



National Aeronautics and
Space Administration

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

NASA Shared Services Center Service Delivery Guide

NSSDG-5100-0004 Version 2.0

Effective Date: December 6, 2018
Expiration Date: December 5, 2021

SIMPLIFIED ACQUISITION THRESHOLD

Responsible Office: Procurement Division

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 2 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

Approved by

Michael Vicory

Digitally signed by Michael
Vicory
Date: 2018.12.06 08:53:20 -06'00'

Michael J Vicory
Procurement Officer

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 3 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	1/1/2016	Basic release
Revision	2.0	12/6/2018	<p>Multiple changes incorporated in this revision. In summary:</p> <ul style="list-style-type: none"> Responsibilities of NSSC and NASA Center customers are revised to be more precise. SAT process revised to reflect actual stage process flow in ServiceNow. Process activity responsibilities within NSSC SAT Team clearly defined. Procurement for Public Sector (PPS) is acknowledged as the replacement for Contract Management Module (CMM/PRIMSM) System Components section revised to include stage of process that component is used and details if the Service Provider or Government utilizes the component Simplified Acquisition Threshold change from \$150,000 to \$250,000 and Micro-purchase Threshold change from \$3,500 to \$10,000 is acknowledged.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 4 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

TABLE OF CONTENTS

1.0	Background	5
2.0	Purpose	5
3.0	Applicability/Scope	6
4.0	Privacy Information	8
5.0	Records	8
6.0	Processing a New SAT Request	8
7.0	Processing Other SAT Requests	16
	METRICS	19
	SYSTEM COMPONENTS	20
	CUSTOMER CONTACT CENTER STRATEGY	23
	APPENDIX A - ACRONYM LIST	24
	APPENDIX B – Work Process Flow Diagrams	27

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 5 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

1.0 Background

The NASA Shared Services Center (NSSC) is responsible for conducting all pre-award and post-award activities associated with awarding and administering in-scope SAT purchases. For the purposes of this Service Delivery Guide, only actions valued above the micro-purchase threshold of \$10,000.00 and at or below \$250,000 are included and, hereinafter, are referred to as SAT purchases.

The following types of acquisitions are not within the scope of this Service Delivery Guide:

- New awards with a potential value over \$250,000 (even those utilizing simplified acquisition procedures);
- New Indefinite Delivery, Indefinite Quantity (IDIQ) contracts or Blanket Purchase Agreement (BPAs) that permit the award of orders with a potential value over \$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 Solutions for Enterprise-Wide Procurement (SEWP) contracts);
- Interagency Agreements;
- Orders for construction, facility repair or Architect & Engineer (A&E) services (Product Service Codes (PSC) "C1," "C2," "Y," and "Z"); and
- SAT purchases made by institutional support contractors on behalf of the Agency;
- Leases of real property including land, buildings, and/or office space

2.0 Purpose

The purpose of this Document is to delineate the responsibilities of procurement personnel at the NSSC regarding the processing and award of simplified acquisition requests submitted by NASA Centers. The services described in this guide are performed by Civil Service (CS) and Service Provider (SP) procurement personnel located onsite at the NSSC on Stennis Space Center and CS procurement personnel "badged in place" at Glenn Research Center (GRC) and Goddard Space Flight Center (GSFC).

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 6 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

3.0 Applicability/Scope

This guide outlines the following areas of responsibility for NSSC personnel:

NSSC Responsibilities

NSSC is responsible for pre-award, award, and post-award administration activities which include, but are not limited to, the following:

- Assist Requirement Initiator/Business-Resource Analyst/Technical End-User in refining product item descriptions, specifications, deliverables, sole source justifications, and evaluation criteria as applicable;
- Assist Requirement Initiator/Business-Resource Analyst/Technical End-User pre-procurement related documents as needed;
- Develop acquisition strategy plans;
- Develop and issue solicitations;
- Receive quotations from vendors;
- Forward quotations to Requirement Initiator/Business-Resource Analyst/Technical End-User for technical evaluations;
- Assist Requirement Initiator/Business-Resource Analyst/Technical End-User in the performance of technical evaluations;
- Perform price analysis;
- Make source selection decisions;
- Prepare all supporting file documentation required by the FAR and NASA FAR Supplement;
- Execute and distribute award documents;
- Resolve any litigation (protests and claims);
- Perform Federal Procurement Data System (FPDS)-Next Generation (NG) data entry;
- Perform post-award surveillance and administration;
- Issue modifications when required;
- Answer inquiries from vendors and Initiator/Business-Resource Analyst/Technical End-User;
- Ensure delivery of supplies;

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 7 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

- Provide status of SAT actions via SAT Web site, ServiceNow dashboards, and Customer Contact Center (CCC);
- Process warranty claims, returns, and nonconforming products;
- Process invoices for approval and payment; and
- Forward award documents to the Agency closeout contractor for closeout after period of performance has ended.

This Service Delivery Guide shall delineate these responsibilities to the appropriate NSSC branch (Procurement, Finance, Etc.) and personnel (SP or CS.)

NASA Center Responsibilities

When approving the transition of simplified acquisitions to the NSSC, The NASA Mission Support Council determined that some responsibilities in the procurement process for simplified acquisitions were best retained by the requesting NASA Center for purposes of efficiency. The following responsibilities are necessary for the processing of a simplified acquisition, have been retained at the NASA Centers, and shall be performed by the Center Requirement Initiator/Business-Resource Analyst/Technical End-User as applicable:

- Obtaining all necessary Center reviews/approvals (e.g., organizational management approval, safety and health, quality assurance, property, Office of the Chief Information Officer (OCIO)) prior to forwarding the purchase requisition to the NSSC for processing;
- Submitting their request using the designated tool or form in SAP;
- Submitting a complete package with their request (statement of work/specification/product description, brand name/sole source justifications, purchase requisition, NF 1707);
- Completing pre-procurement market research and required pre-procurement documentation.
- Completing requested Technical Evaluation or provide confirmation that the lowest quote meets requirements whichever is requested;
- Notifying the NSSC of an inspected and accepted commodity or service;
- Notifying the NSSC if they will be responsible for invoice approval for payment;
- Providing any required Center specific terms and conditions, or quality/safety/hazardous documentation required for a particular SAT purchase;
- Providing shipping documentation for any SAT purchases with Government Furnished Equipment or Property; and
- Notifying the NSSC of non-conforming SAT purchases awarded at the NSSC.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 8 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

Responsibilities of the NASA Centers regarding submission of simplified acquisition requests is covered in detail in the SAT Customer Guide at https://answers.nssc.nasa.gov/app/answers/detail/a_id/6922.

4.0 Privacy Information

All participants involved must ensure protection of all data covered by the Privacy Act and other applicable Federal Regulations and NASA policies.

5.0 Records

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

Prior to June 19, 2017, all SAT award documents, modifications and supporting file documentation were electronically stored in the NSSC's TechDoc repository. SAT awards that are currently in TechDoc and have modification files and supporting file documentation will continue to be electronically stored in TechDoc.

After June 19, 2017, all new SAT award documents, modifications and supporting file documentation are electronically stored in PPS (*Procurement for Public Sector*).

6.0 Processing a New SAT Request

Processing new SAT requests is the primary function of the NSSC SAT Procurement Team. The following table is a representation of the how the NSSC SAT Procurement Team internally processes a SAT request. 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.

NSSC SAT Procurement Team

The NSSC SAT Procurement Team will execute the above mentioned NSSC Responsibilities when processing simplified acquisitions. The NSSC SAT Procurement Team consists of both SP and CS Procurement personnel who work together to ensure

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 9 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

the center's request is fulfilled in a timely manner while adhering to all required regulations.

NSSC SAT Procurement SP Team: Service Provider employees are tasked with executing the non-inherently governmental NSSC responsibilities when processing a simplified acquisition request. As most of the responsibilities are non-inherently governmental, the NSSC SAT Procurement Team consists mostly of Service Provider employees. The **NSSC SAT Procurement SP Team** is also sometimes internally referred to as level two or "L2".

NSSC SAT Procurement CS Team: Civil Servant employees, also referred to herein as **Contracting Officers**, are tasked with executing inherently governmental responsibilities such as task and purchase order awards and the concurrence with submitted sole source justifications. The Civil Servants also provide guidance as needed and can be requested to assist the **NSSC SAT Procurement SP Team** in resolving issues with non-inherently governmental responsibilities. The **NSSC SAT Procurement CS Team** is also sometimes internally referred to as level three or "L3".

Stage	Roles and Responsibilities	Notes
Stage 1 -- Purchase Requisition Released	<p>NSSC SAT Procurement SP Team receives a Purchase Requisition (PR) and matches the PR with the ServiceNow Ticket created by the customer.</p> <p>When the Purchase Requisition listed on the ServiceNow ticket has been fully released through the center's internal release strategy, the "Purchase Requisition" Stage in ServiceNow is completed.</p>	<p>The NSSC SAT Procurement SP Team continuously monitors the PR queue and the SAT ticket queue to ensure that every PR has an assigned tickets. If PRs are found with no matching SAT ticket, or if SAT tickets sit in the queue because there is no matching PR, the NSSC SAT Procurement SP Team contacts the customer for resolution.</p>
Stage 2 -- Procurement ReviewNSSC	<p>The NSSC SAT Procurement SP Team performs the following reviews on each received request:</p> <ul style="list-style-type: none"> Is the request within scope? 	<p>The following are reasons a request might need refinement:</p> <ul style="list-style-type: none"> Requests that are determined to be

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 10 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	<ul style="list-style-type: none"> • Is the NF 1707 complete? as the PR routed to the NSSC, and is it accurate? • Are there any documents within the PR package that need refinement? • Are any applicable justifications provided? <p>Requests with packages that need refinement will be placed in “Pending” status and will be worked with the customer.</p> <p>These request packages will remain in pending status and remain in the procurement review stage until a completed package is obtained from the customer.</p> <p>Follow-ups will be sent every 3-5 business days until issues are resolved. Reminders will be sent using ServiceNow automatic emails. Live communication attempts by the NSSC SAT Procurement SP Team via email and phone are also utilized.</p> <p>After three attempts to obtain a complete package from the Center, the NSSC SAT Procurement SP Team will engage the NSSC SAT Procurement CS Team for assistance.</p> <p>Completed packages will be placed in “Work in Progress”, and ServiceNow</p>	<p>outside of the scope of the SAT team and should be forwarded to the appropriate responsible party</p> <ul style="list-style-type: none"> • Requests with an incomplete, unsigned, or incorrect NF 1707 • Requests with PRs that have incorrect funds, supply/service type, or CLIN structures • Requests missing specifications, statements of work, or sole source justifications
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 11 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	will be updated to show that the “Procurement Review” stage is completed.	
Stage3 -- Develop Acquisition Strategy	<p>NSSC SAT Procurement SP Team determines the most effective acquisition strategy for the request. In determining the recommended strategy, the NSSC SAT Procurement SP Team considers the appropriate source of supply, as well as if coordination with the NSSC Office of Small Business is required.</p> <p>When an acquisition strategy has been determined, The NSSC SAT Procurement SP Team completes the “Develop Acquisition Strategy” stage in ServiceNow.</p>	<p>NSSC SAT Procurement SP Team reviews multiple potential sources including:</p> <ul style="list-style-type: none"> • SEWP • GSA • Other Agency Contracts • Open Market • Customer provided recommendations or quotes
Stage4 -- CO Initial Review	<p>NSSC SAT Procurement CS Team is notified via ServiceNow that a package is ready for review.</p> <p>A Contracting Officer reviews the acquisition file and determines if any revisions to submitted documentation are needed in order to proceed with the recommended acquisition strategy. If revision is needed, the Contracting Officer will work with the NSSC SAT Procurement SP Team in relaying to the customer what</p>	<p>The Contracting Officer can change the strategy that has been recommended by the NSSC SAT Procurement SP Team if they determine that it is in violation of regulations or if another strategy would be more efficient and best fulfills the requirement.</p>

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 12 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	<p>revisions are needed to proceed with the request.</p> <p>If no revisions to the package are needed, the Contracting Officer updates ServiceNow to show that “Contracting Officer initial Review” is complete.</p>	
Stage 5 -- Posting/Solicit Quotes	<p>The NSSC SAT Procurement SP Team is notified via ServiceNow that the Contracting Officer has approved the recommended acquisition strategy. The NSSC SAT Procurement SP Team solicits quotes in accordance with the recommended acquisition strategy (posting to FBO, GSA E-buy, emailing three vendors, etc.)</p>	<p>Quotes submitted by the customer are used to the maximum extent practical so long as they are valid and adhere to the recommended acquisition strategy.</p> <p>If no quotes are received, NSSC SAT Procurement SP Team will discuss possible next steps with the assigned Contracting Officer, such as soliciting a different potential source of supply or discuss changing characteristics of the requirement with the Technical End User.</p>
Stage 6 -- Receive and Review Quotes	<p>The NSSC SAT Procurement SP Team reviews all received quotes for adherence to the terms of the Request for Quotation (RFQ). All quotes are documented in the contract file.</p>	
Stage 7-- Technical Evaluation	<p>The NSSC SAT Procurement SP Team submits quotes to the Technical Point of Contact based on the</p>	

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 13 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	<p>evaluation criteria listed on the solicitation. If the terms of the RFQ stated the award would be made to the lowest price technically acceptable offer, the NSSC SAT Procurement SP Team sends the lowest priced quote to the NASA Center Technical Point of Contact. If the terms of the RFQ dictated a best value procurement, all quotes will be sent.</p> <p>The NSSC SAT Procurement SP Team monitors for receipt of technical evaluation and sends reminders if not received within a week of the request.</p>	
Stage 8 -- Contract Award	<p>NSSC SAT Procurement SP Team ensures all applicable documentation is uploaded into PPS and prepares the file for Contracting Officer signature. The NSSC SAT Procurement SP Team closes out the "SAT Acquisition" sub-stage "a" in ServiceNow.</p> <p>The NSSC SAT Procurement CS Team is notified that a file is ready for review. The assigned Contracting Officer reviews the file for completion and compliance with federal regulation. Upon determining the file is ready for award, the Contracting Officer signs and uploads the award document in PPS, approves the award in PPS, and timestamps and closes out the "CO Review" sub-stage "b" in ServiceNow.</p>	

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 14 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	The NSSC SAT Procurement SP Team is notified by ServiceNow that the award has been signed by the Contracting Officer and distributes the award document. The NSSC SAT Procurement SP Team then closes out the “Distribution” sub-stage “c” in ServiceNow.	
Stage 9 -- FPDS Entry	The NSSC SAT Procurement SP Team enters the award data into the Federal Procurement Data System website.	
Stage 10 -- Product or Service Received	The NSSC SAT Procurement SP Team monitor SAP and ServiceNow to identify potential instances of non-product delivery. If any are found, the customer is contacted to verify if good was received. If it was not, then the NSSC SAT Procurement SP Team contacts the vendor to remedy the situation.	
Stage 11 -- Final Invoice	<p>Invoices are submitted by the vendor to the Invoice Processing Platform (IPP) then routed to NSSC Financial Management Division (FMD) – Accounts Payable (AP).</p> <p>If the NSSC Contracting Officer is the assigned invoice approver, then they are notified via email from IRIS that there is an invoice in IRIS to be approved.</p> <p>If the invoice approver is not the NSSC Contracting Officer, then the</p>	The invoice approver for JSC and MSFC requests is the NSSC Contracting Officer . For all other Centers, the invoice approver is the technical point of contact or another designated invoice approver identified on the purchase requisition document.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 15 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	<p>assigned invoice approver at the center is emailed by IRIS informing them that there is an invoice awaiting their approval. Even though the invoice approver is non-NSSC personnel, the NSSC SAT Procurement SP Team assists the Centers in invoice approval by performing an escalation process in which the NSSC reminds the Center personnel that there parked invoices awaiting their approval.</p> <p>The NSSC SAT Procurement SP Team receives a weekly escalation report which lists all parked invoices in the approval queue. That list is used to communicate to the assigned invoice approvers, reminding them that there is an invoice in IRIS awaiting their approval.</p> <p>The NSSC SAT Procurement CS Team also monitors the approval queue to assist in addressing invoices that are approaching the 30 day approval deadline.</p> <p>When an invoice in IRIS has been marked “final” and is approved, the NSSC SAT Procurement SP Team completes the “Final Invoice” Stage in ServiceNow. If invoices are approved that are not marked “final”, the NSSC SAT Procurement SP Team reviews the file to determine if another invoice should be expected. If after review it is determined that another invoice is not likely, then the vendor is contacted to verify if final invoice has been sent or</p>	
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 16 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

	if they are going to submit an additional invoice.	
Stage 12 -- Closeout	The NSSC SAT Procurement SP Team ensures that the file is complete, ready to proceed to closeout, and sends the award to the Closeout team at the NSSC. The NSSC SAT Procurement SP Team closes out the “Closeout” Stage in ServiceNow.	Completing the “Closeout” Stage in ServiceNow renders the ServiceNow ticket for the acquisition complete.

7.0 Processing Other SAT Requests

Although most requests for processing are for new SAT acquisitions, three other types of requests may be ordered through the Simplified Acquisition Customer Portal; Change/Modification Requests, Assistance Requests, and Report Requests.

Request	Action	Tips/Notes
SAT Change/Modification Request	<p>A customer requested change does not create a ticket like other requests submitted in the Simplified Acquisition Customer Portal. Instead, an email notification is sent to the SAT email box at nssc.pr.sa@mail.nasa.gov. This email box is monitored by the NSSC SAT Procurement SP Team who upon receipt of a requested change, execute the change and notate the action in the ServiceNow ticket work notes log.</p> <p>The internal processing of a requested modification is similar to the processing of</p>	A “Change” is an alteration to a request before award. A “Modification” is an alteration to a request after award.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 17 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

Request	Action	Tips/Notes
	a new SAT request. The NSSC SAT Procurement SP Team reviews and assembles the modification package, only including the Contracting Officer if there are questions or issues with the request. The modification is submitted to the Contracting Officer for review and signature. Once the modification is approved it is then distributed by the NSSC SAT Procurement SP Team .	
SAT Assistance Request	<p>A customer can request several different kinds of assistance:</p> <ul style="list-style-type: none"> • Planning a forecast meeting • Assistance in finding a form or instructions • Assistance completing a procurement document • Assistance in determining if a requirement is within the scope of the NSSC SAT Team • Assistance with non-conforming products • Any other SAT related assistance <p>When a request for assistance is submitted, a ServiceNow ticket is created and assigned to the NSSC SAT Procurement SP Team. The NSSC SAT Procurement SP Team will resolve the assistance request, requesting the NSSC SAT Procurement CS Team to assist as needed.</p>	

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 18 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

Request	Action	Tips/Notes
SAT Report Request	<p>When requesting a report, the most commonly requested reports are available for selection on the drop down menu. If a customer chooses one of these reports, ServiceNow automatically creates and emails the report to the customer with no effort needed from the NSSC SAT Procurement Team.</p> <p>If a customer does not see the desired report on the drop down menu, then it is not a pre-built report. The customer provides information about the data that is needed and submits the request ticket. A member of the NSSC SAT Procurement SP Team will build the report with assistance of the NSSC SAT Procurement CS Team if needed.</p>	<p>SAT reports are populated with data found exclusively in ServiceNow.</p> <p>Any report built in ServiceNow can be scheduled to be auto-created and emailed to the customer at the customer's desired frequency.</p>

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 19 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

METRICS

The two Performance Standard for NSSC SAT are as follows:

Performance Standard
90% of all SAT packages that include a synopsis prepared for Contracting Officer's action and signature within 28 calendar days of receipt of complete package. Contracting Officer will approve/sign award document within 35 calendar days of receipt of complete package.
90% of all SAT packages that do not include a synopsis prepared for Contracting Officer's action and signature within 23 calendar days of receipt of complete package. Contracting Officer will approve/sign award document within 30 calendar days of receipt of complete package.

NOTE: SAT Metrics are based on PTA (*Package To Award*) days which begins with the date the NSSC SAT Team determines a package to be complete and ends with the date the **Contracting Officer** approves/signs the award document (Award Date).

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 20 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

SYSTEM COMPONENTS

IT System Title	IT System Description	Utilized by	Relevant Stage
Document Imaging	Scanning and printing bulk items. Process and distribute incoming mail.	NSSC SAT Procurement SP Team	Modification Request Stage 8: Modification Distribution
FAPIIS	Collects and documents specific information on the integrity and performance of contractor and grant recipients	NSSC SAT Procurement CS Team	Not in workflow. Used at Contracting Officer discretion.
FedBizOpps	Federal Business Opportunities: Posting of Federal procurement opportunities with a value over \$25,000.	NSSC SAT Procurement SP Team	Stage 5: Posting/Solicit Quotes
FPDS-NG	Collects, develops, and disseminates data on all federal expenditures for supplies and services.	NSSC SAT Procurement SP Team	Stage 8: Contract Award Stage 9: FPDS Entry
FFATA	Collects, develops, and disseminates data on Federal prime awardees used to capture and report subaward and executive compensation data regarding their first-tier subawards to meet the FFATA reporting requirements. FSRs FFATA Sub-Award Reporting which is only required when they make payments to	NSSC SAT Procurement CS Team	Not in workflow. Used at Contracting Officer discretion.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 21 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

IT System Title	IT System Description	Utilized by	Relevant Stage
	the 1 st tier sub in the amount of \$25K or more.		
IRIS	System for receiving and tracking invoices.	NSSC SAT Procurement CS Team NSSC SAT Procurement SP Team	Stage 11: Final Invoice
Legacy Award Administrator/SAP ECC	System used by the CS to issue Modifications to awards created prior to 06/19/2017.	NSSC SAT Procurement CS Team	Modification Request Stage 7: Modification Award
PPIRS	Collects and documents contractor and grantee performance information that is required by Federal Regulations.	NSSC SAT Procurement CS Team	Not in workflow. Used at Contracting Officer discretion.
PPS	System used as the Procurement writing system. Also used as Official Record Repository for Awards and Modifications created on or after 06/19/2017.	NSSC SAT Procurement CS Team NSSC SAT Procurement SP Team	Stage 8: Contract Award
SAM	System used to verify contractor address, business size, eligibility, exclusions, representations and certifications.	NSSC SAT Procurement SP Team	Stage 3: Develop Acquisition Strategy Stage 6: Received and Reviewed Quotes
SAP/IEMP	Procurement Request receipt, contract funding and payment processing.	NSSC SAT Procurement SP Team	Stage 1: Purchase Requisition(s) Released

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 22 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

IT System Title	IT System Description	Utilized by	Relevant Stage
			Stage 2: Procurement Review
ServiceNow	Performance measurement and workflow tracking application.	NSSC SAT Procurement CS Team NSSC SAT Procurement SP Team	All Stages
TechDoc	Prior to 06/19/2017, repository for the NSSC's official electronic records. TechDoc incorporates records management features and capabilities such as retention, disposition, security/privacy protection, and reporting.	NSSC SAT Procurement SP Team	Modification Request Stage 8: Modification Distribution

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 23 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

CUSTOMER CONTACT CENTER STRATEGY

General contact with the NSSC regarding SAT purchases should be made to the NSSC Customer Contact Center (CCC). The CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, timely follow-up, and feedback on outstanding issues. The CCC handles phone calls, e-mails, and online communications. The staff is trained in all aspects of shared services to be able to respond to customer inquiries of a general nature. The CCC is structured around teams that have ongoing access to a knowledge management tool and to a knowledge manager for assistance with customer inquiries. It is expected that routine calls and requests for routine information will be handled by the CCC. The CCC has procedures in place to handle non-routine calls or requests that may require immediate elevation to a SAT team member or ServiceNow case management as appropriate) to the SAT Team.

The CCC can be reached via phone, fax, or e-mail. Each call, fax, or e-mail will initially be assigned as a “Level 1” (L1) case. The CCC will make every effort to answer the inquiry, and a ServiceNow case management request will be opened for all inquiries. In the event a question cannot be answered by the CCC, the case will be routed to “Level 2” (L2) which is the SP Procurement SAT team. Inquiries that are complex in nature and require interpretations of laws or regulations will be routed to “Level 3” (L3) which is the CS Procurement SAT Team.

E-mail: nssc-contactcenter@nasa.gov

Fax: 1-866-779-6772

Phone: 1-877-NSSC123 (or 1-877-677-2123)

Hours: 8am - 8pm Eastern Standard Time, Monday through Friday

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

Customers will also have access to self-service SAT information located either in ServiceNow or the SAT website as an alternative option to contacting the NSSC CCC.

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 24 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

APPENDIX A - ACRONYM LIST

Acronym	Definition
A&E	Architect & Engineer
AFRC	Armstrong Flight Research Center
ARC	Ames Research Center
BPA	Blanket Purchase Agreement
CCC	Customer Contact Center
CO	Contracting Officer
CPARS	Contractor Performance Assessment Reporting System
CS	Civil Service/Civil Servant
DLA	Defense Logistics Agency
ECC	Enterprise Central Component
FAQs	Frequently Asked Questions
FAPIIS	Federal Awardee Performance and Integrity Information System
FAR	Federal Acquisition Regulation
FedBizOpps	Federal Business Opportunities
FM	Financial Management
FPDS-NG	Federal Procurement Data System - Next Generation
FSRS	Federal Funding Accountability and Transparency Act Sub-award Reporting System
FSS	Federal Supply Schedule
GRC	Glenn Research Center
GSA	General Services Administration
GSFC	Goddard Space Flight Center
GWAC	Government-wide Acquisition Contracts
HQ	NASA Headquarters
HR	Human Resources
IDIQ	Indefinite Delivery Indefinite Quantity
IRIS	Invoice Routing and Information System
IT	Information Technology

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 25 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

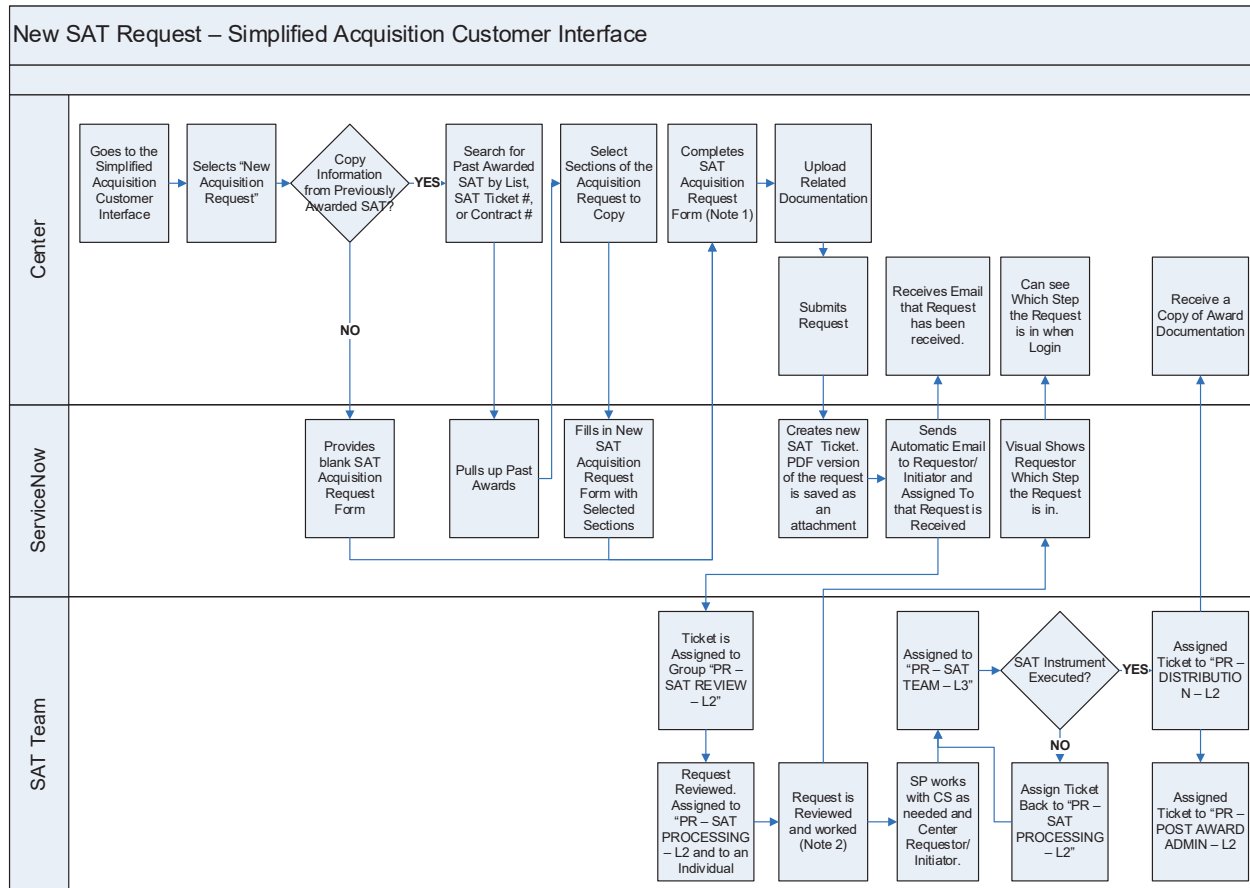
Acronym	Definition
JSC	Johnson Space Center
KSC	Kennedy Space Center
LaRC	Langley Research Center
LOC	Library of Congress
LSJ	Limited Source Justification
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NEL	NSSC Electronic Library
NFS	NASA FAR Supplement
NID	NASA Interim Directive
NPR	NASA Procedural Requirements
NRRS	NASA Record Retention Schedules
NSSC	NASA Shared Services Center
OCIO	Office of the Chief Information Officer
OP	Office of Procurement
OSBP	Office of Small Business Programs
PII	Personally Identifiable Information
PIID	Procurement Instrument Identifier
POC	Point of Contact
PPIRS	Past Performance Information Retrieval System
PPS	Procurement for Public Sector
PSC	Product Service Code
SAM	System for Award Management
SAP	Systems Applications and Products
SAP ECC	Systems Applications and Products – Core Financial
SAT	Simplified Acquisition Threshold
SATERN	System for Administration, Training, and Educational Resources for NASA
SBIR	Small Business Innovation Research
SDG	Service Delivery Guide
SEWP	Solutions for Enterprise-Wide Procurement

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 26 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

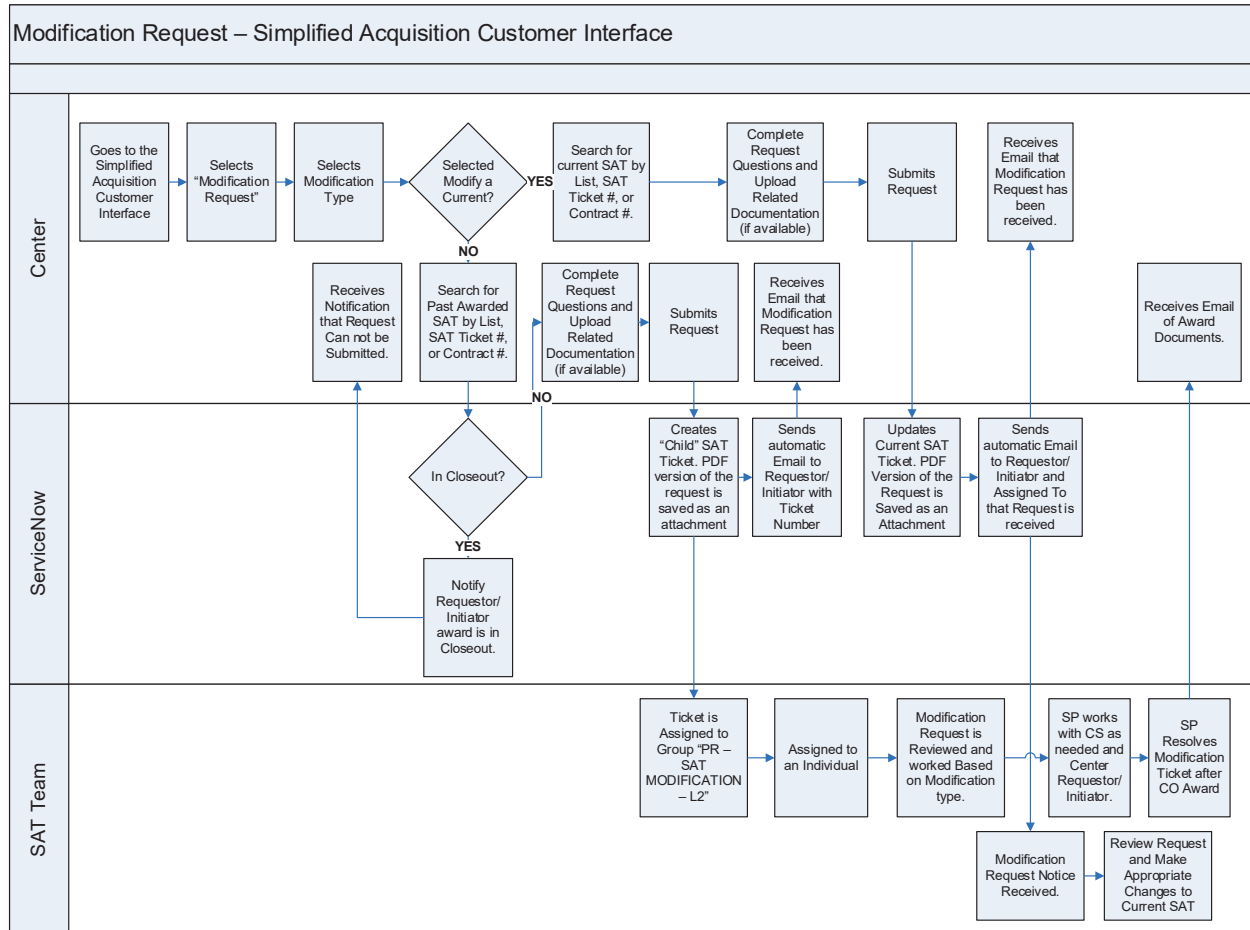
Acronym	Definition
SME	Subject Matter Expert
SP	Service Provider
SSC	Stennis Space Center
STTR	Small Business Technology Transfer
VA	Veterans Administration

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 27 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

APPENDIX B – WORK PROCESS FLOW DIAGRAMS

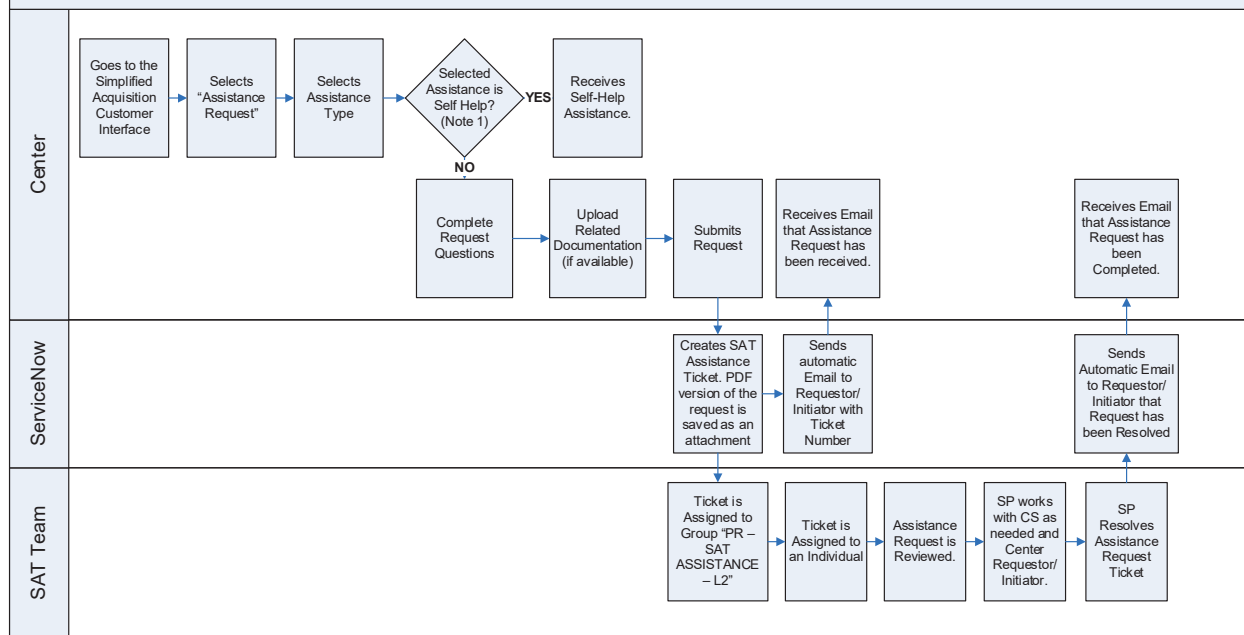


NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 28 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		



NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 29 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		

Assistance Request – Simplified Acquisition Customer Interface

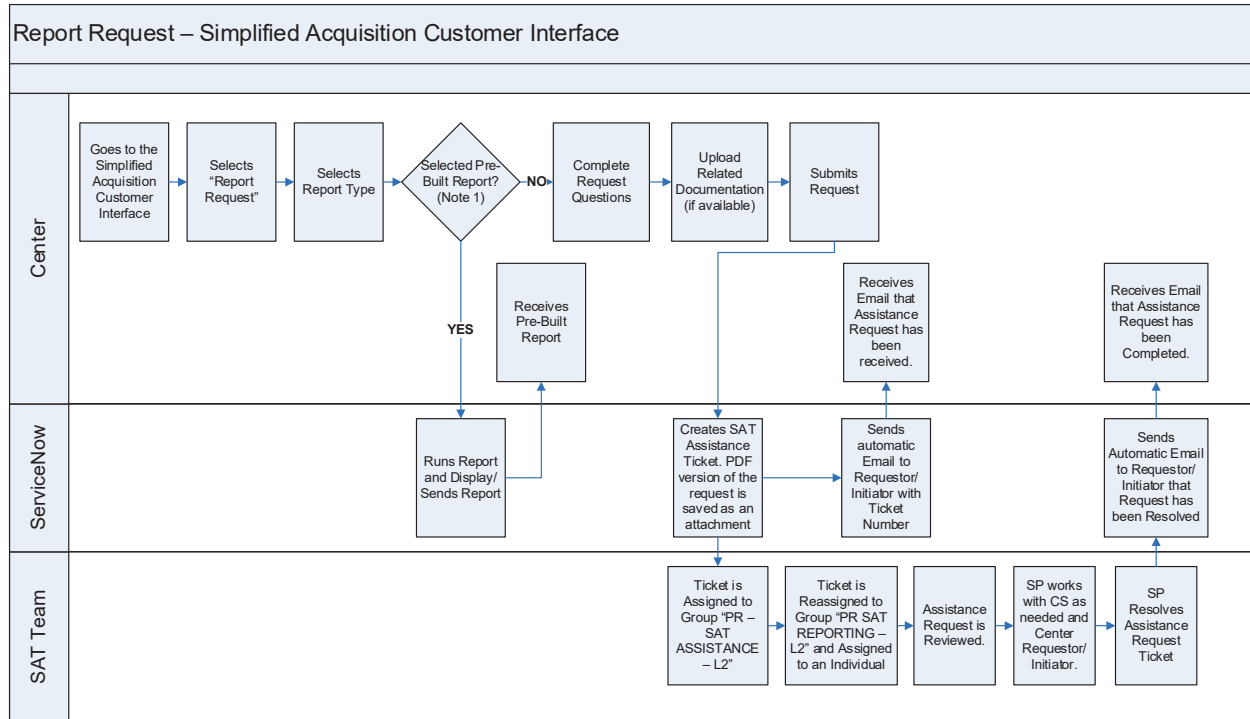


Note 1:

Assistance Request Type

1. Plan a Forecast Meeting Request
2. Assistance Completing a Procurement Related Document Request
3. Assistance in Finding a Form or Instructions (Self-Help)
4. Assistance in Determining if my SAT Request is In Scope (Self-Help)
5. Other Assistance Request

NSSC Service Delivery Guide	NSSDG-5100-0004	Revision V.2
	Number	
	Effective Date:	December 6, 2018
	Expiration Date:	December 5, 2021
Page 30 of 30		
Responsible Office: Procurement Division		
SUBJECT: Simplified Acquisition Threshold		



Note 1:
Report Request
1. Number of Pre-Built Reports will be listed
2. Last selection will be – "Pre-Built Reports do not provide the information I need, I need to request a report to be built."