

8.0 Tools, Equipment, and Materials

Employees assigned to the Procurement BCP ERG are required to have the Cisco Client application loaded onto their computer for remote access connection via Virtual Private Network (VPN) to the NSSC network. The Cisco Client application should be tested by the employee on a regular basis to ensure remote connectivity. Instructions on how to use the Cisco Client application can be found in Appendix G.

Select members of the ERG will have a Government issued Purchase Card (P-Card) and/or convenience checks in order to make purchases that may be required at the alternate site location. These individuals are delineated in Appendix B.

The information technology systems identified in Appendix D will be required to perform the activities delineated in Section 5.2.

9.0 Personnel Training and Certification

Certifications are not required for NSSC PR personnel to invoke these procedures. Appropriate NSSC PR personnel shall participate in any special training related to continuity of operations, as required by the Center.

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 9 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

APPENDIX A – PR BUSINESS WORK-AROUND PROCESSES

The following manual workarounds will be used if a natural disaster occurs that results in an interruption of normal operating procedures:

Grants/Cooperative Agreement Processing:

1. Validate VPN connectivity;
2. Validate printer access;
3. Validate access to N and P drives, relevant Websites, SAP, Scoped App Solutions, bReady, PPS, NSPIRES and TechDoc;
4. Notify customers of this temporary change to ensure receipt of documents;
5. Access TechDoc to view Legacy Awards, NSPIRES to download new proposals, network drives for templates, and PPS for document generation and award;
6. Continue operations by reviewing new proposals in NSPIRES and new proposals in emailed to new location;
7. If supporting documentation is needed, request the Centers or recipient to e-mail supporting documentation; and
8. All transactions will be recorded in a Work Activity Log if Scoped App Solutions is not available. Once normal operations are back up, we will transfer all information into Scoped App Solutions.

Agency Simplified Acquisitions Processing:

1. Validate VPN connectivity;
2. Validate printer access;
3. Validate access to N and P drives, relevant Web sites, SAP, ServiceNow, bReady, PPS, and TechDoc;
4. Notify customers of this temporary change to ensure receipt of documents;
5. Ensure means to receive new quotes, access network drives for templates, and PPS for document generation and award;
6. If supporting documentation is needed, request the Centers e-mail supporting documentation;
7. Continue simplified acquisition operations; and
8. All transactions will be recorded on the Simplified Acquisition Request Template (SART) if ServiceNow is not available. Once normal operations are back up, transfer all information into ServiceNow.

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 10 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

Agency Contracts, ELMT, NCCIPS, and NSSC NexGen:

1. Validate VPN connectivity;
2. Validate printer access;
3. Validate access to N and P drives, relevant Web sites, SAP, ServiceNow, bReady, PPS, and TechDoc;
4. Notify customers of this temporary change to ensure receipt of documents;
5. Ensure receipt of new proposals, access network drives for templates, and PPS for document generation and award; and
6. If supporting documentation is needed, request the Centers e-mail supporting documentation.

Purchase Card Process:

1. Validate VPN connectivity;
2. Validate printer access;
3. Validate access to N and P drives, relevant Websites, SAP, P-Card Application, ServiceNow, bReady, U.S. Bank Access Online, VISA IntelliLink, and TechDoc;
4. Notify customers of this temporary change to ensure two-way communication and receipt of documents;
5. Access ServiceNow to view any received requests and/or inquiries;
6. If supporting documentation is needed, request the Center's provide via email;
7. Continue Center's purchase card support and daily operations via email, network drives, ServiceNow, U.S. Bank Access Online, and P-Card Application;
8. If relocation to the BCP occurs during the monthly reconciliation time period and there are connectivity and/or access issues at the BCP, contact will be made with the bank to coordinate an extension and avoid late fees or interest charges;
9. All transactions will be recorded in a Work Activity Log if ServiceNow is not available. Once normal operations are back up, all information will be transferred into ServiceNow.

NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 15 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

APPENDIX E – ACRONYMS

ACRONYM	DEFINITION
APS	Application Program Services
BCP	Business Continuity Plan
ELMT	Enterprise License Management Team
ERG	Emergency Relocation Group
HQ	Headquarters
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
OP	Office of Procurement
P-Card	Purchase Card
PIV	Personal Identity Verification
PPS	Procurement for Public Sector
PR	Procurement
RAPTOR	Research and Analysis Program Tracking of Resources
RTO	Recovery Time Objective
SATERN	System for Administration, Training, and Educational Resources for NASA
SBIR/STTR	Small Business Innovation Research/Small Business Technology Transfer
VPN	Virtual Private Network
WebTADS	Web based Time and Attendance System

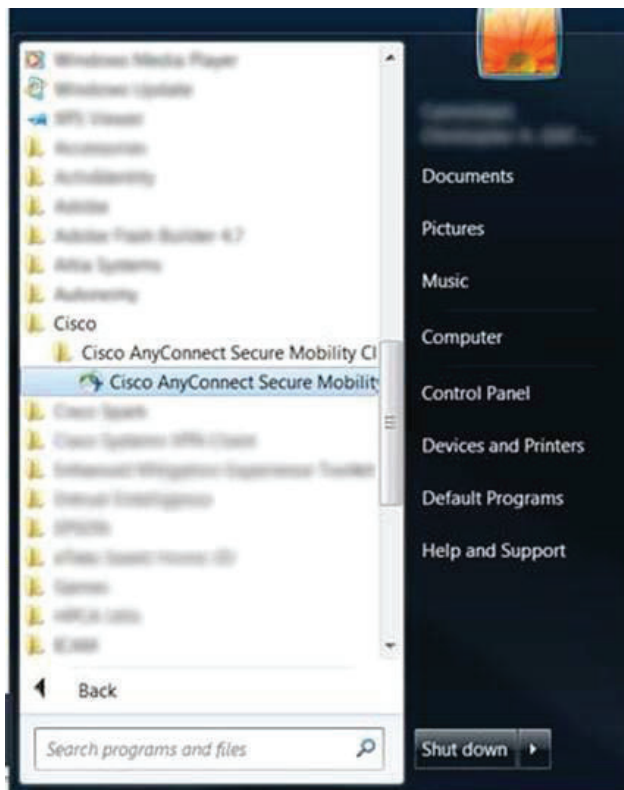
NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Page 16 of 17		
Responsible Office: Procurement Division		
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

APPENDIX F – INSTRUCTIONS ON USING THE CISCO ANY CONNECT

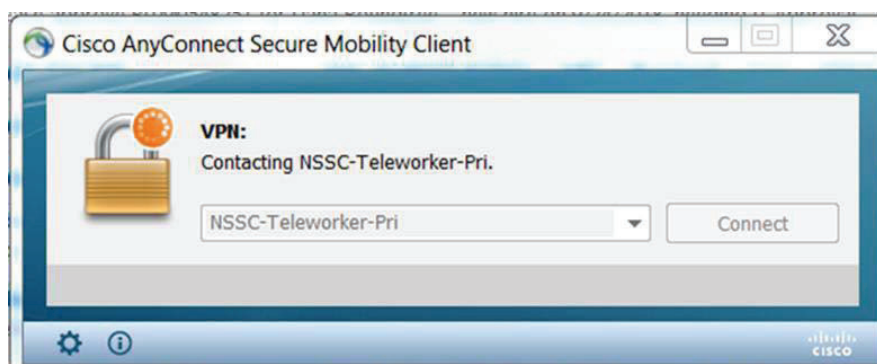
Instructions on using the Cisco Any Connect VPN Mobility Client

When connecting remotely into the NASA Internal network, find and select the Cisco AnyConnect client on your NASA issued computer.

Step 1: Locate the Cisco AnyConnect client on the NASA issued computer. For Windows computer, search from the Windows Start Menu:



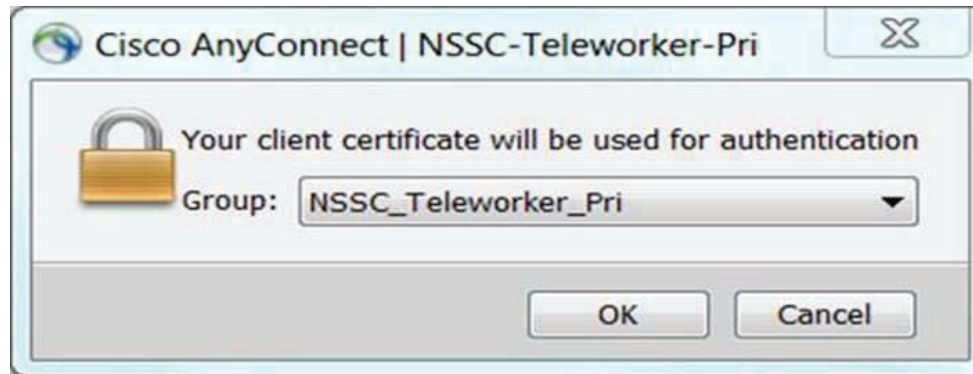
Step 2: Select or enter your approved profile. You may use either “NSSC-Teleworker-Pri” or “NSSC-Teleworker-Sec”, and click "Connect"



NSSC Business Continuity Plan	NSBCP-1040-0004	Revision 14.0
	Number	
	Effective Date:	08/12/2022
	Expiration Date:	08/11/2023
Responsible Office: Procurement Division		Page 17 of 17
SUBJECT: NSSC Procurement Division Business Continuity Plan (BCP)		

Step 3: Select or accept a certificate if prompted and enter your PIV PIN Number and Select OK.

Step 4: Use the dropdown to select NSSC_Teleworker_Pri Group and hit OK.



Step 5: Accept the privacy statement when prompted.

