



**NASA TRANSFORMATIONAL
SHARED SERVICES (NTSS)
CONTRACT**

**Performance Work Statement
Attachment I-1**

Table of Contents

1.0	Introduction	6
1.1	Overview.....	6
1.2	Background	6
1.3	NASA Organization Description.....	6
1.4	NSSC Overview.....	6
1.4.1	Mission Statements.....	7
1.4.2	Alignment with NASA Strategic Goals and Objectives (2022 NASA Strategic Plan):	7
1.4.3	Organization.....	7
1.4.4	PWS Overview.....	8
2.0	Shared Service Administration.....	8
2.1	Service Provider Employee Requirements.....	8
2.1.1	SP Personnel Training	9
2.1.2	SP Employee Data.....	9
2.1.3	SP Personnel Access.....	9
2.1.4	Designation of Position Risk Level	10
2.1.5	Equal Employment Opportunity.....	10
2.2	Records, Documents and Forms Management.....	10
2.3	Reporting/Information Requests	12
2.4	NSSC Site Visits/Inspections.....	12
2.5	Workload Date Report/Performance Metrics.....	12
2.6	Project Management.....	13
2.6.1	Reserved.....	13
2.6.2	Project Management (Support).....	13
2.7	Security	13
2.7.1	Physical Security.....	14
2.7.2	Personnel Security Clearances.....	14
2.7.3	Key Control, Media Access and Protection.....	14
2.7.4	On-Boarding, Departures and Inter-Office Transfers.....	15
2.8	Safety and Occupational Health.....	15
2.8.1	Disaster Recovery and Emergency Situations	16
2.8.2	Occupational Health	17
2.9	Risk Management and Mitigation	17
2.10	Quality Control.....	18

2.11 SP Financial Management.....	18
2.12 Reserved.....	18
2.13 NSSC Customer Support Hours.....	18
2.14 Certifications, Licenses, and Permits.....	18
2.15 Environmental Requirements.....	18
2.16 Energy Management.....	19
2.17 Customer Satisfaction.....	19
2.18 Emergency Contracting.....	19
2.19 Property and Asset Management.....	19
2.20 Reserved.....	20
2.21 Customer Relationship Management Support.....	20
2.22 Support Operations Directorate (SOD) Support.....	20
2.23 Reserved.....	21
2.24 New Business Support.....	21
2.25 Print and Copy	21
2.26 Waste Management.....	21
2.27 Reserved.....	21
2.28 Office of Diversity and Equal Opportunity Support.....	21
2.29 Integration	22
2.29.1 NTSS Integration Requirements with Other Contractors	22
2.29.2 Knowledge Article Support.....	24
3.0 Performance Requirement and Objectives.....	24
3.1 Financial Management Services.....	24
3.1.1 Accounts Payable.....	25
3.1.2 Accounts Receivable	28
3.1.3 Reserved.....	30
3.1.4 FBwT and FMS 224/Reconciliation and Reporting.....	30
3.1.5 Travel Services.....	30
3.1.6 Reserved.....	36
3.1.7 Reserved.....	36
3.1.8 Permanent Change of Station (PCS) Temporary Change of Station (TCS) Relocation Support.....	36
3.1.9 Reserved.....	37
3.1.10 Reserved	37

3.1.11 Reserved	37
3.1.12 NSSC Travel Authorization/Voucher Support.....	37
3.1.13 Reserved	37
3.2 Human Resources Services.....	37
3.2.1 Support to Personnel Programs	38
3.2.2 Reserved.....	43
3.2.3 Employee Benefits.....	43
3.2.4 Human Resources Information Systems (HRIS).....	48
3.2.5 Personnel Action Request (PAR) and Maintenance of Electronic Official Employee Records (eOPF)	50
3.2.6 Reserved.....	52
3.2.7 Reserved.....	52
3.2.8 Reserved.....	52
3.2.9 Reserved.....	52
3.2.10 Reserved	52
3.2.11 Financial Disclosure Processing.....	52
3.2.12 Reserved	53
3.1.13 Reserved	53
3.2.14 Payroll/Time and Attendance Processing.....	53
3.2.15 Classification.....	55
3.2.16 Staffing Services.....	56
3.2.17 Reinvestigations	59
3.2.18 Reserved	59
3.2.19 Reserved	59
3.2.20 Federal Workers' Compensation Program (FWCP) and Unemployment Compensation (UC)	59
3.2.21 Human Capital Communications Support.....	62
3.2.22 Training Administration and Purchasing Support.....	64
3.2.23 Senior Executive Support.....	69
3.2.24 NSSC Internal Online Content Management and Training Development.....	70
3.3 Procurement Services.....	70
3.3.1 NASA Procurement Programs Support.....	74
3.3.2 Grants and Cooperative Agreements.....	77
3.3.3 SBIR/STTR Contracts	79

3.3.4 Reserved.....	80
3.3.5 Reserved.....	80
3.3.6 Reserved.....	80
3.3.7 Procurement Operations.....	80
3.3.8 Reserved.....	82
3.3.9 Reserved.....	82
3.3.10 Reserved	82
3.3.11 Reserved	82
3.3.12 Reserved	83
3.3.13 NASA Purchase Card Program (P-Card)	83
3.3.14 Grants Management Services (GMS) for Science Mission Directorate (SMD)	84
3.3.15 Simplified Acquisitions Threshold (SAT) Purchase Support.....	84
3.4 NTSS IT Support	85
3.5 Reserved.....	85
3.6 Reserved.....	86
3.7 Reserved.....	86
3.8 New Business and Special Projects.....	86
3.8.1 New Business and Special Projects	87
3.8.2 Innovative and Transformational Projects.....	87
3.9 Agency Business Services.....	87
3.9.1 Information Technology Business Services (ITBS).....	87
3.9.2 National Center for Critical Information Processing and Storage (NCCIPS) Business Services.....	88
3.10 Enterprise Services.....	89
3.10.1 Innovation and Continuous Improvement Program (ICIP).....	89
3.10.2 Intelligent Automation Services (IAS).....	91
3.10.3 NASA Enterprise Automation Service (NEAS)	92

1.0 Introduction

1.1 Overview

This Performance Work Statement (PWS) describes the performance objectives for operating functions that are consolidated and performed at the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) located at the Stennis Space Center (SSC), MS. For purposes of this document, the term “Service Provider (SP)” refers to the company – and its subcontractors - selected to perform the work in accordance with this PWS and associated Section I contract attachments. The SP shall exercise management and operational control over and retain full responsibility for the performance requirements set forth in this PWS.

The services required under this contract support a broad range of functional activities for Financial Management (FM), Human Resources (HR), Procurement (PR), Enterprise Services (ES), and Agency Business Services (ABS). Additional business or technical support activities may be migrated to the NSSC during the term of this contract, as deemed appropriate by NASA. The requirements and work descriptions included in this PWS have been organized by functional activity. This grouping is not intended to dictate the SP’s organizational structure. It is the SP’s responsibility to create the most effective and efficient organization to meet all of the requirements of this PWS.

1.2 Background

NASA, also referred to as the “Agency,” consolidated select business and technical services that were previously performed across the Agency into a single Shared Services Center to increase operational efficiency, reduce costs and improve overall customer service. The consolidation began in May 2005, with the award of the first NSSC SP contract that was the result of an Office of Management and Budget (OMB) Circular A-76 (Performance of Commercial Activities) competition. This contract expired in 2015, was recompeted, and the performance is now under the terms of the NSSC’s “NexGen” Contract.

1.3 NASA Organization Description

NASA conducts a wide range of Research and Development (R&D) activities that benefit humankind. Five Mission areas focus Agency efforts and promote successful accomplishment of the NASA mission: Aeronautics Research, Exploration Systems Development, Science, Space Operations, and Space Technology. These Mission areas are the Agency’s main business lines. They set program direction and oversee work across the Agency for their specific mission areas.

1.4 NSSC Overview

1.4.1 Mission Statements

NASA Mission and Core Values:

Mission: NASA explores the unknown in air and space, innovates for the benefit of humanity, and inspires the world through discovery.

Core Values: We share a set of core values—safety, integrity, teamwork, excellence, inclusion—and they are evident in all that we do.

The NSSC mission is: To provide timely, accurate, high-quality, cost-effective, and customer-focused services to NASA.

As a result and through the consolidation of several different enterprise services at the NSSC, NASA has achieved synergy within and across functions that have reduced resource requirements for institutional support areas and positioned the Agency for further business process improvements and innovations.

1.4.2 Alignment with NASA Strategic Goals and Objectives (2022 NASA Strategic Plan): (https://www.nasa.gov/sites/default/files/atoms/files/fy_22_strategic_plan.pdf)

Strategic Goal 4 (Strategic Goal most closely aligned with NSSC): Enhance capabilities and operations to capitalize current and future mission success.

- A. Attract and develop a talented and diverse workforce.
- B. Transform mission support capabilities for the next era of aerospace.
- C. Build the next generation of explorers.

The NSSC Implementing Strategies are:

- A. Business Model: Maintain a sound financial posture while providing cost effective services.
- B. People: Engage a flexible and agile workforce.
- C. Customer Experience: Customer engagement, relationship, and satisfaction focused.
- D. Service Delivery Model: Achieve delivery excellence.

1.4.3 Organization

The NSSC consists of over 170 Civil Servants (CS) responsible for performing the inherently governmental decisions and activities not included in this PWS and the overall management of the NSSC. The supporting elements in the NSSC organization include: the SP, NASA End-user Services & Technologies (NEST) (NEST) contractor, Advanced Enterprise Global Information Technology Solutions (AEGIS) contractor, Agency-wide Acquisition Support Services (AWASS) contractor, and various contractors providing NSSC administrative services such as security, facility planning, and mail services. The NASA Applications & Platform Services (NAPS) at MSFC houses and maintains many of the Agency's primary business systems necessary for the NSSC to perform its service delivery functions.

1.4.4 PWS Overview

This document outlines both cross-cutting and function-specific SP requirements. Section 2.0 “Shared Services Administration” discusses those SP requirements that provide support to all NASA and NSSC functional areas. Section 3.0 “Performance Requirements and Objectives” defines the requirements specific to the functional areas: FM, HR, PR, ES, ABS and New Business, Innovative and Transformational Projects, and other Special Projects. The PWS numbering structure is designed to mirror the historical accounting Work Breakdown Structure (WBS) that the NSSC has used to capture costs associated with individual services or activities.

PWS sections identified as “RESERVED” are for services no longer performed under contract NNX16MA01B. These place holders are to maintain consistent numbering used by the NSSC Budget and Accounting Division. They are not representative of new or undefined work.

All services performed under the PWS shall adhere to the NSSC’s Service Recovery and Responsiveness Plan (Attachment I-22 *References*).

2.0 Shared Service Administration

As required, the SP shall perform NSSC shared services administration as identified in the PWS subsections below. The SP shall ensure that its subcontractors perform these same shared services administration functions, as applicable to their specific responsibilities. The SP shall establish a management approach that embodies sound financial management concepts and controls, stewardship, flexibility, strong customer-focus, and best business practices. The SP shall perform the activities/functions outlined in this PWS in accordance with all applicable Federal, state, and local requirements.

In support of the NSSC mission, the SP shall develop and maintain a leadership culture characterized by process-centered, productivity-based and customer-focused values that are understood, acted upon, and routinely measured at all levels of the organization. Key elements of strategic alignment are:

- A. NSSC mission and implementing strategies;
- B. Business values that align with and support the mission and implementing strategies;
- C. Measurement methods to baseline and periodically measure implementing strategies alignment; and
- D. A well-developed system that mobilizes leaders at every level to foster the mission and the implementing strategies.

2.1 Service Provider Employee Requirements

2.1.1 SP Personnel Training

NASA will periodically provide mandatory training for all NSSC CS and SP employees in areas such as safety, security, occupational health, and fire prevention. When mandatory training sessions are held, the SP shall ensure that its employees attend and maintain attendance records for both SP and CS attendees.

Training will include, but is not limited to:

- A. Security orientation training that covers internal security requirements and procedures outlined in NASA Procedural Requirements (NPR) 1600.1 “NASA Security Program Procedural Requirements,” NPR 1600.2A “NASA Classified National Security Information (CNSI)”, and NPR 1600.3A “Personnel Security”, as amended;
- B. Safety orientation training that covers occupational health and safety requirements outlined in NPR 8715.1B “NASA Safety and Health Programs,” as amended;
- C. IT Security Training, in accordance with NPR 2810.1F, as amended;
- D. NSSC Emergency Action Plan, NSPLN-1040-0001, Rev 4, as amended, which includes:
 - 1. Fire Emergencies,
 - 2. Emergency Evacuation,
 - 3. Severe Weather,
 - 4. Bomb Threat,
 - 5. Work Place Violence, and
- E. NASA Emergency Notification and Accountability NPR 8715.2B
- F. NASA may provide other on-site training that the SP may be invited to participate in on a space available or mission essential basis; however, the SP is responsible for ensuring all its employees are fully trained and qualified prior to filling any positions or duties without any reliance on Government provided functional training. System training modules, courses in the Learning Management System (LMS) and other existing training materials may be available for SP use. The SP shall provide support for all SP and CS personnel participating in NASA sponsored training courses. Training support shall include the management of the NSSC Learning Domain in the Agency’s LMS, logistical support to facilitate training sessions and management of the training documentation files and training classrooms. All SP training shall be recorded in the Agency’s LMS or other agreed to electronic repository and shall be accessible by the Government.

2.1.2 SP Employee Data

The SP shall maintain an employee roster that is accessible to the Contracting Officer’s Representative (COR) and other designees, of individuals who perform work under this PWS (DRD 2.1-1).

2.1.3 SP Personnel Access

NASA reserves the right to control and deny access to its facilities, property, and data, including those areas identified in this PWS. Access privileges are tailored to individual NSSC personnel responsibilities. NASA will have the final authority in determining access privileges. NASA's exercise of its right to grant and revoke access for individual(s) to its facilities, property, or information will not constitute a breach or change to the contract, regardless of whether said individual(s) is/are employed by the SP, and regardless of whether said individual(s) is/are precluded from performing work under the PWS.

2.1.4 Designation of Position Risk Level

Prior to employment, all NSSC SP staff shall have a required background investigation (security screening as defined in NASA regulations) and receive a favorable access determination from the designated servicing NASA Center Security Office. The SP shall comply fully with NASA Federal Acquisition Regulations (FAR) Supplement (NFS) 1852.204 and NPR 1600.3A "Personnel Security", as amended. At a minimum, the SP shall:

- A. Designate each SP position established within the NSSC as High, Medium, or Low Risk per the NASA FAR Supplement and NPR 1600.3A "Personnel Security".
- B. Conduct required background investigations based on the individual's position risk level as outlined in NPR 1600.3A "Personnel Security", as amended; and
- C. Forward the results of completed background investigations to the designated servicing NASA Center Security Office for final access determination.

2.1.5 Equal Employment Opportunity

The SP shall comply with all Equal Employment Opportunity (EEO) laws and regulations and integrate the principles of Diversity Equity, Inclusion and Accessibility (DEIA) into the SP way of doing business. The SP shall create and maintain an environment in which each individual is valued, respected and enabled to reach his/her highest potential. The SP shall ensure all employees are provided opportunities to contribute towards fulfilling the NSSC mission. The SP shall submit EEO and Diversity and Inclusion information in accordance with DRD 2.1-2 and participate in the Stennis Diversity Council. The SP shall complete Diversity, Equity, Inclusion, and Accessibility (DEIA) Plan in accordance with DRD 2.1-3.

2.2 Records, Documents and Forms Management

The SP shall provide comprehensive management of the records, documents, and forms programs in accordance with Federal requirements, NASA policy and NSSC policy. The SP shall develop a plan for documentation development, organization, and management (DRD 2.2-1), and operate the records, documents, and forms management programs. The plan shall address and assure timely and accurate organization, identification, marking, management, preservation and disposition of NASA documentation, records, and forms regardless of format. To support these requirements the SP shall:

- A. Maintain a complete Master Records Index for all NSSC records;
- B. Maintain an index of NSSC forms;

- C. Provide detailed organization, numbering, and structure of documents within the NSSC Electronic Library to ensure simplicity of document search and retrieval and meet records retention requirements;
- D. Ensure that electronic systems meet records retention requirements with required metadata to identify records;
- E. Conduct internal reviews and audits of records and provide detailed reports (DRD 2.2-1) with corrective action plans to the Center Records Manager; and
- F. Process records for transfer to Government records storage facilities and for disposal.

In accordance with NASA Forms Management, NPD 1420.1A, as amended, the SP shall provide operational management and support of the NSSC Forms Program including:

- A. Management of the forms warehouse, a component of the official NSSC Electronic Library;
- B. Design, development and maintenance of NSSC electronic forms;
- C. Support for NSSC compliance with NASA forms control, approval, and reporting requirements;
- D. Ensuring access to electronic forms for NSSC personnel; and
- E. Providing level-2 help desk support for NSSC electronic forms.

The SP shall manage physical records retention of NSSC program documents stored in Stennis Space Center's (SSC) Records Retention Facility.

Historically this has included the following actions:

- A. Archiving physical documents in the SSC Records Retention Facility after imaging is complete. When the Master Records Index (MRI) defines the physical document as a record.
- B. Managing access to legacy documents archived in the SSC Records Retention Facility at the time of contract start through the end of their retention.
- C. Retrieving physical documents from the Records Retention Facility as directed by NASA.
- D. Destruction of physical records at the end of their scheduled retention, on receipt of an approved Records Destruction Authorization (RDA).

The SP shall manage physical records retention of NSSC program documents stored in Stennis Space Center's (SSC) Records Retention Facility.

Historically this has included the following actions:

- A. Archiving physical documents in the SSC Records Retention Facility after imaging is complete, when the Master Records Index (MRI) defines the physical document as a record.
- B. Managing access to legacy documents archived in the SSC Records Retention Facility at the time of contract start through the end of their retention.
- C. Retrieving physical documents from the Records Retention Facility as directed by NASA.

- D. Destruction of physical records at the end of their scheduled retention, on receipt of an approved Records Destruction Authorization (RDA).

2.3 Reporting/Information Requests

The SP shall respond to all data calls and requests for reports and information, including scheduled and ad hoc requests, from the COR or NSSC Contracting Officer (CO). Requested reports may contain Controlled Unclassified Information (CUI), NPR 2810.7, as amended. All safeguarding or dissemination controls for unclassified information will be consistent with the CUI Program.

The SP shall notify the COR of requests received from other sources prior to responding to those requests. The SP shall provide support to the NSSC CO and the NSSC Freedom of Information Act (FOIA) Officer by gathering documents for FOIA requests. The SP shall refer any FOIA inquiries that it receives to the NSSC CO and the NSSC FOIA Officer.

2.4 NSSC Site Visits/Inspections

The SP shall support all NSSC site visits and inspections to other NASA Centers and locations when notified by the COR. The SP shall cooperate with visiting Government and contractor personnel conducting official inspection visits, audits and surveys to the NSSC. The SP shall notify the COR of planned visits, investigations, or corrective actions required by Federal, state, and local agencies. The SP shall immediately notify the COR of the unannounced arrival of representatives from any external Federal, state, or local government agency or organization.

2.5 Workload Data Report/Performance Metrics

The SP shall provide and maintain a controlled access, on-line, automated management and work information system(s). This management information system shall reflect the workload expended by the SP to accomplish the requirements of the contract and this PWS. All performance management and reporting shall be in accordance with Government-approved business rules and an electronic library of approved business rules shall be maintained and updated as required. The SP shall prepare and submit a Performance Measurement Plan (DRD 2.5-1). The workload data is contained in Attachment I-21, *Workload Data* and the performance business rules are set forth in Attachment I-26, *Performance Management Business Rules*. The SP shall track all workload data contained in Attachment I-21, *Workload Data* and the data shall be available through the automated management and work information system (DRD 2.5-2). The SP shall provide labor hour data to the government's Invoice Validation Tool. (2.11-4) The NSSC currently uses an internally developed system(s). Additionally, the NSSC utilizes ServiceNow Performance Analytics Dashboard capabilities.

Access to these systems will be defined by the COR. The SP shall provide COR authorized users with electronic access to this system. Access includes the ability to read and download data, and construct and execute ad hoc queries and custom reports with current and historical data. Data shall be compatible with the NASA-STD-2804, "Minimum Interoperability Software Suite" as amended for Microsoft software products. Data shall be current, accurate, and complete.

Emphasis should be placed on the use of dashboards and other automated means of accessing, analyzing, and displaying data.

The SP shall conduct Weekly Status Reviews (WSR) for the Government personnel that cover performance in key operational areas. SP representatives from every functional area are expected to attend the WSR and be prepared to address questions regarding performance issues. Examples of information to be briefed include, but are not limited to: Accounts Payable, Travel, SES Cases, Training Purchases, Grants, SBIRs, and Intelligent Automation Services (IAS). More frequent, service specific operational briefings may be required when new services transition to the NSSC or when other problems arise as defined and/or identified by the CO or COR.

These requirements are based upon the NSSC's goal to be a leader in Information Delivery (sometimes referred to as "Master Data"). By collecting, storing and presenting data on all activities in an electronic, easily accessible and sortable data repository, NSSC customers and stakeholders can obtain real time information to use for a variety of management decisions and the NSSC will become more proficient at predictive analysis and problem prevention.

2.6 Project Management

2.6.1 Reserved

2.6.2 Project Management (Support)

The SP shall provide project management support in developing and maintaining NSSC strategic plans, integrated project schedules, consolidated emergency preparedness plans, and consolidated Business Continuity Plans (BCPs), as required. Work may include developing, maintain, and analyzing integrated schedules for various functional areas in support of projects. The SP shall gather project progress information from project managers and project team members to update and monitor projects, as well as develop progress reports, other schedule/milestone reports, updates against progress, and forecast remaining work schedules. The SP shall support the updating of risks related to schedule and scope impacts.

2.7 Security

NASA will appoint a Civil Servant (CS) as the NSSC Security Coordinator who will be responsible for interfacing with NSSC management, coordinating all NSSC security requirements associated with facility protection and personnel access with the servicing NASA Center Office of Protective Services (OPS), and interfacing with the NSSC SP Security Point of Contact (POC) on matters affecting NSSC SP personnel and operations. The servicing NASA Center OPS will provide all required facility protection and personnel access support. The NSSC security program shall be in compliance with NPR 1600.1A "NASA Security Program Procedural Requirements," NPR 1600.2A, "NASA Classified National Security Information (CNSI)", NPR 1600.3A, "Personnel Security", and NPR 3730.1A, "NASA Suitability Program", as amended. Determinations as to the effectiveness of the NSSC security program will be conducted by the NASA OPS and/or the designated servicing NASA Center OPS.

The SP shall identify a single POC to serve as the interface with the NSSC Security Coordinator. The SP shall provide this information to the COR within ten (10) calendar days of contract award. In the event that the POC must be changed, the SP shall notify the COR of the proposed change no later than fifteen (15) days prior to proceeding with the change.

The SP security POC shall provide all SP onboarding documentation for new SP personnel as required by NPR 1600.1A, "NASA Security Program Procedural Requirements", NPR 1600.3A, "Personnel Security," as amended, and applicable Center OPS requirements.

The SP shall submit a comprehensive IT Security Management Plan with any transformational and innovative proposal that is outside the scope of a NASA approved IT system(s) with an active NASA Authority to Operate (ATO) (DRD 2.7-1).

2.7.1 Physical Security

In accordance with NPR 1620.3B "Physical Security Requirements for NASA Facilities and Property," as amended, physical security requirements necessary to ensure appropriate protection for NSSC personnel, facilities, and information will be established and managed by the NSSC Security Coordinator in conjunction with all applicable Center OPS requirements.

2.7.2 Personnel Security Clearances

In coordination with the NSSC Security Coordinator, SP personnel whose duties require access to Classified National Security Information (CNSI) shall submit requests for security clearances in accordance with the procedural requirements established in Chapter 6, NPR 1600.1A "NASA Security Program Procedural Requirements," and NPR 1600.2A, "NASA Classified National Security Information (CNSI)," as amended. The NASA OPS has final authority when determining an individual's access to CNSI.

2.7.3 Key Control, Media Access and Protection

The SP shall identify a single employee to serve as Key Control POC. The SP shall provide this information to the COR within ten (10) calendar days of contract award. In the event that the POC must change, the SP shall notify the COR of the proposed change no later than fifteen (15) days prior to proceeding with the change. The SP Key Control POC shall be responsible for managing, controlling, and issuing keys to NSSC personnel. This includes interfacing with the SSC locksmith personnel for re-keying or physical core replacement if required.

The SP shall establish and maintain procedures in accordance with NPR 1620.3B "Physical Security Requirements for NASA Facilities and Property," as amended, to ensure that any NSSC access media, such as keys, badges, RSA tokens and pass codes issued to SP employees are not lost, misplaced, or used by unauthorized persons. SP procedures shall include the requirement to maintain current, accurate, comprehensive records that include the following data:

A. The names of individuals to whom access media are assigned; and

B. Access media control numbers.

SP access control records shall be electronically accessible to the COR. The SP shall not duplicate NASA-issued access media without written authorization from the NSSC Security Coordinator. Use of NASA-issued access media is restricted to the SP employees to whom they are issued. The SP shall not permit entrance to controlled or locked areas by any person other than SP personnel engaged in the performance of NSSC work.

The SP shall report any occurrence of lost media or unauthorized access to the NSSC Security Coordinator immediately upon discovery of the loss or unauthorized access. Additionally, for each lost access media occurrence, the SP shall forward a written report to the NSSC Security Coordinator by close of business (COB) the next business day, unless directed to do otherwise by the COR. Lost access media reports shall contain the access media control number, location(s) accessed by the person who lost the access media, date the access media was discovered missing, name of person who signed for the access media, immediate risks and mitigation, and any other relevant details (DRD 2.7-2).

In accordance with NPD 2810.1F, “NASA Information Security Policy”, as amended, the SP shall establish and maintain documented procedures to ensure that NSSC storage media issued to or utilized by SP employees is secured. The Government will provide required information to the SP regarding items issued to contractor personnel under other contracts.

2.7.4 On-Boarding, Departures and Inter-Office Transfers

The SP shall develop processes and associated instructions for SP on-boarding with NSSC IT Security and the IT Asset Manager for all on-boarding, departures, inter-office transfers, and inter-Agency transfers. All NASA Access Management System (NAMS) access rights shall be removed for departing SP personnel. Applicable NAMS access and approval controls (NAMS workflow roles/provisioning) will be modified as needed for inter-office transfers.

2.8 Safety and Occupational Health

The SP shall identify a single employee to serve as the SP Safety POC. The SP shall provide this information to the COR within ten (10) calendar days of contract award. In the event that the POC must change, the SP shall notify the COR of the proposed change no later than fifteen (15) days prior to proceeding with the change.

NASA will appoint a CS as the NSSC Safety Coordinator who will be responsible for interfacing with the designated SP Safety POC regarding safety and occupational health issues that may affect SP personnel and operations. The SP shall conduct all work in a safe manner and in compliance with, at a minimum, Occupational Safety and Health Administration (OSHA) Standards, Environmental Protection Agency (EPA) requirements, and NPR 8715.3B, “NASA General Safety Program Requirements,” as amended. If a safety requirement cannot be met, the SP shall submit a “deviation/waiver” request for approval to the NSSC Safety Coordinator. The SP shall maintain and report to NASA, in accordance with OSHA and NASA documentation requirements, an accurate record of work-related illnesses, accidents, and incidents causing

injury or death and accidents and incidents resulting in damage to government property, supplies, and equipment. All mishap and close call reporting and handling will be conducted in compliance with NPR 8621.1D, "NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping," as amended. The SP shall immediately report to NASA all "Unsafe" or "Unhealthy" conditions within the workplace. The SP shall submit an anomaly report for each major anomaly, in accordance with DRD 2.8-1.

The SP shall establish and maintain an employee safety and health committee that will formally meet on a bi-monthly basis (occurring every two months). The SP Safety Committee will be chaired by the SP Safety POC and minutes of the meetings shall be recorded in accordance with NASA recordkeeping guidelines and shall be considered official records. The primary objective of the SP Safety Committee is to enhance employee safety and health. The personal safety and health of each SP employee is of primary importance and the prevention of occupationally induced injuries and illnesses is the SP Safety Committee's principal purpose. To the greatest degree possible, the SP Safety Committee shall provide SP personnel a method to provide input to ensure all mechanical and physical facilities required for personal safety and health are controlled and maintained in keeping with the highest standards.

In carrying out its primary mission, the SP Safety Committee shall be committed to five basic principles:

- A. Help to formulate and disseminate policies, practices and procedures that promote
- B. Safety and Health at the NSSC;
- C. Consult with the NSSC CS Safety Coordinator on questions or issues concerning safety and health policy, practice or procedure;
- D. Assist the CS and SP management in the planning of corrective actions concerning identified occupational health and safety issues;
- E. Act as a problem-solving group to help with the identification and control of hazards; and
- F. Conduct and document monthly facility safety and health inspections and facilitate actions to resolve those hazards identified as health and safety discrepancies.

For fire safety, the SP shall comply with all applicable Federal, State, and local requirements pertaining to Fire Protection and Life Safety, and NASA Standard (STD) 8719.11, "NASA Safety Standard for Fire Protection."

2.8.1 Disaster Recovery and Emergency Situations

Emergency situations (including, but not limited to, pandemics or disasters of any kind whether natural disasters, accidents, health, or terrorist-related in nature) may necessitate the SP to operate on an extended or curtailed schedule (including days or shifts not normally scheduled), at a different level of service, temporarily at a different location or not at all. This includes changes in security condition levels for the NSSC facilities, which may impact normal operations.

Extreme weather and other hazardous conditions may warrant temporary office evacuation or NSSC building closure. The SP shall respond to extreme weather and other hazardous conditions according to COR direction and shall inform all SP employees of these instructions.

Announcements of facility or Center closures will be made in the following manner:

- A. During Normal Duty Hours, notification will be given through normal chain of management; and
- B. During Non-Duty Hours, notification will be provided through the NASA Emergency Notification System.

Subsequent transmissions of pertinent information or updates concerning building/facility or Center closures will continue utilizing the alert and notification procedures found within NSBCP 1040-0001, “NSSC Business Continuity Plan (BCP)” as amended.

In case of short or long term business interruptions, either planned or unplanned, the SP shall ensure the continued delivery of identified NSSC essential functions and services to the Agency, customers, stakeholders and NSSC personnel following return time objectives documented within the NSSC BCP.

The SP shall identify key employees as essential personnel. According to the type of business interruption or event, these identified essential employees shall report for duty in accordance with the procedures outlined in the NSSC BCP and functional area BCP’s.

Unless directed otherwise by the COR or CO, the SP shall participate in all scheduled and unscheduled building fire drills or other scheduled safety and emergency-training exercises, which may necessitate interrupted services.

The SP shall support all emergency preparedness activities to include disaster recovery planning and execution and contribute to updates of the NSSC BCP and ancillary functional specific BCPs. This will require the SP to closely collaborate with the NSSC in the revision and maintenance of an integrated BCP that helps ensure the safety of SP and NSSC civil service personnel and guarantees continuity of identified NSSC essential functions.

The SP shall support the NSSC management team in disaster recovery activities pertaining to NSSC operations and Agency IT systems, including text exercises in accordance with the NSSC BCP and the NTSS Information Technology Support Disaster Recovery Plan (DRD 2.8-2).

2.8.2 Occupational Health

The SP shall conduct all work in a safe and healthy manner in compliance with, at a minimum, OSHA, Department of Labor of Health and Safety regulations and NASA NPR 1800.1, “NASA Occupational Health Program Procedures,” as amended.

2.9 Risk Management and Mitigation

The SP shall identify and submit risk to the NSSC Risk Manager as part of the NSSC’s Risk Management Plan (DRD 2.9-1), including those for new or revised projects and systems; disaster preparedness; labor relations; loss of skill sets and institutional knowledge to support functional

activities; information systems infra-structure; disruption to current service levels; and the organizational change necessary to implement NSSC's vision for providing outstanding customer service.

2.10 Quality Control

The SP shall establish and conduct a Quality Management System (QMS) for all services provided under this contract that complies with the guidance in ISO 9001:2015 - Quality Management (ISO certification is not required). The SP shall develop a Quality Control Plan that complies with ISO standards. The SP's Quality Control Plan shall be documented in accordance with DRD 2.10-1.

2.11 SP Financial Management

The SP shall submit detailed and accurate invoices in accordance with the clauses contained in this contract. The SP submissions shall include Microsoft Excel versions as well as other software specific and compliant format versions for automatic ingest into the NASA financial system. Immediately following contract award, the SP shall work with the NSSC Budget and Accounting Division (BAD) to ensure all other acceptable formats are agreed upon. The SP shall submit monthly Financial Management Analysis (DRD 2.11-1), an annual Accounting Calendar (DRD 2.11-2), an annual Phased Operating Plan (DRD 2.11-3), and provide data to support the Operational Invoice Validation Data tool (DRD 2.11-4).

2.12 Reserved

2.13 NSSC Customer Support Hours

The SP shall provide the capability to support NASA customers from 8:00 a.m. to 4:30 p.m. Central Time, Monday through Friday. Some activities may require other than normal business hour processing. SP holiday, night, and weekend work shall be performed on an exception basis as extenuating or unique requirements dictate.

2.14 Certifications, Licenses, and Permits

The SP shall obtain all necessary certifications, licenses, and permits required for performance of work and for complying with all applicable Federal, state, and local laws and regulations.

2.15 Environmental Requirements

In accordance with NPR 8500.1C, "NASA Environmental Management System", as amended, the SP shall comply with all Federal statutes and regulations and Executive Orders (EO) including State, and local environmental protection laws, regulations, and standards. The SP shall limit the quantity of hazardous materials (HAZMAT) on-site to the minimal amount necessary for normal business office operations.

2.16 Energy Management

The SP shall comply with the energy efficiency and water conservation goals and requirements of the National Energy Conservation Policy Act 42 USC 8251-8287, as amended by the Energy Policy Act of 2005, and of Executive Order 13123, Greening the Government through Efficient Energy Management, dated June 3, 1999. The SP shall also comply with:

- A. NPD 8500.1C, NASA Environmental Management, as amended
- B. NPR 8530.1B, NASA Sustainable Acquisition, as amended
- C. NPR 8553.1C, NASA Environmental Management System, as amended
- D. NPR 8570.1B, NASA Energy and Water Management System, as amended; and
- E. Presidential Memorandum on Implementation of Energy Savings Projects and Performance-Based Contracting for Energy Savings, dated December 2, 2011.

2.17 Customer Satisfaction

The SP shall employ industry accepted as well as innovative techniques to measure customer satisfaction. The target audience shall be both internal and external NSSC customers. The employed techniques, as approved by the Government, shall enable customer assessment of SP performance with respect to accuracy, timeliness, quality, and overall effectiveness. The SP shall develop and deploy tools to assess the full scope of SP performance. The SP utilized tools/techniques shall facilitate evaluation based on objective as well as subjective criteria. The SP shall develop and submit survey analyses with statistical results as well as discernible trends in customer satisfaction in accordance with the NSSC Survey Plan (NSPLN-1210-0001) and in accordance with DRD 2.17-1. The SP shall provide access to customer survey results as needed for third party independent assessments.

The SP shall respond to Level 2 customer assistance tickets or customer inquiries within 3 business days initiated by the Enterprise Services Center Contractor or internal customer assistance tickets or customer inquiries created by the NTSS contractor/civil servant or NASA customer.

2.18 Emergency Contracting

The SP's obligation may include resolution of unusual or emergency situations. The SP may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize "Emergency Acquisition Flexibilities," are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

2.19 Property and Asset Management

In accordance with NPR 4500.1, "Administration of Property in Custody of Contractors", as amended, the SP shall provide property and asset management of all Government Property

including “IT Seats” provided to the SP during the performance of the contract. IT seat assets are the desktops, laptops, smart phones and other standard IT equipment obtained from the NEST or AEGIS contracts.

Overall Property Custodian and Asset Management responsibilities will be designated to an SP employee (some Property Custodian and Asset Management responsibilities will require on-site performance). The custodian shall be trained in the use of NASA’s Plant Property and Equipment (PP&E) system and ensure users of property are properly identified in the system. The custodian has all responsibilities as identified by NASA policy to ensure Government Property is properly marked. Local PP&E system management is provided by Stennis Space Center (SSC) and the Property Custodian must work closely with the SSC Logistics Management personnel.

The SP shall provide an IT Seat and System Hardware Asset Plan (DRD 2.19-1) to track locations and users of NEST seat assets in the NSSC occupied facilities and all other applicable locations – including “work from anywhere” (where appropriate).

2.20 Reserved

2.21 Customer Relationship Management Support

During contract performance, the NSSC COR, CO, or functional area representative will require Customer Relationship Management Support that shall encompass performing a variety of tasks in support of communication and change management objectives to include, but not limited to:

- A. Perform daily quality check of websites, run broken link reports, and make necessary web content edits
- B. Provide document review and coordination, including editing style, format, clarity, and grammar
- C. Use data analysis to forecast communications needs and create communications
- D. Manage ServiceNow inboxes for Strategic Integration and Communications Division (SIC) support
- E. Perform monthly web reporting
- F. Develop ad hoc communications products
- G. Provide graphics and video editing support (e.g., Adobe Creative Suite knowledge)
- H. Conduct events planning and duties necessary to execute NSSC ceremonies, events, speeches, etc. (some events will require on-site performance)
- I. Create and distribute a monthly newsletter
- J. Design, print, and hang posters

2.22 Support Operations Directorate (SOD) Support

During contract performance, the NSSC will issue a task order for facility and space management responsibilities to the SP via the CO. The SP shall be prepared to accommodate this request with appropriate notice.

Support for Facility and Space Management includes but is not limited to:

- A. Facility maintenance work order support;
- B. Workspace reconfiguration;
- C. Furniture request and ordering support;
- D. Custodial oversight and quality control;
- E. Grounds oversight and quality control; and
- F. Key Control

2.23 Reserved

2.24 New Business Support

The SP shall provide support to the NSSC's efforts to explore new business opportunities and attract new NASA customers and services. Support shall include, but is not limited to:

- A. Identifying new NASA services that could be transitioned to the NSSC;
- B. Developing business cases, cost and time estimates to support such new opportunities;
- C. Establishing transition strategies that address processes, metrics, timelines and information technology requirements; and
- D. Implementing innovative service delivery approaches that limit Government investment and application and infrastructure costs.
- E. Providing temporary or short-term functional support necessary to implement or transition a new activity within a Fixed Unit Price (FUP) Transactional Service.

2.25 Print and Copy

The SP shall comply with the printing, duplicating, scanning, and copying/printing requirements in NPD 1490.1, "Printing, Duplicating, and Copying Management," as amended.

2.26 Waste Management

The SP shall comply with the waste prevention and recycling guidelines in Executive Order 13101, "Greening the Government through Waste Prevention, Recycling, and Federal Acquisition."

2.27 Reserved

2.28 Office of Diversity and Equal Opportunity Support

The Service Provider shall provide resources necessary to meet the planning and execution of a broad variety of equal employment opportunity (EEO) and DEIA functions at the combined NASA Stennis Space Center (SSC) and the NASA Shared Services Center (NSSC) Office of Diversity and Equal Opportunity (ODEO).

- A. The SP shall provide word processing, computer applications, office organization, graphic presentations, and record keeping to meet one-time or ongoing organizational requirements.
- B. The SP shall provide clerical services to include but not limited to preparing letters, reports, presentations, agendas, and meeting notices in accordance with NPR 1450.10 as amended, analyzing data and coordinating applicable IT requirements. These clerical services will require use of Microsoft Office Suite, Adobe Creative Suite, or other similar software.
- C. The SP shall use workforce data to prepare EEO and diversity related studies, reports and presentations.
- D. The SP shall attend all special emphasis program meetings and compose related meeting minutes, as well as coordinate logistics for events.
- E. The SP shall review and update SSC/NSS ODEO webpage content.
- F. The SP shall apply the principles of Federal EEO law, regulations, and policies. Use this knowledge to assist in a variety of EEO matters. Prepare EEO complaint records and files, respond to inquiries, and similar duties.
- G. The SP shall support the disability program and reasonable accommodation program.
- H. The SP shall align duty hours to include ODEO core office hours of 9:00 a.m. to 3:00 p.m.

2.29 Integration

2.29.1 NTSS Integration Requirements with Other Contractors

To effectively support NASA the SP shall at a minimum, implement Associate Contract Agreements (ACA) with the NASA Enterprise IT Services Contractors, the NSSC's ESC Contractor, and other Contractors listed in Model Contract Section 6.9, to ensure continuity of service and provide transparency to the NASA customer with defined Service Level Agreements.

The SP shall integrate NTSS contract services across a variety of NASA Enterprise contracts. Success of the NTSS Contract is dependent upon the ability of the NTSS SP to work within, and across, independent service contracts to ensure a seamless service delivery environment and capability across NASA. The primary points of integration are with NASA's Enterprise IT Services Contracts and the NSSC's Enterprise Service Center (ESC) contract (referenced below).

Enterprise Applications Service Technologies 2 (EAST 2)

The EAST-2 contract provides support of existing operational applications and systems, as well as improvements and additions to existing capabilities. The EAST 2 contract period of performance end date is currently June 30, 2023. (Note: There is a potential for this contract to be extended which could then overlap with performance under NTSS.)

NASA Consolidated Applications and Platform Services (NCAPS)

The NCAPS Contract will provide enterprise IT and related services to NASA. These services include information security; application, web, and platform services; information and data

analytics; IT services for automation; and IT innovation. (Note: NCAPS is currently under solicitation and will be the follow-on contract to EAST 2. Estimated contract performance start date is July 1, 2023.)

Advanced Enterprise Global Information Technology Solutions (AEGIS)

AEGIS provides communications infrastructure that encompasses both wide-area and center local-area networks while supporting cybersecurity, collaboration tools, emergency and early warning systems, telephony, cabling, and radio systems.

Cybersecurity and Privacy Enterprise Solutions and Services (CyPrESS)

The CyPrESS Contract provides cybersecurity and privacy enterprise solutions and services, as well as other related IT security services, for NASA.

Enterprise Multimedia and Integrated Technical Services (eMITS)

The eMITS contract provides a comprehensive enterprise solution for NASA Office of the Chief Information Officer (OCIO) and Office of Communications (OCOMM) Information Technology (IT) management, multimedia, and communications services within the Agency.

NASA End-user Services & Technologies (NEST)

The NEST contract provides the following services to NASA:
End-User Compute Device Management, End-User Software Management, Mobile Device Management, Print Device Management, Messaging/Collaboration, Infrastructure Services, Enterprise Service Desk (ESD), Local Service Desks, End-User Standards, and IT Security.

NSSC's Enterprise Service Center (ESC)

The ESC will provide Enterprise Service Desk (ESD), Customer Contact Center (CCC), Document Imaging (DI), and Mailroom services to NASA and the NSSC. (The ESC Contract is scheduled to be in place with a period of performance start date of October 1, 2023).

The ESD serves as the single point of entry for all NASA IT customers as well as some Center/Mission Directorate specific services. The ESC Contractor will staff the ESD to receive and respond to customer inquiries made via Tier 0/Tier 1, existing telephone (1-877-NSSC123), and email (nasa-esd@mail.nasa.gov).

The NSSC's CCC serves as the primary point of entry for all non-IT NASA customers including some Center/Mission Directorate customers. These NASA customers, NASA employees, and other customers seek information, guidance, and actions for matters relating to Financial Management (FM), Human Resources (HR), Procurement (PR), Agency Business Services (ABS), and Intelligent Automation Services (IAS). CCC personnel utilize Knowledge Articles prepared by NSSC personnel (NTSS Service Provider or Civil Servant) and shall use knowledge-based tools to accurately respond to and resolve routine customer inquiries at initial contact.

Customer contacts that cannot be resolved at Tier 1 will be elevated to Level 2 (NTSS Service Provider).

The NSSC's DI service documents all incoming NSSC correspondence, initiates storage of documents, and provides other in-scope document imaging services for NASA customers.

The NSSC's Mailroom services provide incoming and outgoing mail and parcel services for the NSSC.

2.29.2 Knowledge Article Support

The contractor shall provide Content/Knowledge Management support for the Enterprise Service Center (ESC) Contract and maintain and update Tier 0/1 KAs in the existing NSSC knowledge base(s) within ServiceNow and provide the following support:

- A. Create, review, maintain, and monitor KAs required for NSSC's Customer Contact Center (CCC) Tier 0/1 troubleshooting, First Contact Resolution (FCR), and Self-Help.
- B. Ensure KAs are quickly identified and created to support a seamless transition from project state to production as a part of the contractor's participation in project initiatives.
- C. Coordinate with service offices and other contractors to ensure the accuracy of provided KA content for services as they relate to services provided by other NASA contractors.
- D. Ensure all contractor staff are cross-trained to a level of knowledge required to support service requests and incidents when necessary.
- E. Manage KAs in accordance NSCG-2800-0013, "Incident and Knowledge Management" (see attachment I-22, References).
- F. Ensure that authorized users provisioned through the NASA Access Management System (NAMS) will be able to create, modify and retire knowledge articles in the ServiceNow Platform to provide scripted fixes for common user incidents and information on services.

Historically updates are based on continuous research, call trends, transitions of new business, collaboration with internal/external contractors, and recommended changes to KAs from NASA and NSSC functional areas. When no KAs are available for a given contact, the contractor shall create one or contact the appropriate NASA representative to initiate one.

3.0 Performance Requirement and Objectives

3.1 Financial Management Services

The SP shall support Financial Management Services (FMS) including Accounts Payable, Accounts Receivable, Fund Balance with Treasury (FBwT), and Travel Services for each of the NASA Centers and Headquarters (HQ) including Extended Temporary Duty (ETDY) Assistance and Relocation Services.

The SP shall develop and maintain appropriate internal controls based on Generally Accepted Accounting Principles, Federal regulation, and NASA policy; collect information, reconcile data, and provide support to respond to requests; perform periodic reconciliations as required by NASA policy and procedures; prepare financial reports; prepare audit documentation in support of various internal and external audits; and perform fiscal year-end and new-year activities.

The SP shall develop, update and maintain all business rules, Service Delivery Guides (SDG), Work Instructions, Knowledge Articles, customer guides, robotics process automation procedural requirements and other process related documentation to ensure they are consistently current and the SP Shall inform Civil Servant (CS) immediately of any deviations from processes not outlined in the SDGs, desk guides and/or work instructions (DRD 3.0-1).

The SP shall provide FM Management Reports (DRD 3.1-1).

The SP shall prepare and submit Continuous Monitoring Program (CMP) Reports to NASA for approval (DRD 3.1-2); prepare other agency level and internal reports as specified in the FM sub-sections.

Overall support of FM has historically included:

- A. Support Agency and Federal meetings, telecoms and improvement initiatives, assessments, audits or projects, and act as the subject matter expert in support of these tasks.
- B. Support records retention efforts.
- C. Assume NSSC Treasury System Administrator (TSA) role to manage and support NSSC personnel's access to non-NSSC financial application/tools utilized by the NSSC (DRD 3.1-3).
- D. Recommend and implement process improvements, customer service enhancements, innovation and/or other automations to streamline processes and increase customer and stakeholder satisfaction for all FM services.
- E. Develop, update, and maintain process related documentation, ensuring it is updated timely to reflect process/policy/regulation changes.
- F. Develop and document technical and procedural requirements for any Intelligent Automation Service (IAS) and/or Robotic Process Automation (RPA) initiatives. Institute review procedures to ensure automations are reliable and well-designed.
- G. Review and validate component systems for appropriate access controls.
- H. Evaluate and respond to survey feedback by developing and implementing timely and effective actions to address customer concerns, issues, and topics to increase customer satisfaction.
- I. Utilize the applicable work ticket system for internal NSSC tasks as well as request to the APS.

3.1.1 Accounts Payable

The SP shall process all invoices (including error detection) in accordance with Federal regulations and NASA Policy as stated in Attachment I-25, IT Systems and Applications.

The SP shall provide voucher examination and payment services including assembling, reviewing, processing (including error detection/correction), recording, reporting, escalating and reconciling commercial and government invoices, centrally billed accounts (CBA) invoices (excludes reconciling) and government purchase card invoices.

The SP shall process payables from the receipt of the initial invoice to payment based on acceptance by NASA CS.

The SP shall submit all documents to NASA certifying officials for approval after coordination of Center functions.

This has historically included:

- A. Review all documents for funds availability, regulatory requirements, accuracy, and completeness. Route for required items (cost, funding, goods receipt, approval);
- B. Validate invoices for simplified acquisitions, contracts, and other payables in the applicable financial system;
- C. Validate invoices received from the purchase card provider against Purchase Card (P- card) financial system generated invoices; validate reconciliations submitted by Center P- Card points of contact (POC) and post phantom credits as needed;
- D. Perform Contract Line Item Number (CLIN) validation, as required;
- E. Validate reconciliation files received from the Centers/NSSC CS for the travel centrally billed accounts against financial system generated invoice postings;
- F. Confirm two-way and three-way match (purchase order/contract, invoice and acceptance);
- G. Process payments in accordance with Federal regulations including Prompt Payment Act criteria and NASA policy and procedures for certifying officers to approve;
- H. Process Intra-governmental Payment and Collection (IPAC) transactions;
- I. Process interest and penalty payments and discounts in accordance with Federal regulations including Prompt Payment Act criteria and NASA policy and procedures;
- J. Receive financial invoices and outside buyer transactions from NASA Centers and process payments accordingly;
- K. Return invoices to vendors with explanations when invoices are rejected or not in compliance with the Prompt Payment rule and cannot be resolved within timeframe designated within the Prompt Payment Act;
- L. Review, track, and correct disbursement errors;
- M. Correct and resubmit rejected payment transactions in the accounting system;
- N. Investigate and respond to cancelled payment inquiries, resubmit cancelled payments and returned electronic fund payments when necessary;
- O. Credit and reissue payments;
- P. Process disbursements into NASA's applicable financial systems;
- Q. Track invoice and payment reversals made to correct errors in the financial system.
- R. Process contract closeout final payments and coordinate with NSSC Accounts Receivable as required to post refunds received (credit memos) to the correct fiscal year and appropriation data;
- S. Initiate all accounts receivable billing for over-payments and collections;
- T. Input payments into the Treasury payment system;

- U. Investigate and resolve payment variances;
- V. Prepare, generate, and mail from an on-site location Internal Revenue Service (IRS) 1099s based on U.S. Treasury regulations and NASA policies, procedures and deadlines;
- W. Route all IRS Notices of Levy to CS team for processing
- X. Reissue limited pay ability checks per U.S. Treasury regulations;
- Y. Initiate corrective action to resolve accounts payable questions and problems;
- Z. Prepare and submit Accounts Payable Payments Reports (DRD 3.1-1)
- AA. Prepare and submit Interest Paid and Discounts Earned Reports (DRD 3.1-1)
- BB. Prepare Quarterly Report on International Transactions of the Federal Government (DRD 3.1-5);
- CC. Prepare Monthly General Services Administration (GSA) Transportation Vouchers for Post Payment Audit (DRD 3.1-18), and Monthly Excluded Party List System (EPLS) (DRD 3.1-19) reports;
- DD. Coordinate with APS, vendors and recipients as appropriate to maintain Accounts Payable Master Data in the financial system;
- EE. Assist the NSSC Finance and Procurement Offices and Center Procurement Offices on Quarterly Unliquidated Obligations reviews, annual certification processes, and Prompt Payment Compliance;
- FF. Process payments outside of the Prompt Payment Act when instructed in writing by a designated NASA CS official. (E.g., early payment for a small business company.) Subsequent, written correspondence shall be retained for audit review
- GG. Process payment of awards for non-NASA personnel.
- HH. Process Royalty payments
- II. Process Inventions and Contributions Board (ICB) payments
- JJ. Reconcile awards and validate postings as needed.
- KK. Perform, track and maintain daily escalation of outstanding invoices to help ensure on-time payments and provide management reports as needed.
- LL. Process Working Capital Fund advances and liquidations

3.1.1.1 Grant/Contract Advance/Standard Form (SF) 425 Payables

The SP shall process grant/contract advance payments from the establishment of recipient to the validation of the automated posting from the Department of Health and Human Services (DHHS) system into NASA's financial system (or corrective action for any failed automated posting), and the validation of final SF 425 submissions from the recipients.

This has historically included:

- A. Reconcile final SF 425 submissions from recipient and report any unresolved issues to NASA (DRD 3.1-20);
- B. Provide instructions and guidance to all grantees/recipients on procedures for receiving advance payments within five workdays of notification of a new award/recipient;
- C. Assign award numbers to new recipients;
- D. Resolve payment issues. Initiate an accounts receivable billing for over-payments and collections;

- E. Reconcile drawdowns monthly to ensure the amounts have been posted to proper Standard General Ledger (SGL) accounts for advance payments and drawdowns;
- F. Ensure that outstanding funds on completed grants/contract awards are reclassified as Accounts Receivables and are collected based on the Debt Collection Improvement Act;
- G. Post transactions to the appropriate NASA financial system. Reconcile variances and report all unresolved issues to NASA;
- H. Notify/provide concurrence to DHHS to block sub-accounts in the system as required;
- I. Notify appropriate designated NASA CS official(s) of drawdowns that have occurred on expired grant accounts upon notification from DHHS and communicate decision on subsequent action to release or reject the payment to DHHS;
- J. Receive and process DHHS Payment Management System (PMS) funds through Intragovernmental Payment and Collection into appropriate SGL accounts;
- K. Perform in the capacity of liaison between Grantee, DHHS/PMS and Procurement as required; and
- L. Provide access to monthly Grant CMP reports to NSSC Procurement in order for them to meet Grants and Cooperative Agreement Manual (GCAM) requirement to prepare the quarterly SF 425 status report and forward to the designated Grants Officer.

3.1.2 Accounts Receivable

The SP shall process accounts receivable transactions.

The SP shall use all existing NASA systems in operation as stated in Attachment I-25, *IT Systems and Applications*.

The SP shall provide billing, collection, customer follow-up, research, and closeout services for reimbursable and non-reimbursable accounts receivable.

This has historically included:

- A. Establish accounts receivables in the appropriate NASA financial system as necessary for incurred debt;
- B. Update and maintain customer master data in the appropriate NASA financial system for non-reimbursable customers;
- C. Create customer master data files in the appropriate NASA financial system for NSSC Budget and Accounting Division (BAD) Federal customers (e.g., ZFED);
- D. Validate accounts receivable and make adjustments as provided by NASA CS;
- E. Validate the accounts receivable SGL accounts and the supporting subsidiary accounts per NASA policies and procedures;
- F. Ensure that accounts receivable account reconciliations are in balance and all variances are reported to NASA CS;
- G. Properly age accounts receivable per NASA policies and procedures;
- H. Process and mail from an on-site location delinquent debt (dunning) including computation of interest, penalty, and any other administrative fees on all delinquent bills;
- I. Provide guidance to customers on Installment Payment Plans and submitting the Personal Financial Statement as well as all required supporting documentation;

- J. Process Installment Payment Plans which includes creating promissory note template, the Automated Clearing House form if required by the customer, and entry of the recurring payments in the Pay.gov system as necessary;
- K. Follow-up on delinquent debt of Federal customers;
- L. Validate status of aged employee debt held at Department of Interior (DOI) and coordinate with parties as necessary;
- M. Process and record applicable collections in the financial system;
- N. Receive, research, and identify the appropriate Center for cash, check and other electronic deposits;
- O. Identify checks that cannot be deposited per NASA regulations and notify CS accordingly;
- P. Liquidate reimbursable advances monthly based on cost billed in the financial system;
- Q. Generate monthly bills of collection after Centers have posted cost and made their adjustments in accordance with the Office of the Chief Financial Officer (OCFO) Monthly Processing Calendar;
- R. Write off delinquent debt in the financial system and submit debt to Treasury's Debt Management Services (DMS) within the same month;
- S. Compile required information for 1099s, when debt is written off and/or compromised, and forward to Accounts payable for 1099 issuance;
- T. Prepare IRS W9s as requested by customers;
- U. Process the write-off of uncollectible debts;
- V. Process IPAC funds to and from customers;
- W. Contact customer to determine why IPAC transactions rejected if explanation is not listed on the invoice;
- X. Provide documentation for rescheduling of customer debts, and disputes;
- Y. Prepare and submit Treasury Report on Receivables (TROR) Due from the Public / Accounts Receivable Transferred to U.S. Treasury Report (DRD 3.1-5);
- Z. Process Accounts Receivable customer refunds;
- AA. Post refunds received (Credit Memos) to correct appropriation, coordinate with Accounts Payable and Travel;
- BB. Process limited payability as appropriate;
- CC. Submit breakdown of costs and copies of bills to customers upon request;
- DD. Initiate action and provide appropriate documentation to DOI to collect accounts receivable from employees (such as collection of travel advance made through payroll deductions);
- EE. Initiate "Friendly Reminders" as approved by NASA CS to NASA employees with delinquent debt;
- FF. Distribute copies of customer payments upon customer request;
- GG. Address and provide customer with instructions to make electronic payments;
- HH. Process returned collections;
- II. Compute, park, route for approval, and post journal vouchers in the financial system as necessary; and
- JJ. Compute, park and route source entries in the financial system as necessary.

The SP shall provide AR liaison support activities.

This has historically included:

- A. Compile complete Debt Waiver and Debt Hearing packages and route for CS review. Track through the entire process until all necessary signatures and approvals/denials are obtained. Notify requestor of the final decision.

3.1.3 Reserved

3.1.4 FBwT and FMS 224/Reconciliation and Reporting

The SP shall process Agency FBwT and Financial Management Services (FMS) 224 Statement of Transaction/Reconciliation and Reporting transactions in accordance with Federal Regulations and NASA Policy and DRD 3.1-6.

The SP shall use all existing NASA systems in operation as stated in Attachment I-25, *IT Systems and Applications*.

The SP shall escalate to CS all FBwT differences greater than or equal to 6 business days old.

This has historically included:

- A. Daily-download and compile appropriate accounting system and Treasury reports in the current Agency reconciliation tool resulting in a daily FBwT reconciliation;
- B. Daily-identify and research all Statement of Differences variances, update the current Statement of Differences documents, and post to the Web;
- C. Periodically perform other reconciliations as needed, e.g., the Labor/DOI Labor Cost Voucher and DHHS/Letter of Credit;
- D. Monthly, prepare and submit for CS review and approval, the FMS 224 package and Treasury Account Symbol (TAS) / Business Event Type Code (BETC) reclassifications in the proper Treasury format, including all relevant supporting documentation, and then transmit the approved FMS 224. These must be completed as preliminary on the second business day of the month and in final form on the third business day of the month;
- E. Compile various month end internal and external reports with supporting documentation and submit data for review and approval. Volume of reports includes one per month per Agency Location Code (ALC). Reports include the FMS 224 package;
- F. Distribute various reports to Centers as necessary; e.g., the mid-month differences report;
- G. Compile and maintain all supporting documentation in accordance with Federal and Agency regulations; and file in official NASA archiving system;
- H. Support internal and external audits and reviews by compiling documents and data.
- I. Perform daily escalation of outstanding FBwT differences to CS; and
- J. Monitor Disbursement in Transit (DIT) transactions and coordinate with the APS to resolve unconfirmed payments.

3.1.5 Travel Services

The SP shall process all NASA Travel transactions in accordance with Federal regulations and NASA policy.

The SP shall use all existing NASA systems in operation as stated in Attachment I-25, *IT Systems and Applications*.

The SP shall provide travel support services for the preparation of Extended TDY and change of station travel authorizations and vouchers as well as travel reimbursement services for all authorized Agency travel, including domestic, foreign, local, extended temporary duty and change of station.

The SP shall use the Agency's electronic travel system.

The SP shall use the relocation software for change of station moves, including the calculation of total travel cost estimates.

The SP shall calculate, deduct and report applicable taxes for taxable payments. including preparing, submitting, and mailing from an on-site location IRS Form W-2 for non-NASA travelers.

The SP shall submit a quarterly report on International Transactions of the Federal Government (DRD 3.1-4), Bi-Annual review of Change of Station open obligations (DRD 3.1-15) and a monthly report of un-liquidated obligations for completed travel for all travel services (DRD 3.1-8).

The SP shall compile and submit Agency travel reports pursuant to DRDs 3.1-10 through 3.1-14.

3.1.5.1 Domestic Travel Payments

The SP shall process domestic travel vouchers, in accordance with Federal regulations and NASA policy, for all authorized NASA travel from receipt of the voucher to final payment. A NASA CS Certifying Official will certify final payment.

This has historically included:

- A. Utilize NASA's travel system to examine domestic travel vouchers and payments;
- B. Provide final approval of travel vouchers for subsequent processing into the financial system;
- C. Statistically sample and examine for accuracy electronic domestic travel vouchers;
- D. Inform travelers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims;
- E. Initiate an accounts receivable billing for over-payments;
- F. Provide responses to employees/Centers on disputed audit results;
- G. Notify the traveler of any additional information that may be required to process the travel voucher;
- H. Inform travelers via automated steps in ServiceNow to submit receipts for vouchers that are selected for statistical sampling and validate the vouchers;
- I. Review and reconcile outstanding travel advances;
- J. Review and reconcile outstanding un-liquidated travel obligations;

- K. Compile and provide monthly travel debts \$75 and under requiring write-off and quarterly presentation (DRD 3.1-17);
- L. Submit reports of un-liquidated travel obligations for completed travel to the government personnel for de-obligation (DRD 3.1-8); and
- M. Contact each NASA Center when additional funds are needed to process travel payments.

The SP shall compile and submit Agency travel reports pursuant to DRDs 3.1-10 through 3.1-14. This includes the following reports:

- A. OGE Form 1353 -Non-Federal Source Payment Travel Report; Semi-Annual (DRD 3.1-10)
- B. Officials-in-Charge (OIC) Report; Annual (DRD 3.1-11)
- C. Premium Class Travel Report; Quarterly and Annual (DRD 3.1-12)
- D. Self-Approver Travel Report; AdHoc
- E. Travel Reporting Information Profile (TRIP) Report; Annual (DRD 3.1-13)
- F. China Authorizations Report – Quarterly (DRD 3.1-14)

3.1.5.2 Change of Station (COS) Travel Payments

The SP shall examine and prepare change of station travel vouchers for payment in accordance with Federal regulations and NASA policy.

The SP shall input vouchers in the financial system. A NASA CS Certifying Official will certify final payment.

The SP shall calculate and process the following types of vouchers:

- A. Enroute travel;
- B. House hunting trip;
- C. Real Estate related expenses (Sale, Purchase, Lease Break, and Property Management);
- D. Home Marketing Incentive (HMI) payments;
- E. Transportation and storage of household goods;
- F. Temporary quarters subsistence expenses Continental United States (CONUS);
- G. Temporary quarters subsistence allowance Outside Continental United States (OCONUS);
- H. Miscellaneous expense allowance; and
- I. Relocation Income Tax Allowance (RITA).

This has historically included:

- A. Examine travel vouchers and validate expenses claimed;
- B. Inform the employee of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims;
- C. Initiate an accounts receivable billing for over-payments or for traveler taxes due;
- D. Provide assistance to the employee regarding completion of reimbursement claim forms;
- E. Validate employee's banking information for direct deposit;
- F. Calculate, deduct and report applicable taxes;

- G. Review outstanding un-liquidated travel obligations in the financial system and reconcile the COS system (mLINQ) to actual payments in SAP;
- H. Process requests for travel advances and forward to the NASA Authorizing Official for approval;
- I. Prepare Payment Proposals within the financial system after NASA audit;
- J. Inform the traveler of payment rejections as well as additional information needed to process the reimbursements;
- K. Conduct quarterly review of open obligations against the Relocation Contract; submit open list of travelers to the Relocation SP for review; review relocation files to suggest de-obligations from the relocations contract; obtain approval of recommendations from NSSC Travel POC and submit approved recommendations for de-obligation to the respective Centers (DRD 3.1-7);
- L. Conduct a bi-annual review of all outstanding entitlements to validate status and notify the employee of remaining outstanding entitlements (DRD 3.1-15) and mail from an on-site location; (this requires on-site performance);
- M. Conduct an end-of-year review of paid vouchers to validate the amount of applicable taxes charged to the employee for W-2 submission;
- N. Conduct annual review of the real estate entitlements for the previous twelve months to establish the methodology for estimating real estate entitlements for the upcoming year (DRD 3.1-9);
- O. T-block vendors in the financial system as required for treasury cancellations;
- P. Process requests to open expired funds via FSCATT system when needed;
- Q. Reconcile the monthly Centrally Billed Account billing statement, review the travel record, verify the availability of funds in the financial system, and create a spreadsheet providing funding information;
- R. Prepare tax information for the payroll system;
- S. Assist IT with COS system administrative functions including loading and testing monthly per diem rates, new versions, and hotfixes; and
- T. Report and validate all COS RITA Vouchers. Maintain list of travelers required to file annual RITA vouchers and notify them of their requirement to file. If vouchers are not submitted by due date, send written notification (email) with 60 day warning or a bill of collection will be issued. Issue bills for outstanding RITA vouchers at the 60 day warning mark (DRD 3.1-16).

3.1.5.3 Foreign Travel Payments

The SP shall process foreign travel vouchers, in accordance with Federal regulations and NASA policy, for all authorized NASA travel from receipt of the voucher to final payment. A NASA Certifying Official will certify final payment.

This has historically included:

- A. Utilize NASA's travel system to examine foreign TDY and ETDY travel reimbursements;
- B. Provide final approval for travel vouchers for subsequent processing in the financial system;

- C. Retain vouchers and supporting documentation in accordance with GAO regulations and NASA policies and procedures;
- D. Examine, validate, and compute all foreign vouchers prior to disbursement;
- E. Inform travelers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve all disputed claims;
- F. Initiate an accounts receivable billing for over-payments;
- G. Notify the traveler of any additional information that may be required to process the travel voucher;
- H. Calculate, deduct and report applicable taxes for taxable payments, including those to be reported on IRS Form W-2. Provide information to SP Payroll;
- I. Contact each NASA Center when additional funds are needed to process travel payments;
- J. Review and reconcile outstanding un-liquidated travel obligations;
- K. Provide responses to employees/Centers on disputed audit results;
- L. Inform the employee of payment rejections as well as additional information needed to re-process reimbursements; and
- M. Prepare and submit a Quarterly Report on International Transactions of the Federal Government (DRD 3.1-4).

3.1.5.4 Extended TDY Travel Payment

The SP shall process extended TDY travel vouchers, in accordance with Federal regulations and NASA policy, for all authorized NASA travel from receipt of the voucher to final payment. A NASA Certifying Official will certify final payment.

This has historically included:

- A. Utilize NASA's travel system to examine and review extended temporary duty vouchers prior to reimbursement;
- B. Provide final approval for travel vouchers for subsequent processing in the financial system;
- C. Retain vouchers and supporting documentation in accordance with GAO regulations and NASA policies and procedures;
- D. Examine, validate, and compute all extended temporary duty vouchers prior to disbursement, including interim expense reports, nested and secondary trips;
- E. Inform customers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims;
- F. Initiate an accounts receivable billing for over-payments and taxes not withheld;
- G. Notify the employee of any additional information that may be required to process the travel voucher;
- H. Inform the employee to submit missing required receipts;
- I. Calculate, deduct and report applicable taxes;
- J. Contact each NASA Center when additional funds are needed to process travel payments;
- K. Provide responses to employees/Centers on disputed audit results;
- L. Review and reconcile outstanding un-liquidated travel obligations;
- M. Inform the employee of payment rejections as well as additional information needed to re-process reimbursements; and

- N. Report and validate all ETDY Tax Reimbursement Allowance (ETTRA) vouchers (DRD 3.1-16).

3.1.5.5 Reserved

3.1.5.6 Extended TDY Travel Authorization and Voucher Preparation

The SP shall act as the dedicated ETDY Caseworker, with in-depth knowledge of ETDY, and prepare/amend ETDY travel authorizations and vouchers for NASA in accordance with Federal regulations and NASA policy.

The SP shall provide dedicated expert guidance and focus direct assistance to NASA travelers in support of the ETDY travel, along with facilitating and support of the associated administrative processes.

The SP shall create Travel Authorizations and Travel Vouchers in the electronic travel system (ETS) in preparation for NASA Authorizing Officials approval, to include foreign and domestic ETDY, and nested and secondary trips.

The SP shall provide counseling services to NASA travelers who will be performing extended temporary duty assignments of more than thirty (30) days.

This has historically included:

- A. Receive and process ETDY Authorization and voucher preparation forms from NASA Centers and travelers. Review, monitor and track documents to ensure completeness and accuracy;
- B. Monitor un-submitted ETDY travel vouchers and coordinate submission of the voucher with the ETDY traveler;
- C. Prepare/amend ETDY travel authorizations and vouchers in compliance with Federal Travel Regulations and Agency Policy;
- D. Act as a travel arranger by making airline, rail, hotel, and rental car reservations using the Online Booking Engine within the Electronic Travel System (ETS);
- E. Prepare cost comparisons when the mode of transportation is not the government's preferred method of travel;
- F. Obtain and coordinate supporting documentation including the Official In Charge approval document and other various documents and create the Travel Authorization in the ETS;
- G. Provide clarification of authorized reimbursements to NASA employees;
- H. Utilize the ETS to estimate total travel costs for all travel authorizations;
- I. Retain travel authorizations and supporting documentation in accordance with GAO regulations and NASA policies and procedures;
- J. Notify the Center or traveler, as appropriate, of any additional information or documentation that may be required to process the travel authorization or voucher;
- K. Track utilization and cost of ETDY travel authorizations by Center;
- L. Perform ETDY/TDY/PCS/TCS calculations to be used for cost comparisons; and
- M. Provide daily un-ticketed ETDY anticipated authorization report.

3.1.5.7 Reserved

3.1.6 Reserved

3.1.7 Reserved

3.1.8 Permanent Change of Station (PCS) Temporary Change of Station (TCS) Relocation Support

The SP shall facilitate and support the administrative processes for new hire/transferee relocation services, in accordance with Federal regulations and NASA policy, by providing direct assistance for PCS and TCS activities.

The SP shall process travel authorizations in accordance with the Federal Travel Regulations, NPR 9760.1 and IRS Publication 521.

The SP shall create the Travel Authorization packet and forward to a NASA Authorizing Official for approval. NASA will create the funds commitment document for all authorized entitlements.

The SP shall process the following types of travel authorizations:

- A. Permanent Change of Station (PCS);
- B. Temporary Change of Station (TCS);
- C. Overseas Tour Renewal Agreements (OTRAT);
- D. Senior Executive Service (SES) Last Move Home;
- E. Education Travel;
- F. Limited Relocation Intragovernmental Personnel Act (IPA); and
- G. Emergency Travel.

This has historically included:

- A. Receive and process Relocation Authorization Webforms from NASA Centers. Review, monitor and track document to ensure completeness and accuracy. Obtain employee signed Offer Letter, or other allowed backup document, and assign Travel Authorization Number;
- B. Provide clarification of relocation entitlements to transferring and prospective NASA employees. Excludes Relocation SP specific requirements regarding Guaranteed Home Sale (GHS) program and Move Management Services;
- C. Distribute and monitor all change of station documentation provided by the Relocation SP and in support of the relocation function; verify approved documents are delivered to appropriate parties and retained by NSSC;
- D. Assist Relocation Services SP COR in reviewing and auditing invoices for consistency of billing before forwarding invoices to appropriate authority for payment;
- E. Provide technical support, knowledge and expertise to assist government personnel in monitoring the quality of all services provided by the Relocation SP;

- F. Utilize the automated travel system to estimate total travel costs for all travel authorizations;
- G. Retain travel authorizations and supporting documentation in accordance with GAO regulations and NASA policies and procedures;
- H. Notify the Relocation SP, traveler or Center, as appropriate, of any additional information or documentation that may be required to process the travel authorization;
- I. Track utilization and cost of Change of Station travel orders by Center; and
- J. Perform PCS/TCS calculations to be used for cost comparisons.

3.1.9 Reserved

3.1.10 Reserved

3.1.11 Reserved

3.1.12 NSSC Travel Authorization/Voucher Support

The SP shall prepare/amend domestic, foreign, local and extended temporary duty travel authorizations for NSSC; guidance and assistance will also be provided to NSSC travelers in the preparation of travel vouchers.

The SP shall provide the following activities:

- A. Prepare/amend NSSC travel authorizations - in compliance with Federal Travel Regulations and Agency Policy;
- B. Make reservations for airline, rail, hotel, and rental car using the Online Booking Engine within the Electronic Travel System (ETS);
- C. Prepare cost comparisons when the mode of transportation is not the government's preferred method of travel; and
- D. Provide NSSC travelers with guidance and assistance in preparing travel vouchers, as requested.

3.1.13 Reserved

3.2 Human Resources Services

The SP shall provide Human Resources (HR) Services for in-processing, personnel action processing, drug testing, financial disclosure processing, personnel recordkeeping, benefits/retirement counseling/processing, payroll processing, time and attendance processing, employee development and training, Human Resource Information Systems (HRIS), employee recognition and awards processing, staffing, classification, Senior Executive Service (SES) certification support and support to other NASA personnel programs. The SP shall be knowledgeable of all applicable NASA and Federal HR regulations, policies, guidance, and existing case law (Attachment I-22, *References*) and shall, unless granted an exception, utilize existing HR information systems to perform the duties contained in this PWS (Attachment I-25, *IT Systems and Applications*).

For all areas within HR, the SP shall:

- A. Develop, update, and maintain all business rules, Service Delivery Guides (SDG), Work Instructions, Knowledge Articles, customer guides, robotics process automation procedural requirements and other process related documentation to ensure they are consistently current and the SP Shall inform Civil Servant (CS) immediately of any deviations from processes not outlined in the SDGs, desk guides and/or work instructions (DRD 3.0-1).
- B. Support Agency and Federal meetings, telecoms and improvement initiatives, assessments, audits or projects, and act as the subject matter expert in support of these tasks.
- C. Support records retention efforts.
- D. Recommend and implement process improvements, customer service enhancements, innovation and/or other automations to streamline processes and increase customer and stakeholder satisfaction for all HR services.
- E. Develop, update, and maintain process related documentation, ensuring it is updated timely to reflect process/policy/regulation changes.
- F. Ensure Knowledge Articles and Frequently Asked Questions prepared for the Customer Contact Center are current and updated as needed to support incoming inquiries to be addressed at Tier 0/Tier 1;
- G. Ensure all webpages are updated with current information;
- H. Ensure all identified services are provided in accordance with applicable regulations, policy and guidance (Attachment I-22, *References*);
- I. Monitor and resolve Level 2 incident tickets received from the Customer Contact Center within time requirements specified in Attachment I-3 (PRS); and
- J. Evaluate and respond to survey feedback by developing and implementing timely and effective actions to address customer concerns, issues, and topics to increase customer satisfaction.

The SP shall coordinate with the NSSC CS HR Specialists to obtain OCHCO or external policy guidance. Advisory services involving new, unusual, or complex issues requiring interpretation of Federal or Agency policy or practice will be provided by the Office of the Chief Human Capital Officer (OCHCO).

3.2.1 Support to Personnel Programs

The SP shall administer a variety of HR personnel programs to include:

- A. Provide identified administrative support to the Agency Drug-Free Workplace Program in accordance with mandatory guidelines for federal drug testing programs;
- B. Respond to general NASA employment inquiries;
- C. Process the Agency's position classification appeals;
- D. Provide administrative and clerical support to the Agency's awards program;

3.2.1.1 Drug Testing Administration

Pursuant to the requirements set forth in this section, the SP shall administer the Agency Drug-Free Workplace Program in accordance with the current Substance Abuse and Mental Health Services Administration (SAMHSA) Mandatory Guidelines for Federal Drug Testing Programs, NASA's Drug-Free Workplace Program policies and distributed publications from SAMHSA or OCHCO. SP shall provide report requirements outline in DRD 3.2.1.1-1.

This has historically included:

- A. Select 25 percent of Testing Designated Positions (TDPs) for random drug testing each year;
- B. Generate random test lists for Agency employees in TDP;
- C. Deliver employee test notifications to the applicable Agency Personnel prior to the scheduled random and voluntary testing;
- D. Send the test results to the employee and/or appropriate Agency Personnel following receipt of test results from the Medical Review Officer (MRO);
- E. Maintain a current list of NASA employees in TDPs and NASA employees that volunteer to be included in the random testing pool;
- F. Secure all licensed software required to manage all aspects of a Drug-Free Workplace Program;
- G. Send employee notification of TDP to each applicable NASA employee;
- H. Ensure Federal Custody Control Forms (CCF), Federal Electronic Custody Control Forms (eCCF), supplies, quality control specimens, and test logistics are completed in accordance with the applicable SAMHSA Mandatory Guidelines;
- I. Coordinate and schedule the drug testing dates and locations for the Agency and remote locations prior to the random and voluntary drug test, including deferrals;
- J. Coordinate retests of specimens with the applicable entities including laboratories, collectors, and center personnel, as needed;
- K. Ensure the specimen collection process complies with SAMHSA's collection policies, and,
- L. Prepare and submit the Annual Survey Report and all other requested/required Drug Testing Performance Metrics Reports (DRD 3.2-1).

To administer reasonable suspicion, post-accident, or unsafe practice testing, the SP historically has completed the following:

- A. Ensure the test justification provided by the Management Official complies with the test criteria provided by OCHCO;
- B. Due to time sensitive nature of post-accident testing which may occur outside normal working hours or remote locations, provide alternative collection options (e.g., Center personnel drive to local collection facility); and
- C. Schedule the reasonable suspicion test; ensure specimen collection is completed and complies with SAMHSA's collection policies; deliver test notifications to appropriate Agency Personnel; and send test result notifications to the employee and/or appropriate Agency Personnel, within all established timeframes.

To administer pre-employment testing, the SP historically has completed the following:

- A. Send the pre-employment drug test packet to the applicant/employee;
- B. Coordinate retests of specimens with the applicable entities, such as (but not limited to) laboratories, collectors, and appropriate center personnel; and
- C. Provide test results to the appropriate center personnel within established timeframes.

To administer follow-up testing, the SP historically has completed the following:

- A. Track and test employees within the timeframe requested by the Agency personnel;
- B. Coordinate retests of specimens with the applicable entities, such as laboratories, collectors, and appropriate Agency Personnel; and
- C. Deliver test notifications to appropriate center personnel and send test result notification to the employee and/or appropriate center personnel, within established timeframes.

In addition to the administration of drug testing, the SP historically has completed the following:

- A. Research and respond to general NASA employee inquiries related to the NASA's Drug-Free Workplace Program;
- B. Elevate all complex inquiries to the NSSC CS HR Specialist for discussion;
- C. Manage, maintain, and safeguard all records related to NASA's Drug-Free Workplace Program; and
- D. Revise and implement drug testing support systems and processes due to SAMHSA or NASA policy revisions and/or updates.

For MRO support, the SP historically has completed the following:

- A. Secure and maintain an MRO vendor that maintains certification by a nationally recognized entity approved by the DHHS;
- B. Ensure all MROs have received all training required under SAMHSA;
- C. Verify that the MRO vendor is not an employee of, agent of, or have any financial or other conflicts of interest in/with the vendor providing drug testing laboratory services for the Agency and that the MRO vendor will not derive any financial benefit by having the Agency use a specific drug testing laboratory;
- D. Ensure that the MRO vendor remains current on regulation or policy changes and that all changes are implemented in a timely and accurate manner;
- E. Ensure MRO(s) adhere to the Privacy Act, 5 U.S.C. 552(a) as outlined in the DHHS, SAMHSA Mandatory Guidelines; and
- F. Ensure that all MRO services are provided in accordance with applicable Federal and Agency regulations, policies, and instructions (Attachment I-22, References).

3.2.1.2 General Employment Inquiries

The SP shall research and respond to various general employment inquiries received from the public. Inquiries include requests for information on subjects such as where to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, persons with disabilities and rights for veterans and student employment.

This has historically included:

- A. Apply knowledge of NASA and Federal employment regulations, standardized responses, and web-based resources;
- B. Receive and respond to unsolicited résumés for NASA positions;
- C. Provide direction on how to apply for NASA vacancies using USAjobs website and online tools; and
- D. Respond to inquiries regarding student employment programs, veteran's preference programs, hiring of persons with disabilities, and hiring of foreign nationals.

3.2.1.3 Adjudication of Position Classification Appeals

The SP shall coordinate, evaluate, and recommend proper adjudication of the Agency-level position classification appeals after receipt of a complete, accepted appeal package.

This has historically included:

- A. Receive accepted appeals from the NSSC Civil Servant;
- B. Collect supporting documentation from Center HRBP or Staffing and Classification Team;
- C. Coordinate and schedule job audits and discovery interviews with involved parties;
- D. Conduct the job audits and lead the interviews;
- E. Make an informed position classification recommendation, develop the written position evaluation statement, and assemble the position classification appeals package, which includes a position evaluation, final decision, and evaluation reports; and
- F. Forward all recommendations and all supporting documentation to the NSSC Civil Servant for review and NSSC approval.

3.2.1.4 Administrative Support for Agency Awards Program

The SP shall provide functional, administrative, and clerical support to NASA's Agency Awards program.

This has historically included:

- A. Provide support to the Agency Honor Awards program;
- B. Develop the Agency Honor Award Nomination Call Letter;
- C. Partner with NASA Centers and Mission Support Enterprise Offices (MSEO) to ensure timely submission of awards through the NASA Automated Awards System (NAAS);
- D. Support NASA Administrator Suite (A-Suite) and the NASA Advisory Council with preparing and processing Agency Honor Awards;
- E. Establish and supporting a Senior Review Panel for Distinguished Service Medal and Distinguished Public Service Medal. Reference the IAB charter and past practices for panel membership;
- F. Create a timeline and scheduling the panel(s); and
- G. Monitor submissions in NAAS to ensure DSM/DPSM nominations are submitted in a timely manner to meet NASA and NSSC deadlines.

Completed tasks have historically included:

- A. Contact Centers/MSEO awards officers that do not have timely submissions and resolve any issues;
- B. Identify and collate nominations to prepares review packages, and submit them to IAB panel for review;
- C. Provide panel members with instructions, roles, responsibilities, and FAQs;
- D. Provide IAB Panel Familiarization Training to all interested Panel Members;
- E. Ensure panel members are provided the necessary guidance to complete the reviews by the established deadline;
- F. Provide awards program manager and each Center/MSEO Awards Officers with panel results;
- G. Work with the Center/MSEO awards officer on rejected nominations; either return to the Center to change the category or reject the nomination in NAAS;
- H. Record results in NAAS for rejected or approved nominations;
- I. Ensure all contents of purple packages (Packages originating from the NASA HQ A-Suite) are amended as necessary for context of this revised process. E.g., Seeking A-Suite approval of DSM/DPSM and notifying A-Suite of all other nominations approved;
- J. Alter demographics reporting to include sub-reports for DSM/DPSM in addition to the usual reporting of all medals;
- K. Coordinate and execute the Annual Honor Awards Ceremony - on-site or virtually;
- L. Coordinate on-site Ceremony events include collaboration with on-site staff to coordinate the actual ceremony logistics;
- M. Administer the Agency External Honor Awards program;
- N. Maintain and routinely distribute the central listing of the Agency-recognized external awards;
- O. Review, prepare, submit, and track all packages for External Awards requiring the NASA Administrator's approval or signature;
- P. Notify the Awards Officers of employees selected for awards/recognition;
- Q. Update and maintain the Agency Awards Calendar (AAC) with input from OCHCO and Center Awards Offices;
- R. Provide awards records management, maintenance, and reporting (including cross Center / Mission Support Enterprise / Agency-level reports);
- S. Update and maintain all Agency approved electronic award certificate templates in compliance with NASA Communication Material Review standards and requirements.
- T. Prepare and deliver Agency approved recognition items (e.g., certificates, medals, plaques, length of service pins and letters) to Awards Officers;
- U. Support the purchase and maintenance of an appropriate inventory of NASA-determined and approved Agency-level award items.

3.2.1.5 Reserved

3.2.1.6 Reserved

3.2.1.7 Suitability Adjudication

The SP shall provide suitability adjudication of all incoming CS. An individual's 'suitability' refers to the person's identifiable character traits and conduct sufficient to decide whether Federal employment or continued Federal employment would or would not protect the integrity or promote the efficiency of the specific service.

All persons appointed to covered positions are subject to suitability adjudication for government employment. This determination is made by reviewing the required background investigation as well as resumes, e.g., Optional Form (OF)-306s, etc.

The SP shall report Suitability utilization and metrics in accordance with DRD 3.2-2.

The SP shall ensure suitability adjudication team meets the OPM training standards

Historically the SP has provided functional, administrative support and prepared suitability cases for CS adjudication and decision in accordance with applicable federal laws, regulations, OPM guidance, and NASA policies.

Completed tasks have historically included:

- A. Identify New Hires to the agency and conduct initial suitability screening for applicants and provide required responses to centers within three business days of center notification;
- B. Validate need and initiate appropriate level personnel security investigation within 14 days of entry on duty or accept reciprocity as appropriate;
- C. For appointees/employees who experience a risk/sensitivity level change in their position to a higher level, ensure that the investigation required for the new risk level is initiated within 14 calendar days after the action is final.
- D. Coordinate required communications with Center HR, Center Security, OCHCO, Office of Protective Services (OPS), Office of Personnel Management (OPM) and the Central Adjudication Facility (CAF).
- E. Prepare adjudications for CS review in accordance with OPM directives and recommend adjudication decisions.
- F. If an unfavorable decision is made, prepare for CS review a "Proposed Action Letter" to Applicant/Appointee of intended unfavorable determination, to allow the initiation of due process to the applicant;
- G. If Agency debarment is warranted, prepare package for CS review for referral to OCHCO for final decision; and
- H. If a favorable decision is made, prepare "Letter of Advisement" if required. If an unfavorable decision is made, prepare "Final Action Letter".

3.2.2 Reserved

3.2.3 Employee Benefits

The SP shall provide administrative, advisory, and transactional support for employee's health, life, leave, and retirement benefits.

The SP shall administer the following services:

- A. Benefits Counseling/Processing;
- B. Retirement Counseling/Processing;
- C. In-processing;
- D. Civilian/Military Deposits and Redeposits;
- E. Administration of Leave Programs;
- F. Payroll/Time and Attendance Processing; and
- G. Workers' Compensation/Unemployment Compensation.

3.2.3.1 Benefits Counseling and Processing

The SP shall administer employee benefits programs which include Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long-Term Care Insurance Program (FLTCIP), and Flexible Spending Accounts (FSA).

This has historically included:

- A. Develop automated processes for routine tasks;
- B. Counsel employees, selectees, and other authorized parties on entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits;
- C. Provide benefit counseling for inquiries by telephone, or Teams calls and/or face to face at the NSSC and provide follow up information or documentation by email; when responding by email conduct follow up to ensure all questions have been addressed and answered that meet the needs of the employee prior to case closure;
- D. Provide accurate information and calculations, such as service computation date, FEHB premiums, FEGLI premiums, Temporary Continuation of Coverage (TCC), based on the most current Federal law and regulations, NASA guidance, and OPM guidance;
- E. Provide advice to employees and employment candidates on benefits, entitlements and the timeframes and methods in which to file for such benefits;
- F. Prepare summary of benefits for use in litigation and /or civil complaints and grievances when requested by the NSSC CS HR Specialist;
- G. Review employee's electronic Official Personnel Folder (eOPF) to ensure that all required benefits documentation is contained in the employee's OPF and obtain and add all documents found to be missing in accordance with OPM's Guide to Recordkeeping;
- H. Review enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary supporting documentation validating entitlement (i.e., FEHB dependents, etc.);
- I. Process Temporary Continuation of Coverage (TCC) enrollments;
- J. Inform the employee of the reconsideration process should the employee be determined not qualified to make a benefit election;
- K. Process employee FEGLI survivor claims (the death of a dependent);

- L. Process new enrollments and changes to benefits, ensuring that forms and/or documentation are filed and processed according to all regulatory requirements and OPM's Guide to Personnel Recordkeeping; notify employees of the receipt of the benefits forms, processing completion and benefits effective date;
- M. Work with appropriate agencies (e.g., DOI, Met Life, OPM, TSP, etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected; and
- N. Conduct debt validation for benefit related debts to include providing statement on the validity of debts and supporting documentation required for debt validation.

3.2.3.2 Retirement Counseling and Processing

The SP shall provide Federal Employee Retirement processing. This includes calculating retirement estimates, preparing retirement packages and counseling employees. The SP shall prepare retirement packages, including Federal Erroneous Retirement Coverage Correction Act (FERCCA), and retirement estimate calculations in preparation for prospective or immediate retirement. All formal retirement counseling with retirement estimate completion will be performed by NSSC CS HR Specialist. Formal retirement counseling is a scheduled meeting in which employees are provided information on all topics in the retirement counseling checklist and overview of the retirement estimate.

In accordance with OPM's Guide to Recordkeeping, the SP shall review employee's eOPF to ensure that all required benefits documentation is contained in the employee's eOPF and request and include all documents found to be missing; validate all the documents are processed appropriately and make corrections when errors are found.

The SP shall ensure that disability retirements are tracked and OPM's process is followed and shall keep the employee informed of the progress of the application.

The SP shall adhere to all regulatory and OPM requested timeliness requirements.

The SP shall ensure that all applicable forms are scanned and uploaded into the eOPF according to OPM's Guide to Personnel Record keeping.

The SP shall respond to all other inquiries and answer benefits and retirement related questions.

This has historically included:

- A. Receive request from employee and compile and ensure appropriate documentation is included and complete;
- B. Calculate and provide annuity estimates and certified summaries to employees;
- C. Review requests from employees to validate the accuracy of retirement coverage and provide response in accordance with regulatory compliance;
- D. Identify Federal Erroneous Retirement Coverage Corrections Act (FERCCA), preparing decisions packages, and process corrections in accordance with regulatory compliance;

- E. Identify administrative corrections and process corrections in accordance with regulatory compliance;
- F. Review military and civilian service and determine creditability and validate service computation dates were processed correctly;
- G. Request missing documentation from appropriate sources (e.g., Social Security Earnings, completed deposit receipts, etc.);
- H. Develop automated processes for routine tasks;
- I. Inform employees and other authorized parties of the necessary forms/applications, methods to apply for retirement, prepopulated forms and how to complete the forms (Disability, Optional, Discontinued Service Retirement (DSR), Voluntary Early Retirement Authority (VERA), and Special). Calculate and provide annuity estimates and certified summaries to employees;
- J. Compile application and provide required supporting documentation and ensure completeness of documentation for applications; Review applications for retirement (Disability, Optional, DSR, VERA, and Special);
- K. Track all “begin my retirement application requests” and keep the employee informed of the progress of the application process at each stage;
- L. Inform employees and other authorized parties of the necessary forms/applications and provide prepopulated forms to make a deposit or redeposit of civilian and/or military time;
- M. Complete and save all application forms in Government Retirement and Benefits (GRB) Assist or other authorized system;
- N. Create SF 52, Notification of Personnel Action, in the Department of Interior’s Federal Personnel and Payroll System (FPPS) by coding the proper nature of action and legal authority in accordance with OPM’s Guide to Processing Personnel Actions;
- O. Review and sign all beneficiary forms that are submitted with Retirement packages and ensure forms are filed according to OPM’s Guide to Personnel Recordkeeping;
- P. Determine the inclusion of documents supporting unrelated personnel actions and initiate supplemental forms depending upon the nature of action being processed (e.g., Social Security statement, SF 50 showing initial FEGLI coverage, Tennessee Valley Authority (TVA) documents, etc.);
- Q. Follow up with required agencies to ensure completion of payout for survivors of NASA deceased employees;
- R. Work with appropriate agencies (e.g., DOI, Met Life, OPM, TSP etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected prior to retirement.

3.2.3.3 In-Processing

The SP shall serve as the In-Processing caseworker and the new employee single point of contact throughout the employee’s in-processing process to provide individualized benefits counseling.

The SP shall access the applicant/employee’s record in USA Staffing Onboarding to gather information and documentation to build their electronic Official Personnel Folder (eOPF);

The SP shall ensure in-processing forms are completed accurately, complete and process all new hire benefits forms.

This has historically included:

- A. Schedule an appointment to provide benefits, forms, drug testing, financial disclosure, USA Staffing Onboarding, military deposit, and relocation counseling to the applicant/employee based on their appointment type;
- B. Seek answers and information from other functional areas and provide the information/responses to the applicant/employee, e.g., relocation reimbursement, retirement, leave, benefits, and salary related questions;
- C. Follow-up with applicant/employee to obtain benefits supporting documentation (i.e., FEHB dependents) and/or missing in-processing forms; and
- D. Develop innovative automated processes for routine tasks.

3.2.3.4 Civilian and Military Deposit Processing

The SP shall support Civilian/Military Deposits and/or Redeposits, and Continuation of Payments of Civilian/Military Deposits. The SP shall ensure all documentation is uploaded to the eOPF.

This has historically included:

- A. Develop innovative automated processes for routine tasks;
- B. Conduct debt validation audits.
- C. Inform employees and other appropriate parties of the necessary forms, and/or method to apply to make a deposit (military and civilian) and/or redeposit;
- D. Calculate deposit and/or redeposit estimates and provide information on the benefits of paying or not paying a military deposit to employees, provide copies of the estimates and all forms required for deposit or redeposit
- E. Review and process applications for deposit (military and civilian) and/or redeposit and keep the employee periodically informed of the progress of the deposit applications (I.e., request received, application received and/or additional forms or documentation;
- F. Upon completion of paid in full military deposit update the service computation date, notify employee of the update;
- G. Complete and save required application forms in GRB Assist or other authorized system; and
- H. Request missing documentation from employees or other agencies as necessary; provide guidance to employees on how and where to obtain missing documentation. (e.g. RI 20-97, DD 214, Academy Transcripts, etc.)

3.2.3.5 Administration of Leave Programs

The SP shall administer Agency Leave programs. Agency leave programs include but are not limited to Advanced Sick Leave, Voluntary Leave Transfer, Voluntary Leave Bank, Emergency Leave Transfer, and Paid Parental Leave Programs utilizing caseworkers to provide the employee with a single point of contact through-out the process.

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

Upon employee's request and the receipt of appropriate documentation, the SP shall process the request in the Agency's Time and Attendance system and establish a Parental Leave account in DOI's FPPS.

This has historically included:

- A. Manage all aspects of the process to ensure identification of the participant, receipt and completion of documents, appropriate tracking and routing, systems processing and accurate record keeping;
- B. Receive requests/extensions and medical documentation from employee and/or employee's supervisor and document requesting employee's current leave balances;
- C. Accept and process automated leave request applications for employees who are seeking approval for participation in the voluntary leave donor, voluntary leave bank, emergency leave transfer and Paid Parental Leave programs;
- D. Conduct debt validations if necessary;
- E. Serve as a Single POC or Caseworker, seek answers and information from other functional areas and provide the information/responses to the employee, e.g., Leave Without Pay (LWOP), disability retirement options, etc.

3.2.3.6 Reserved

3.2.3.7 Reserved

3.2.4 Human Resources Information Systems (HRIS)

The SP Shall provide support to Human Capital information systems for:

- A. User Support for All Human Capital Information Systems (3.2.4.5)
- B. OCHCO Data as a Service (DaaS) and Adhoc Reporting (3.2.4.6)
- C. Human Capital Website Development (3.2.4.7)

3.2.4.1 Reserved

3.2.4.2 Reserved

3.2.4.3 Reserved

3.2.4.4 Reserved

3.2.4.5 User Support for all Human Capital Information Systems

The SP shall Provide Tier 2 user support for system users including workload/workflow management system in support of other HR Functions. (i.e., ServiceNow). SP shall implement virtual agents and automation to enhance the customer's experience.

This has historically included:

- A. Triage User issues to facilitating resolution of system issues;
- B. Advise and assist users in application problem resolution;
- C. Complete all Service Requests related to this activity at the lowest level possible;
- D. Develop and maintain all Tier 0 Self-help Virtual Agent response trees and/or Robotic Process Automation solutions and Tier 1 Knowledge Articles documentation in support of first contact resolution at contact center;
- E. Conduct trend analysis service requests for developing additional Knowledge Management or Virtual Agent support;
- F. Advise and assist users in the correction and resolution of data errors;
- G. Advise users on the input and use of HR system data;
- H. Coordinate with the NSSC CS HRIS staff on NASA cross-functional areas in correcting and resolving data errors;
- I. Escalate all issues that require Tier 3 Developer Support to the appropriate development team for each application and provide documentation including steps take to resolve user issues;
- J. Provide system application training on NSSC hosted and/or supported HR systems including future enhancements, system implementation, and transitions to all NASA users via online, virtual, or instructor lead training sessions.
- K. The SP shall perform account management for HRIS system and problems beyond system capabilities shall be promptly reported to the civil servant (CS) for additional direction.

3.2.4.6 Support for the OCHCO Data as a Service (DaaS) and Adhoc Reporting

The SP shall support all Human Capital Data Adhoc reporting requests by utilizing various human capital source records across various platforms and systems. The SP shall utilize workflow automation for processing and delivering products to customers.

This has historically included:

- A. Provide Administrative support for the OCHCO's DaaS processes, governance, and management
- B. Review All Service Requests for DaaS for assignment to appropriate workflow.
- C. Determine appropriate Data sources utilizing HCIE Data dictionary or other source.
- D. Ensure requests have been reviewed and approved by OCHCO data governance team
- E. Develop, validate, and deliver one-time Adhoc Reports to customer
- F. Conduct trend analysis service requests for developing canned reporting for reoccurring or similar requests.
- G. Create and Maintain report detailed catalog for canned or scheduled reports. These catalogs have historically included but were not limited to the following:
 - 1. Report Name

2. Report Data Source
3. Report Columns including any data derivations
4. Report Owner
5. Report Schedule

3.2.4.7 HR Website Development & Maintenance

The SP shall provide website and web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training websites for Human Capital internal and external websites. The website types shall include informational, transactional, and interactive sites. The websites shall meet all Agency, NSSC HR and training organization, Center, Federal requirements, and standards for content to include section 508 testing and compliance, registration, and security. The SP shall utilize automation, dynamic updates, low code development where possible, common technologies, and website designs to ensure that high-quality, low-cost products are integrated into the scheme required by OCHCO and/or the NSSC.

3.2.5 Personnel Action Request (PAR) and Maintenance of Electronic Official Employee Records (eOPF)

The SP shall provide Personnel Action Request (PAR) processing. The PAR team includes transactional processing of all HR activities. These duties include but are not limited to processing transactions necessary to appoint, promote, separate, record, and maintain personnel changes for NASA employees. Maintenance of Official Employee Records include but are not limited to the administration and coordination of the eOPF for all NASA employees. The SP shall establish, review, and maintain all information, forms, and data as required by the Office of Personnel Management (OPM), shall serve as the official custodian for the eOPF for NASA CS personnel, and provide copies or access upon request.

3.2.5.1 Maintenance of Official Employee and Performance Records

The SP shall utilize OPM's eOPF system to maintain all employee information, forms, and data that comprise the eOPF and the electronic Employee Performance File.

This has historically included:

- A. Establish and request transferring employees eOPF from prior agencies, review, and maintain official personnel records on NASA CS personnel and provide copies upon request;
- B. Upon request, provide transferring employees SF-75 information to gaining agency;
- C. Receive and scan all required forms and documents for inclusion in the eOPF in accordance with OPM's Standard Master Forms List, NASA Forms List, and OPM's Guide to Personnel Recordkeeping;
- D. Purge and validate electronic or hard copy OPFs received from the National Personnel Records Center (NPRC) or other Federal Agencies. Upon receipt of the eOPF, forward SF-1150 to payroll for transferring/restoration of leave. During the validation process, the

eOPF Team reviews the folder to validate and perform quality reviews of all data (e.g., SF-50s, data elements and other documentation) contained within the OPF for accuracy; makes required corrections or cancelations in FPPS or to other documentation to ensure data integrity, request missing documentation as necessary. Ensure documents are purged in accordance with OPM's Guide to Personnel Recordkeeping;

- E. Purge eOPFs for employees leaving NASA employment in accordance with OPM's Guide to Personnel Recordkeeping. Once purged, electronically transmit eOPFs to NPRC and other Federal agencies that utilize eOPF. For agencies that are not utilizing the eOPF system, eOPFs will be printed and sent hard copy and the electronic copy is sent to NPRC with a notification where the hard copy was sent.

3.2.5.2 Personnel Action Request

The SP shall process HR personnel transactions which produce updated Federal Personnel and Payroll System (FPPS) and Executive and Schedule C System (ESCS) records for:

- A. SES data;
- B. Standard Form (SF)-50s (Notification of Personnel Action); and
- C. Non-SF 50 actions such as employee and position changes.

The SP shall ensure personnel action submission schedule, PAR webpages, Frequently Asked Questions, work guides, work instructions, training materials are up to date.

The SP shall ensure NSSC's ServiceNow is updated to capture the processing of personnel transactions for utilization and metric purposes.

These services typically include work performed by both civil servants and service providers at a ratio of 40% civil servants and 60% service providers.

For Personnel Action Requests, historically the duties have included:

- A. Develop innovative automated processes for routine tasks;
- B. Monitor ServiceNow requests received for personnel actions;
- C. Provide reports as requested.
- D. Initiate Personnel Action (SNIN), delete, cancel, correct, review and validate documentation necessary to code, Standard Form (SF)-52 approve (LGAP) and Release for Update (RLUP) personnel transactions in FPPS;
- E. Verify mass updates for accuracy after release in FPPS;
- F. Remain current on applicable laws, rules, regulations, procedures, and decisions from OPM, DOI Interior Business Center (IBC) and NASA pertaining to personnel action processing;
- G. Contact Center Human Resources Offices, Human Resources Business Partners, internal NSSC program areas, and/or DOI/IBC to obtain clarification when processing transactional data in FPPS;

- H. Monitor the Potential LWOP/Within Grade Increase (WIGI) Weeks Problems Report, WIGI/Rating Report, NTE Reports and the FPPS Data Validation Report or others as deemed necessary for updates to personnel actions and, if necessary, correct data within FPPS;
- I. Contact the NSSC CS HR Specialists on new, unusual, and/or complex issues requiring interpretation of federal and Agency policies or practices;
- J. Elevate complex personnel actions to NSSC CS HR Specialists for review within FPPS;
- K. Inform CS of any changes in SP personnel and/or work processes that may impact the processing of personnel actions, e.g., Agency Designated POCs;
- L. Recommend and suggest changes to FPPS, reporting and/or ServiceNow to improve efficiency;
- M. Support system updates and releases; and
- N. Assist NASA employees with technical and general questions related to PAR Team.

The SP shall process personnel actions, for Senior Executive Service (SES), Scientific (ST), Senior Level (SL) and Schedule C, in FPPS. The SP shall complete required updates in the ESCS system to document the changes to the employee's personnel record.

This has historically included:

- A. Review SES Career Reserved certified and non-certified appointments;
- B. Review Non-Career, SES Limited Term, Schedule C political, and provisional appointments;
- C. Review ST/SL temporary promotions, permanent appointments, extensions, and conversions;
- D. Review changes to position description number, title, salaries of SES, ST, and SL; and Separations of SES, ST, SL, and Schedule C political appointees.

3.2.6 Reserved

3.2.7 Reserved

3.2.8 Reserved

3.2.9 Reserved

3.2.10 Reserved

3.2.11 Financial Disclosure Processing

The SP shall utilize Ethics Program Tracking System (EPTS) to administer and support the processing of Office of Government Ethics (OGE) Form 450, OGE Form 278, and OGE Form 278-T.

The SP shall ensure new entrant, annual and termination notification and reminders are sent to the appropriate NASA employee within the prescribed timeframe.

The SP shall ensure hard copy OGE Form 450, OGE Form 278 and OGE Form 278-Ts received from filers are complete, uploaded to EPTS and updated to the appropriate form status within the prescribed timeframe.

The SP shall ensure the Ethics Advisor contact list is current.

This has historically included:

- A. Prepare and provide the Office of General Counsel (OGC) with a draft annual notification and reminder for review and concurrence prior to sending annual notification and reminders to filers;
- B. Send annual, new entrant and termination filer notifications and reminders within the timeframes prescribed by the OGC and/or NSSC;
- C. Provide notification to the Center Administrative Officers and assist with additional filing preparation tasks such as developing Knowledge Articles, working with the Customer Contact Center, committee assignment updates, and deactivating accounts which may arise due to system limitations;
- D. Support Special Government Employee (SGE) filing processes and assist with additional tasks requested by the OGC and/or Committee Management Office such as updating/adding SGE information in Ethics Program Tracking Systems (EPTS) and providing filing status reports;
- E. Prepare EPTS to support annual electronic filing prior to notifying filers;
- F. Send required annual Ethics training notification to filers, upon request by the Center Legal Offices and/or OGC;
- G. Support EPTS system releases; and
- H. Assist NASA employees with technical and general questions related to Financial Disclosure filing.

3.2.12 Reserved

3.1.13 Reserved

3.2.14 Payroll/Time and Attendance Processing

The SP shall use FPPS to perform the pay and personnel functions for Federal employees. The SP shall use DOI's, Interior Business Center (IBC) Datamart to retrieve historical pay and personnel information. The Agency's payroll system is used for the electronic delivery of time and attendance data necessary to process employee payroll. The SP shall provide Audit Support and Audit Documentation as requested;

Employee Payroll

The SP shall review and validate activities regarding employee salary and benefits payments.

This has historically included:

- A. Validate and reconcile leave, including donated, restored, military, court, annual, sick, and other leave;
- B. Validate requests for compensatory time pay out for Fair Labor Standards Act (FLSA) exempt Federal employees;
- C. Validate and correct adjustments resulting from what was paid versus what should have been paid;
- D. Initiate corrective action for rejected direct deposit information;
- E. Provide general information services to employees and act as liaison between employees, the NASA Centers, and DOI for replacement Electronic Funds Transfer (EFT) and check payments, Equal Employment Opportunity (EEO) and negotiated settlements, salary garnishments, and legal requests for Payroll documentation;
- F. Complete settlement agreement requests, coordinating with other agencies or program areas within established timeframe;
- G. Conduct audit reviews and validations of information contained in employees' payroll files, and audit materials;
- H. Scan employees pay record documentation for on-line retrieval; and
- I. Initiate NASA employee's overseas attributes in FPPS, periodically update and return NASA employee's attributes back to a U. S. payroll standard.

The SP shall review and validate activities regarding time and attendance information for Federal employees.

This has historically included:

- A. Utilize designated time & attendance system for CS personnel;
- B. Validate receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Inform employees and/or certifying officials of missing timecards. Request assistance from NASA NSSC CS in the event the employee or certifying official is not available;
- C. Monitor center to center movements for timecard creation;
- D. Create new hire timecards for late actions;
- E. Perform special projects as required by the PWS;
- F. Submit NASA's time and attendance data to DOI for bi-weekly processing. Validate that the information has been accepted and will be processed by DOI. Inform NASA of the status of bi-weekly time and attendance processing prior to the deadline for receipt by DOI;
- G. Notify employees of early timecard submission or other unique circumstances; and
- H. Generate, maintain, validate, and distribute time and attendance reports.
- I. Process biweekly lift for NASA employees;
- J. Process prior pay period adjustments for bi-weekly processing; and
- K. Conduct debt validations.

The SP shall provide support for Payroll Time and Attendance Processing and administration for all NASA employees.

The SP shall use payroll time and attendance system to perform payroll functions for NASA employees. The NSSC shall serve as NASA's point of service to assist employees and supervisors seeking assistance with the proper coding of timecards. The SP shall be a single point of contact through-out the duration of the payroll closeout process and provide a degree of communication and counseling to NASA employees and supervisors as necessary. The SP shall perform payroll time and attendance support and perform closeout tasks at the end of each pay period.

The SP shall ensure timecards are properly annotated with messages and comments informing IBC of necessary action(s), (if applicable).

The SP shall provide support for all NASA employees as follows:

- A. During the last 4 days of a pay period, the Customer Contact Center shall provide a warm hand-off to Payroll SME, if they are unable to answer payroll/time and attendance related question(s).
- B. Generate necessary reports to capture and correct the number of errors on timecards for all NASA Centers and notify supervisors or employees to correct the timecards;
- C. Request, validate, conduct follow-up, and maintain supporting documentation from employees charging military and court leave prior to and near the end of the pay period and or upon employee's return to duty;
- D. Request the NSSC Civil Servant approve timecards in the event an employee's supervisor is unavailable; and
- E. Partner with all NASA Centers and Agency to Create, edit, and delete messages of the Day in WebTADS.

Other duties that have historically been performed:

- A. Verify the completion of all NASA employee timecards and approval of timecards at the end of the pay period;
- B. Notifying, validating, verifying, and providing assistance and guidance to NASA employees and supervisors on how to complete timecards (e.g., Holiday, Inauguration Day, part-time schedules, unapproved timecards, missing timecards, and etc.);
- C. Partner with the NSSC Personnel Action Team to ensure personnel actions are processed as a result of coding on timecard;
- D. Manually creating and tracking timecards for new hires to meet payroll closeout timeline, when necessary; and
- E. Perform payroll procedures to lockout time and attendance system at appropriate time for all NASA Centers to perform Center and Agency closeout.

3.2.15 Classification

The SP shall provide HR classification services to the NSSC and NASA positions.

Most classification assignments are highly complex and technical. NASA employs many research scientists, engineers, project managers, technology positions, and administrative

professionals. The SP shall provide day-to-day classification services. This includes all aspects of classification (e.g., research, investigation, analysis, review, writing, and rewriting of PDs). Classification services include the conducting of supervisor and employee desk audits/position reviews.

The SP shall provide advisory assistance and/or support with realignments or reorganizations.

The SP shall provide additional classification services dedicated to support any Agency-mandated actions above the expected work requirements (e.g., additional reorganization/realignment efforts).

The SP shall review and evaluate new draft PDs as well as revise existing PDs, classify PDs and prepare written evaluation statements. The SP shall be responsible to sign as the (Evaluator) in the electronic Position Description System (ePDS) for new PDs, career ladder PDs, statements of difference and Center standard PDs. This will require advising managers on PD content and/or aiding with drafting duties and/or factor level descriptions.

The SP shall notify the Center Human Resources (HR) Specialists and supervisors when PDs are due to be recertified. The SP shall be responsible for all PD edits and make the necessary changes in ePDS. This includes but is not limited to changes in the risk designation, drug testing, financial disclosure, bargaining unit status code, org changes, etc. If an edit results in the need of a reclassification, the SP shall notify the CS.

The SP shall, on direction of the CS, participate in user workgroups in future development of ePDS, ServiceNow, or other electronic systems. The SP shall provide support to initiatives and/or ad-hoc projects as requested and defined by the NSSC's HR Services Division Chief.

The SP shall also partner, when deemed necessary, with HR Services Division leadership to develop approaches to strengthen classification competencies by establishing effective training and developmental opportunities and identifying strategies for improving the overall classification program by utilizing classification expertise and/or institutional knowledge.

3.2.16 Staffing Services

The SP shall provide staffing services to the NSSC and NASA.

Most staffing assignments are highly complex and technical. NASA employs many research scientists, engineers, project managers, technology positions, and administrative professionals. The SP shall provide day-to-day staffing services to include all aspects of staffing (e.g. job analysis, creating vacancy announcement, building case file, posting announcement, documenting qualification determinations, applicant notifications, offering position, receiving applicant documentation and reviewing for accuracy, uploading documents to USA Staffing, finalizing offer, completing coding action, etc.) in accordance with federal and agency rules, laws, regulations, guidelines and processes.

Staffing services include merit promotion, delegated examining, pathways, noncompetitive appointments, and all associated administrative tasks. The SP shall aid and/or support with staffing procedures and processes.

The SP shall review submission package for completeness or coordinate with the selecting official, administrative officer and/or Human Resources (HR) point of contact to ensure all documentation has been received.

The SP shall perform all necessary steps to complete job analysis.

Note: Staffing Services typically include work performed by both civil servants and service providers at a ratio of 70% civil servants and 30% service providers.

This has historically included:

- A. Review assessments in the Job Evaluation Tool (JET) to evaluate similar or previously staffed positions.
- B. Review open certificates that align with occupational series, grade and job analysis requirements for viable candidates and issuing to the selecting official.
- C. Research and documenting the job analysis for each grade level being advertised.
- D. Consult with the selecting official on job analysis to proceed with vacancy announcement.

The SP shall perform all necessary steps to complete the vacancy announcement in the Talent Acquisition System.

This has historically included:

- A. Apply the job analysis to prepare the draft vacancy announcement(s).
- B. Consult with selecting official to finalize candidate assessment criteria for each grade level advertised.
- C. Create the case file(s).
- D. Consult with the selecting official to finalize the vacancy announcement(s).
- E. Post the vacancy announcement and monitoring the number of applicants to assess the need, in consultation with the selecting official, to extend the announcement.
- F. Track all applicants to the position after the close of the announcement.

The SP shall perform all necessary steps in reviewing the applicants to the qualification standards of the position.

This has historically included:

- A. Review applicants against area of consideration.
- B. Review applicants against time-in-grade.
- C. Review applicants based on the position's education requirements.
- D. Review applicants based on the position's required license(s).
- E. Review applicants against any selective placement factors.

- F. Review applicants against the position's specialized experience.
- G. Code each applicant based on review and final determination of qualifications.
- H. Document final determinations based on specialized experience, selective placement factors and education.

The SP shall provide notifications to each applicant of the position.

This has historically included:

- A. Review the applicants' final rating after the certificate has been issued to the selecting official.
- B. Review the applicant(s) not selected from the certificate.

The SP shall perform all necessary steps in extending the job offer to the selectee(s) of the position.

After acceptance, the SP shall complete all required tasks in the case file.

If incentives are requested, the SP shall reach out and coordinate next steps with Center POC.

The SP shall extend the final job offer.

The SP shall initiate all other Onboarding tasks.

This has historically included:

- A. Make verbal contact with the selectee(s)
- B. Extend tentative job offer to finalize details for written tentative job offer.
- C. Send tentative job offer to include additional instructions and required documentation.
- D. After acceptance, the SP shall complete all required tasks in the case file.
- E. If incentives are requested, the SP shall reach out and coordinate next steps with Center POC.
- F. The SP shall extend the final job offer.
- G. The SP shall initiate all other Onboarding tasks.

The SP shall respond to applicant inquiries related to vacancy announcements.

The SP shall provide support to initiatives and/or ad-hoc projects as requested and defined by the government.

The SP shall also partner, when deemed necessary, with government leadership to develop approaches to strengthen staffing competencies by establishing effective training and developmental opportunities and identifying strategies for improving the overall staffing program by utilizing staffing expertise and/or institutional knowledge.

3.2.17 Reinvestigations

The SP Shall provide support to the Agency for Public Trust Re-Investigations for continued Federal employment in accordance with Title 5, Code of Federal Regulations, Part 731, Suitability (5CFR731) which requires that agencies ensure reinvestigations are conducted and a determination made regarding continued employment of persons occupying public trust positions every 5 years. 5CFR731 also requires if a federal employee or appointee experiences a change to a higher position risk level due to promotion, demotion, or reassignment, or the risk level of the position is changed to a higher level that any upgrade in the investigation required for the new risk level should be initiated within 14 calendar days after the action that changed the designation of risk level is final.

This has historically included:

- A. Identify appointees/employees and validate need for a reinvestigation or an investigation upgrade due to a change in position risk level.
- B. For reinvestigations, ensure they are conducted, and a determination made regarding continued employment of persons occupying public trust positions at least once every 5 years.

3.2.18 Reserved

3.2.19 Reserved

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

FWCP and UC administration is performed in accordance with applicable Federal laws or regulations, OPM guidance, Department of Labor, Office of Workers' Compensation Program guidance and NASA policies.

- The SP shall assist employees with processing claims and related documents.
- The SP shall inform employees and supervisors of benefits, entitlements and specific timeframes and methods in which to file for such benefits.
- The SP shall upon specific requests by the Center HR POCs, prepare a summary of benefits for use in litigation and /or civil complaints and grievances.

3.2.20.1 FWCP Case Management

All NASA Contractor employees who manage Federal Workers' Compensation (FWC) claims and access Department of Labor (DOL) systems and documents shall comply with applicable requirements delineated in 20 CFR Part 10, Claims for Compensation Under the Federal Employees' Compensation Act, as amended.

All NASA Contractor employees who conduct FWC case management, including access to DOL systems (e.g., ECOMP, AQS, ARi) shall:

- Comply fully with the disclosure requirements set forth in the Privacy Act and DOL's GOVT- 1 (<https://www.dol.gov/agencies/sol/privacy/govt-1>).
- Ensure that prior to their access to Federal Employee Compensation Act (FECA) records, a copy of a FECA data user agreement is submitted to the NASA Office of the Chief Health and Medical Officer for DOL review and submission. A separate user agreement shall be prepared and signed by each Contractor employee who will have FECA data access. SP will be responsible for completing the required User Agreement for each contractor employee supporting Workers' Compensation.

Per DOL's Injury Compensation for Federal Employees Publication CA-810, NASA Contractor roles in managing FECA claims has historically included:

- A. Advising injured employees/claimants and their supervisors on Office of Workers' Compensation Program (OWCP) entitlements and benefits, necessary forms, and/or method to enroll, file, and/or claim benefits;
- B. Advising injured employees/claimants and their supervisors of the FWC case management process.
- C. ensuring timely submission of notices of injury or illness and claims for compensation to the DOL's OWCP upon review and concurrence from NSSC CS;
- D. Ensuring Contractors are trained in technical and managerial skills to address routine handling of compensation claims.
- E. Maintaining the record-keeping system used by NASA for copies of claim forms, medical reports, correspondence with OWCP and other materials related to each compensation claim in an orderly fashion.
- F. Ensuring that the facts surrounding each injury are adequately investigated at the time of injury to help NASA and OWCP to determine the validity of the claim.
- G. Within OWCP and Office of Personnel Management regulations, SP will follow up with obtaining medical information from OWCP or injured employees/claimants for CS to assess potential return to regular, light or limited duty.
- H. Upon concurrence from NSSC CS, advising employee/claimant physicians of any light-duty assignments available and their specific requirements to monitor the employee/claimant's medical care and notify NASA to coordinate with OWCP if it appears that the care is inadequate.
- I. To promote reemployment, SP will stay in contact with injured employees/claimants while they are receiving compensation and will notify NSSC CS when identifying recovered or recovering employees/claimants when medical evidence shows this is possible.
- J. Monitoring chargeback billings and provide center breakout.

NASA Contractor employees who manage FECA claims acknowledge and understand that:

- FECA records are controlled by the DOL's OWCP, per 20 CFR §10.11.
- FECA records are confidential per 20 CFR §10.10, covered by the Privacy Act, and can only be accessed, used, and/or disclosed in accordance with the Privacy Act and DOL/GOVT-1.
- FECA records and data shall be turned over to NASA or destroyed at the conclusion of their contract.
- Before any data from the DOL/GOVT-1 system can be used in a personnel or similar action, NASA must obtain a written release from the employee/claimant, an order from a court of competent jurisdiction, or DOL's written agreement that disclosure of the information to the designated recipient is pursuant to DOL/OWCP's interpretation of its routine uses published

in DOL/GOVT-1 and in a manner that is compatible with the purpose for which the record was created, which is the administration and payment of FECA compensation.

- To the extent that any forms containing the signature of an employee/claimant are submitted electronically, including, but not limited to Forms CA-1, CA-2, CA-7, CA-7a, or CA-7b, original forms submitted by the employee/claimant bearing original signatures, shall be retained and such forms shall be made available for inspection by the Division of Federal Employees', Longshore and Harbor Workers' Compensation. Although the signed copies of such forms are physically maintained by NASA, they remain covered by the government-wide Privacy Act system of records entitled DOL/GOVT-1.

NASA Shared Services Center – specific requirements for Contractor employees managing Federal Workers' Compensation claims also include:

- A. Complying with NASA Federal Workers' Compensation Program requirements as stated in NPR 1800.1, pursuant to 20 CFR Part 10, Claims for Compensation Under the Federal Employees' Compensation Act, as amended.
- B. Coordinating with the NASA Federal Workers' Compensation Manager regarding assisting the Inspector General's review if a case is forwarded for investigation.
- C. Responding to requests for information from the NASA Federal Workers' Compensation Manager.
- D. Ensuring employees/claimants are being credited correctly for Continuation of Pay (COP) in NASA's time and attendance system.
- E. Reviewing quarterly OWCP chargeback reports for accuracy and notifying the NASA Federal Workers' Compensation Manager of discrepancies.
- F. Provide reports in accordance with DRD 3.2-5.

3.2.20.2 UC Program

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

This has historically included:

- A. Update SF8;
- B. Conduct quarterly chargeback validations;
- C. Verify unemployment compensation requests, provide supporting documentation, and respond to Equifax inquiries for wage information, employment history, separation information, supporting documentation or other needs for claim adjudication;
- D. Respond to other requests for employment information. Requests will vary significantly from State to State; Therefore, instructions should be followed in accordance with each specific request;
- E. Follow up until resolution is obtained with Equifax workforce solutions and state agencies on refund of debts owed to the Agency;

- F. Obtain and review claims determinations. If an agency appeal is warranted and requested, follow instructions provided on the determination to initiate the appeal within prescribed time period;
- G. Upon receipt of hearing notices, schedule Agency/Center witnesses and submission of any additional documentary evidence necessary for consideration;
- H. Review and validate the accuracy of chargebacks bringing identified errors or discrepancies to the attention of the Agency, Equifax workforce solutions or state agency as necessary; and
- I. Refer complex inquiries to the CS, Equifax or to DOI, as appropriate.

3.2.21 Human Capital Communications Support

The SP shall provide support to OCHCO as a strategic partner on Key HR communication requirements. This includes Employee Notices, Development of Information Materials, and communication support.

3.2.21.1 Preparation and Distribution of Employee Notices

The SP shall develop and deploy Agency-wide employee notices. This includes required annual employee notifications related to Federal law and regulatory provisions, employee rights, and employee benefits. Automation of Employee Notices should be utilized to deliver to targeted audiences. (e.g., Human Resources Messaging System (HRMES))

This has historically included:

- A. In coordination with OCHCO communications team, maintain the annual employee notification schedule and prepare notices during the month prior to the scheduled month of deployment;
- B. Research and develop employee notice information utilizing NASA, OPM, and other available benefits-related and regulatory resources;
- C. Prepare final notices using established NASA styles, approved formatting and branding standards;
- D. Forward final notices to NSSC CS HR Specialist for approval, convert the final notices into PDF and upload them into NSSC's document management system for posting on relevant Human Capital and Employee Notice websites;
- E. Prepare Human Resources Messaging System (HRMES) messages for all notices that require email notification to employees. HRMES messages will be approved by a NSSC CS HR Specialist and forwarded to OCHCO Agency Program Manager for distribution through the HRMES system; and
- F. Respond to all inquiries concerning distributed employee notifications.

3.2.21.2 Development of Information Materials

The SP shall design, produce, develop, and deliver HR informational materials.

The SP shall ensure digital information materials are used when applicable. If hard copies are required, the SP shall obtain bids and develop an initial cost estimate for NSSC CS HR Specialist and Customer approval.

This has historically included:

- A. Receive NSSC CS HR Specialist approved requests for the development of information materials;
- B. Ensure digital information materials are used when applicable. If hard copies are required, the SP shall obtain bids and develop an initial cost estimate for NSSC CS HR Specialist and Customer approval;
- C. Create requested products to meet the needs of the targeted audiences, NASA employees, and/or the general public;
- D. Develop materials within the guidelines of the NASA, OCHCO, and NSSC approved style formats and branding standards; and
- E. Obtain approval for all informational material content from the appropriate NSSC CS HR Specialist staff and the requestor prior to release to any NASA and/or customer parties.

3.2.21.3 Direct Support for OCHCO Communications

The SP shall provide dedicated support for OCHCO communications requirements, creating, editing, delivery of OCHCO communications, work assignments, and prioritize as determined by NSSC Civil Servants or OCHCO Strategic partners.

This has historically included:

- A. Work directly with OCHCO while ensuring confidentiality is maintained on sensitive communications utilizing various Agency tools for communications.
- B. Follow Style guides established by NASA, OCHCO, and/or Office of Communications (OCOMM).
- C. Provide status updates when requested on delivery dates as negotiated by OCHCO Strategic Partners.
- D. Prepare HRMES messages for all notices that require email notification to employees. HRMES messages will be approved by a NSSC CS HR Specialist and forwarded to OCHCO's Program Manager for distribution through the HRMES system; and
- E. Respond to inquiries concerning distributed employee notifications.

3.2.21.4 OCHCO Support to Surveys and Assessments

The SP shall support, coordinate, facilitate, and administer customer/Agency surveys, to include Employee Exit Surveys, new hire surveys, Office of Diversity and Equal Opportunity (ODEO) surveys and studies of interest to the Government, as requested by the NSSC CS HR Specialist. The Agency/Centers will retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations. SP shall provide report requirements outline in DRD 3.2.21.4-1.

This has historically included:

- A. Provide support during the development, deployment and results analysis of surveys and assessments;
- B. Make effective use of all available media in publicizing surveys;
- C. Deploy standard surveys and assessments to the appropriate customer or Agency target audience;
- D. Collect results and keep with the design parameters of acceptable response rates to complete initial analysis of results data, and provide summary data reports to the requestor;
- E. Maintain a survey and assessment repository containing both standard and customized survey assessment questions as well as data files of past survey and assessment results;
- F. Manage and administer a survey and assessment tools library to make available for NASA-approved and authorized use; and
- G. Provide survey reports.

3.2.22 Training Administration and Purchasing Support

The SP shall provide employee training administration and provide transactional and administrative support for Agency training, learning and development requirements. The SP shall support Training Administration and purchasing support in the following areas: on-site SATERN LMS support, on-site training purchases, offsite training purchases, and online course management.

The SP shall support and administer offsite and on-site training purchases. These purchases are made by Federal Government purchase card holders and COs using purchase orders, delivery orders, interagency agreements, and purchase cards. The SP shall perform all specific tasks up to actual award except for negotiations, source selection (competitive purchases), file review and signature (award document or credit card authorization sheet). Support requirements vary based on the dollar value, award type, and competition requirements.

The SP shall maintain training authorization documentation in electronic files including but not limited to:

- A. All electronic correspondence;
- B. Modifications;
- C. Purchase Order and award documents;
- D. Copies of approved training and reimbursement requests; and
- E. Course receipts and proof of attendance documents.

3.2.22.1 Online Course Management Services

The SP shall convert and develop customer provided course content and assessments using various e-learning authoring tools. The SP shall coordinate user acceptance testing with customers prior to course deployment. The SP shall create cost estimates for new course loads and content updates will be based upon an initial estimate of the work to be provided (to include

compliance and operational testing) in accordance with all Federal Government regulations and NASA policies.

NSSC Supports the Agency with online training course content conversion, testing, and upload to the Agency LMS, currently SATERN. Online training course content is any web-enabled training course content hosted within SATERN and available to NASA users. The course content can be standardized Agency-wide training.

This has historically included:

- A. Use automated conversion tools, where possible, to support NASA customers in the conversion and upload of existing training courses into new, online SATERN courses that meet SATERN, Section 508 requirements Sharable Content Object Reference Model (SCORM) and/or Aviation Industry Computer Based Training Committee (AICC) conformance as well as any new emerging online course protocols;
- B. Update existing SATERN online content;
- C. Provide the upload and activation of successfully tested courses into SATERN;
- D. Provide troubleshooting and repair of NSSC converted courses that fail to operate within the SATERN environment (Customer provided courses will be returned to customer for repair);
- E. Maintain and update on-line course catalogues, course availability, and provide support to the customer;
- F. Provide support to troubleshoot, restore or replace SATERN courses made inoperable due to system or environment changes;
- G. Support the development and deployment of training classes via mobile enabled applications;
- H. Provide content development estimates for course create/update/upload/deactivation requests; and
- I. Maintain course descriptions in the LMS for approved courses and update and maintain the list of standard training requirements, communication methods, and Curricula/Assignment Profiles.

3.2.22.2 Offsite Training Purchases

The SP shall support and administer offsite training purchases and reimbursements in accordance with all Federal Government regulations and NASA policies. Offsite training is defined as training where the facilitation, coaching, or instruction and learning occurs outside and external to NASA and requested using the SATERN Standard Form (SF-182): Authorization, Agreement, and Certification of Training, or the SF-1164: Claim for Reimbursements and Expenditures.

This has historically included:

- A. Create source documents that must be included are offsite course requests, learning history, approved training forms, attendance and completion data, and course information;
- B. Enter training course information and employee training data into NASA's automated LMS for each training instance to produce updated training histories;

- C. Complete training data entry and administration tasks such as: training data and/or verify training data (academic grades, modifications, rosters, continued service agreements etc.) in NASA's online training systems and ServiceNow;
- D. Monitor and seek attendance/completion verification from employees of training and learning programs and communicate status and results of verifications;
- E. Prepare electronic file documentation templates, fax cover sheets and forms;
- F. Review training objectives and justifications for adequacy and coordination with Center Training Officers when revisions are necessary;
- G. Contact the training vendor to verify class availability, schedule, location, substitution and payment methods;
- H. Follow up with customers when information is missing, training schedule changes, substitutions classes are not available, or a cancellation is required;
- I. Assemble file documentation required to make a determination of price reasonableness;
- J. Create order logs in P-Card Solutions for academic and non-academic purchases;
- K. Create purchase orders in SAP using the "outside buyer" role and de-obligate funds when modifications are received;
- L. Update information in IT systems (ITSM, SATERN, Systems Application Product (SAP), ServiceNow, etc.);
- M. Verify all Enterprise Human Resources Integration (EHRI) data entries are completed on the external training request form;
- N. Review and update training documents (i.e., SF 182) and add billing instructions for academic purchases;
- O. Receive, prepare, and validate academic training invoices for payment and reject invoices if not in compliance with billing instructions;
- P. Update and maintain the Training Purchases Reconciliation Tool for reporting transactions to the Centers;
- Q. Confirm with training vendors that learners have been registered and payment has been received;
- R. Research and update Training Purchases inquiries;
- S. Assist with research of monthly purchase card reconciliation and the payment of academic training purchases;
- T. Consult with requester for final vendor selection;
- U. Verify that vendor is not listed on the Excluded Party list in System for Award Management (SAM);
- V. Ensure all conference reporting requirements are met prior to purchasing conferences.
- W. Research and validate course and vendor data for training requests submission;
- X. Validate cancellation requests for processing and verify with vendor if refunds will be obtained;
- Y. Verify modifications requests with vendors for processing;
- Z. Verify approval, reviewing training reimbursement requests, and confirming course attendance/completion;
- AA. Support the purchase of standard training classes for the Agency (e.g., export control, Information Technology (IT) security, and ethics);
- BB. Perform market research to identify and recommend potential training providers;
- CC. Review sole source justifications for adequacy and coordination with Center Training Officers when revisions are necessary;

- DD. Perform post-award administration on purchase orders to include processing invoices for CO certification and payment by NSSC Financial Management;
- EE. Research open P-Card Order Logs with aged training dates and contacting vendors, center training office or learners (if necessary); and
- FF. Assist with bill collections for pending credit card and check refunds utilizing NSSC's Financial Management's Information Data Request (IDR) and Anticipated Collections Tool.

3.2.22.3 On-site Training Purchases Less Than \$25K

The SP shall support and administer on-site training purchases less than \$25K in accordance with all Federal government regulations and NASA policies. The SP shall complete purchase preparation, ensure data integrity, coordinate invoicing actions, prepare modifications and respond to customer inquiries. On-site training is defined as training where a vendor provides instruction or facilitation to a group of NASA employees either at a NASA facility or virtually; or purchasing of books, materials, training tools, in support of a learning event. (Note: Purchase Orders or purchases over 25K will be transferred to Procurement under PWS section 3.3.15.1 Simplified Acquisitions Threshold (SAT) Purchase Support).

This has historically included:

- A. Create source documents that must be included are on-site course requests, learning history, approved training forms, attendance and completion data, and course information;
- B. Enter training course information and employee training data into NASA's automated LMS for each training instance to produce updated training histories;
- C. Complete training data entry and administration tasks such as: training data and/or verify training data (academic grades, modifications, rosters, continued service agreements etc.) in NASA's online training systems and ServiceNow;
- D. Monitor and seek attendance/completion verification from employees of training and learning programs and communicate status and results of verifications;
- E. Prepare checklists, file documentation templates, and forms;
- F. Review sole source justifications and SOWs for adequacy and coordination with customers when revisions are necessary;
- G. Maximize awards to Small Businesses, Small Disadvantaged Businesses, Women-owned Businesses, Service-Disabled Veteran Owned Small Businesses and HUB-zone Businesses;
- H. Prepare synopsis files for posting on SAM.gov, when required;
- I. Prepare files for posting on Solutions for Enterprise-Wide Procurement (SEWP) or GSA e-Buy. After award, when applicable, posting sole source documentation to SAM.gov;
- J. Prepare RFQs and soliciting quotes from training vendors;
- K. Follow up with customers when training schedules changes, classes are not available, or a cancellation is required;
- L. Evaluate quotes to include coordination of technical evaluations with customers and the determination of price reasonableness;
- M. Consult with requester for final vendor selection;

- N. Verify that vendor is not listed on the Excluded Party list in SAM and is otherwise in compliance with Section 889;
- O. Research and update Training Purchases Incident Tickets;
- P. Manage the automated registration for internal NASA and Center courses;
- Q. Perform market research to identify and recommend potential training providers;
- R. Research and validate course and vendor data for training requests submission;
- S. Validate cancellation requests for processing;
- T. Prepare modifications to add or reduce the number of learners, change date or location, cancel classes, and/or de-obligate funds. Verifying modifications requests with vendors for processing;
- U. Enter training data and/or verify training data (grades, modifications, rosters, etc.) is entered accurately and archived in NASA's on-line training systems;
- V. Verify attendance/completion of training tracked within the LMS; if not provided, request grades from employees post training; notify Center Training Offices when an employee does not meet Agency completion requirements; begin recoupment process when warranted. The SP shall support customers with the administration of courses. This applies to all scheduled offerings, whether purchased or no-cost;
- W. Create course items and scheduled offerings, "reserve" seats for specific courses, track reservations against available seats, and maintain a "waiting list," if necessary. The reserved seats may be set aside for a single organization or for multiple organizations; and
- X. Provide post-training support to include deploying course surveys and compiling survey results, closing scheduled offerings and inactivating course items.

3.2.22.4 Administration and Oversight of the Agency Learning Management System (LMS)

The SP shall support the Agency LMS to include NASA's System for Administration, Training and Educational Resources (SATERN). The SP shall develop training materials, and provide web content for the SATERN landing page. The SP shall be responsible for the implementation, administration, maintenance, performance, and production support of SATERN and any other NASA e-learning systems. The SP shall test new and/or upgraded application package releases and productivity tools. The SP shall resolve customer inquiries, create and execute reports, create and disseminate communication materials to customers related to system outages and upgrades and respond to data calls.

This has historically included:

- A. Support the training community with the administration of courses and learning programs. This applies to all classes/scheduled offerings, whether purchased or no-cost; and
- B. Provide post-training support to include deploying course surveys and compiling survey results, closing scheduled offerings and inactivating course items.
- C. Consider customer needs and feedback as expressed through the identification of Agency and Center-specific training needs, system functionality as well as advances in online training capabilities.
- D. Support Agency and Center customers with course library maintenance, curricula development and assignment, item creation and maintenance, assignment profile maintenance and scheduling;

- E. Support Agency Training Certification Programs (i.e., Supervisor Training Programs, Science Technology and Exploration Program;
- F. Maintain system-wide configuration settings and variables per Agency standards and guidance to include the default LMS Learner and Admin landing pages, tiles, and the SF-182;
- G. Facilitate resolution of system issues between system users, NASA and HRIS system service providers (such as the LMS SP);
- H. Complete all Service Requests related to this activity at the lowest level possible;
- I. Ensure system contains current data; verifying that interfaces and data feeds are accurately populating downstream systems; and conducting regular, manual updates to system; and
- J. Establish and modify admin-level access and roles per approved NAMS access requests.

3.2.23 Senior Executive Support

3.2.23.1 Senior Executive Administrative Support

The SP shall support Senior Executive HR Functions.

This has historically included:

- A. Liaison with other HR functions as needed
- B. Establish a Casework Approach to In-processing and Off-boarding Presidential Appointed Executives or Senior Executives as indicated by the OCHCO Executive Services Division;
- C. Maintain positions and incumbencies, within ESCS, as required by OPM;
- D. Provide Training, counseling, and/or support for variations in the executive services including but not limited to the following:
 - 1. In-processing
 - 2. Benefits
 - 3. Retirement
 - 4. Performance Management
 - 5. Awards
 - 6. Support to Executive Services and Aspiring Executives

The SP shall also provide support in partnership with the OCHCO/Executive Services Division to facilitate the establishment of streamlined and standardized end-to-end Executive services and processes; to include training and development support to the Aspiring Executive program.

3.2.23.2 Senior Executive Services (SES) Case Documentation

The SP shall provide support to OCHCO Executive Services Division for OPM Senior Executive Service Certification.

The SP shall provide support to ensure a complete, accurate certification package is submitted to the OPM Qualifications Review Board (QRB) and report requirements identified in DRD 3.2.23-1.

This has historically included:

- A. Assist the candidate in perfecting the required ECQ documents to meet OPM guidelines and approved formats, as well as NASA and NSSC style guidance and branding standards;
- B. Update the ESCS as required by OPM;
- C. Provide regular status updates to Agency/Center POC on progress of the documents from receipt through the submission to OPM QRB; and
- D. Prepare rewrites and resubmissions in the cases of QRB re-write requests or disapprovals, within the prescribed timeline.

3.2.23.3 Presidential Rank Award Support

The SP shall provide support to OCHCO Executive Services Division by creating, developing, and submitting Presidential Rank Award Nominations.

This has historically included:

- A. Assist the nominee in perfecting the nomination document to meet OPM guidelines and approved formats, as well as NASA and NSSC style guidance and branding standards;
- B. Forward candidate-approved final documentation to the Center point of contact for review and concurrence;
- C. Forward Center-approved final documentation to the Agency Program Manager for approval and submission to OPM; and
- D. Provide regular status updates to Agency/Center HR POC on progress of the documents from receipt through the Agency approval process.

3.2.24 NSSC Internal Online Content Management and Training Development

The SP shall develop internal NSSC training and/or online course content in support of NSSC's Service Delivery functions. The SP shall coordinate user acceptance testing with internal and/or external customers prior to course deployment.

This has historically included:

- A. Provide instructional design in the development of NSSC training material;
- B. Provide the upload and activation of successfully tested courses into SATERN;
- C. Provide support to troubleshoot, restore or replace Training/SATERN courses made inoperable due to system or environment changes; and
- D. Utilize content authoring tools to integrate multiple training media sources as required.

3.3 Procurement Services

The NSSC Procurement Services Division supports NASA's overall mission by providing core procurement services across the Agency and has been designated the buying office for selected

Product Service Lines (PSLs). NSSC procurement assignments for NASA include but are not limited to: Grants & Cooperative Agreements, Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR), Software, Acquisition Support Services, Office of Diversity and Equal Opportunity/Equal Employment Opportunity (ODEO/EEO), Human Capital Services, Office of Science, Technology, Engineering, and Math (OSTEM) Services, Library Subscriptions, Audit Support/Financial Support Services, Simplified Acquisition, and Purchase Card.

The SP shall be proficient and knowledgeable of procurement laws, regulations, and guidance set forth in Attachment I-22, *References* and the procurement systems set forth in Attachment I-25, *IT Systems and Applications*, which the SP shall use to perform these activities.

The SP shall complete non-inherently governmental, pre-award and post award tasks necessary to award and administer purchase/delivery/task orders, blanket purchase agreements, interagency agreements, and contracts to include SBIR/STTR contracts, grants, and cooperative agreements in support of the overall NASA mission.

The SP shall update workflow tracking tool throughout the process, using the systems set forth in Attachment I-25, *IT Systems and Applications*.

The SP shall perform the following pre-award tasks to include but not limited to:

- A. Facilitate the receipt of complete purchase requisition packages by promptly contacting the responsible NASA technical organization if any element of the purchase requisition package is incorrect or incomplete. A complete purchase requisition package historically includes but is not limited to; the statement of work/performance work statement, purchase requisition (PR), independent government cost estimate, technical justifications, NASA Form (NF) 1707 Special Approvals and Affirmations of Requisitions, brand name or sole source justifications, testing protocols, Market Research, other Agency and Center justifications and approvals, and list of Government furnished property (if applicable);
- B. Track and report all in house purchase requisitions, technical packages, and all pending packages that require processing;
- C. Prepare an acquisition plan, streamline acquisition plan, or acquisition strategy;
- D. Recommend the most effective acquisition strategy;
- E. Assign and record the appropriate solicitation/contract/order/grant number in NASA's contract-writing system;
- F. Prepare NF 1787 Small Business Coordination and NF 1787A Market Research Report, as applicable;
- G. Review proposed budgets to determine reasonableness, allowability, allocability, and necessity to perform the stated objectives of a grant or cooperative agreement;
- H. Post synopses of new procurement opportunities, noncompetitive justifications, solicitations, and other pre-award documents through the Government Point of Entry (GPE).
- I. Prepare appropriate solicitation documentation.
- J. Review quotes for adherence to the terms in the solicitation or request for quote.

- K. Assist in routing required documentation for higher level review per NSSC Work Instructions set forth in Attachment I-22, *References*;
- L. Draft pre-award and award documents as per award file checklist, as amended;
- M. Facilitate the receipt of complete technical evaluation packages by promptly contacting the responsible NASA technical organization or proposing entity if any element of the technical evaluation package is incorrect or incomplete. A complete technical evaluation package historically includes but is not limited to technical evaluation and purchase requisition (PR) (with revisions as needed);
- N. Pull Federal Awardee Performance and Integrity Information System (FAPIS), Representations and Certifications from System for Acquisition Management (SAM), and Exclusions from SAM;
- O. Draft Federal Procurement Data System-Next Generation (FPDS-NG) records in accordance with acquisition type, NASA FPDS Guide, and FPDS Government User's Manual.
- P. Prepare all award documents including but not limited to award document with all applicable attachments, delegation forms, cover letters, and distribution materials.
- Q. Assemble the corresponding electronic award file with bookmarks, ensuring all required pre-award file documentation is appropriately submitted for approval.

The SP shall perform the following post-award tasks to include but not limited to:

- A. Track and maintain incremental funding profiles (such as contract value, cumulative obligated dollars, and future program dollars to fully fund) to ensure timely obligations. When funding issues arise, the SP historically communicates with NASA Headquarters and Center resource staffs, and technical sponsors, in order to identify options and recommendations for the consideration of the NSSC CO;
- B. Review and analyze proposals and supporting file documentation to ensure all required documentation for the contract modification has been received, and the proposed costs are reasonable, allowable, allocable, and necessary to perform the stated objectives of the contract;
- C. Prepare modifications to the contract including but not limited to: incremental funding actions, key personnel changes, schedule revisions, property changes, change orders, no-cost extensions, termination actions, stop work orders, exercise options, revisions to existing clauses, and incorporation of new clauses as necessary;
- D. Prepare all modifications or grant supplement documents to include augmentations including but not limited to award document, delegation forms, cover letters, and distribution materials.
- E. Assemble the corresponding electronic award file with bookmarks, ensuring all required pre-award file documentation is appropriately filed within the electronic file;
- F. Monitor receipt of invoices for payment, review all required invoice documentation to ensure compliance with the terms and conditions of the contract, obtain necessary concurrences from the COR and Program Office personnel when necessary, and prepare the invoice file for the NSSC contracting officer's review and approval;
- G. Monitor the receipt of all required deliverables and government approvals specified in each contract/grant being administered. Conduct follow-up activities with responsible NASA office, or delegated audit or administration agencies to facilitate receipt of the late

- deliverable or approval. Notify the CO of any delinquent deliverables that the SP was not able to facilitate delivery of, along with a recommended course of action to address the situation;
- H. Prepare task/delivery/call orders from NSSC awarded agreements, contracts, and SEWP catalogs;
 - I. Track and monitor the processing of unsolicited proposals and other noncompetitive proposals from receipt through award or final disposition if an award is not made;
 - J. Support the quarterly NASA's Continuous Monitoring Program (CMP) of unliquidated obligations, expiring and cancelling funds, and annual certification process;
 - K. Verify that assigned CORs have the appropriate FAC-COR certification level and the certification date is valid;
 - L. Confirm delivery dates with customers and in instances of non-delivery contact vendors to remedy the situation; and
 - M. Perform escalation processes to actively coordinate invoice approvals with NASA Center personnel when required.
 - N. Prepare option modification documentation for CO review in accordance with the applicable option clause in all contracts that contain option periods.

In support of pre-award and post-award administration the SP shall:

- A. Complete all (finalized) Federal Procurement Data System-Next Generation (FPDS-NG) records in accordance with the FAR.
- B. Distribute all award documents.
- C. Complete all electronic award files bookmarked per appropriate checklist.
- D. Ensure all files are maintained in accordance with procurement work instructions and stored within the NASA official document repository system of record.
- E. Upload finalized electronic award files to the systems of record.
- F. Send all files to contract closeout in accordance with the FAR, NFS, 2 Code of Federal Regulations (CFR) 200 and Grant and Cooperative Agreement Manual (GCAM).
- G. Monitor, review, and release Purchase Requisition in the financial system.
- H. Contact customer when a PR is in an unreleased status.
- I. Document all SP processes and procedures in work instructions in accordance with DRD 3.0-1.
- J. Prepare all procurement Freedom of Information Act (FOIA) requests received from the NASA FOIA Officer prior to submitting to the Grants Officer or CO for review.
- K. Compile and deliver to CS data to answer NASA Headquarters and Center data calls.
- L. Prepare documents and data for internal and external audits or program reviews. Support internal and external audits by cognizant auditing activities, along with criminal or administrative cases initiated by the NASA Office of Inspector General. Historically this has included tracking of audit requests, findings, and resolutions and preparing and forwarding requested file documentation and recommendations for responses.
- M. Monitor and resolve Level 2 Customer Contact tickets received from the NSSC Customer Contact Center (CCC).
- N. Monitor and resolve all Level 2 assistance tickets received through ServiceNow within 3 business days.

- O. Route and escalate assistance and incident tickets that require Level 3 resolution within 2 business days.
- P. Ensure that Knowledge Articles used by the NSSC Customer Contact Center are current, accurate and effective to support incoming customer inquiries to be addressed at Tier 0/ Tier 1.
- Q. Coordinate with the CCC when directed by CS to ensure call center personnel are equipped to effectively answer procurement rated inquiries for all subsections under 3.3 at Tier 0/Tier 1.
- R. Ensure all activity assigned electronic mailboxes are consistently monitored in accordance with established business practices.
- S. Participate in directed, scheduled, and ad-hoc meetings with NSSC COs, NASA management officials, NASA program office personnel, internal and external NASA customers, and other SPs and grant recipients. These meetings may take place in person or using available virtual technologies (e.g., telecons, ViTS, Teams, WebEx, etc.).
- T. Generate and distribute routine and ad-hoc reports when directed by CS to support day-to-day operational procurement requirements. These reports differ from the formal DRD reporting requirements in that they are informal in nature, require little data manipulation, and are generally used to support a specific pre-award or post-award administration activity.
- U. Maintain and update annually all customer guides, business rules, service delivery guides, and desk guides.
- V. Immediately inform the NSSC Procurement Officer and responsible Branch Chief of any work processes that deviate from those contained in the business rules, service delivery guides, desk guides and work instructions.
- W. Establish a formal training program consisting of both classroom procurement training courses taught by commercial vendors certified to provide Federal Acquisition Certification in Contracting (FAC-C) training and informal on-the-job training.
- X. Identify, develop, and implement, to the maximum extent practicable, process improvements that provide for more efficient and/or cost-effective performance of the procurement activities identified in PWS Section 3.3.

3.3.1 NASA Procurement Programs Support

The requirements for NASA Procurement Program Support are defined in the following subsections.

3.3.1.1 Federal Acquisition Certification in Contracting (FAC-C)

The Federal Acquisition Certification in Contracting (FAC-C) program established core requirements for education, training, and experience for contracting professionals in civilian agencies and was enacted pursuant to Section 6(a) of the Office of Federal Procurement Policy Act. The SP shall engage this program by providing services to support the NASA Headquarters Office of Procurement, specifically the Acquisition Career Manager (ACM), in accomplishing the operational and administrative activities such as training course acquisition management, FAC system of record and/or Agency Learning Management System (LMS) administration

support, FAC-C certification program support, and the development of acquisition metrics/statistics.

The SP shall support this program by:

- A. Support ACM with administration of certification courses. Set up procurement course registration and training webinars in the Agency's LMS, track and manage reservation against available seats and eligibility/prioritization requirements/needs, coordination of employee email notifications (confirmed seats, attendance policy, and pre-work assignments), finalize attendance rosters, verify attendance, and provide administration for awarding Continuous Learning Points (CLPs) for NASA hosted courses, training sessions, or any other courses identified;
- B. Provide scheduled courses for the fiscal year, upcoming classes, and available slots; collect names of course participants; and prioritize course attendance in accordance with the NASA Procurement Career Development and Training Policy;
- C. Serve as POC for Program participants for logistical and operational matters; provide system assistance to personnel registering for procurement courses;
- D. If required, coordinate on-site course requirements with training and logistical personnel, instructors, and participants; coordinate assistance for employees with disabilities, dietary restrictions, transportation needs, and any emergency issues which may arise during the duration of the class;
- E. Query and run reports from FAC system of record and/or Agency LMS on CLPs earned by all FAC-C certified employees to ensure compliance with continuing education requirements (80-hours every two years) and run specific queries for employees to determine FAC-C certification status;
- F. Provide FAC-C certification metrics from the FAC system of record and/or Agency LMS;
- G. Maintain training and attendance metrics for certification courses, webinars, and training courses, as needed. Organize training data to reflect the number of registrations, number of attendees, etc.;
- H. Perform program support tasks in the FAC system of record, such as updates to FAC-C profile information to reflect employee resignations, transfers, or retirements, and upload course completion records, CLP requirements, certification reminders, as necessary;
- I. Provide meeting support for attendance and minutes, if requested by ACM; and
- J. Provide additional support services as needed and as identified by the ACM, such as support and assistance of newly identified Office of Management and Budget (OMB)/Office of Federal Procurement Policy (OFPP)/Federal Acquisition Institute (FAI) acquisition workforce initiatives and any initiatives requested by Office of Procurement's Administrator and Deputy Associate Administrator.

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

The Federal Acquisition Certification for Contracting Officer's Representative Program (FAC-COR) and NASA's policy implementing the FAC-COR program has its basis in the Office of Federal Procurement Policy Letter 05-01, which established the government-wide framework for ensuring a federal acquisition workforce with the skills necessary to deliver best value supplies

and services, find optimal business solutions, and provides strategic business advice to accomplish agency missions.

The SP shall engage this program by providing services to support the NASA Headquarters Office of Procurement, specifically the Acquisition Career Manager (ACM) and the HQ FAC-COR Program Manager (PM), in accomplishing the operational and administrative activities such as training course management, FAC-COR certification program support, FAC system of record and/or Agency Learning Management System (LMS) administration support, development of acquisition metrics/statistics, and implementation of policy or program changes.

The SP shall support this program by:

- A. Support COR PM with administration of certification courses. Setup course registrations, on behalf of each Center, and training webinars in the Agency LMS. Track and manage reservations against available seats and eligibility/prioritization requirements/needs, coordination of employee email notifications (confirmed seats and attendance policy), finalize attendance rosters, verify attendance, and provide administration for awarding Continuous Learning Points (CLPs) for NASA hosted courses, training sessions, or any other courses identified;
- B. Perform program support tasks in the FAC system of record such as certification processing, uploading of course completion records, CLP requirements, certification reminders, etc.;
- C. Query and run reports from FAC system of record and/or Agency LMS on CLPs earned by all certified CORs to ensure compliance with continuing education requirements (40-hours every two years) and run specific queries for employees to determine FAC-COR certification status;
- D. Perform monthly FAC-COR certification validation in FAC system of record to update/maintain the searchable NASA FAC-COR certification spreadsheet located on the Career Development and Training - Contracting Officer's Representatives (CORs) webpage only available to users within the NASA network;
- E. Provide FAC-COR certification metrics from the FAC system of record and/or Agency LMS;
- F. Provide meeting support for attendance and minutes, if requested by HQ FAC-COR PM;
- G. Provide additional support services as needed and as identified by the FAC-COR PM, such as support and assistance of newly identified OMB/OFPP/FAI acquisition workforce initiatives; and
- H. Assist HQ FAC-COR PM with policy implementation or program changes.

3.3.1.3 Reserved

3.3.1.4 Reserved

3.3.1.5 Contract Administration and Audit Services (CAAS) Reconciliation

NASA enters into interagency agreements with the Defense Contract Audit Agency (DCAA), Defense Contract Management Agency (DCMA) and the Office of Naval Research (ONR) for

CAAS. DCAA, DCMA and ONR charge NASA monthly for these services based on the number of open instruments being administered. Instruments include contracts, orders, grants and cooperative agreements. To assure NASA is charged correctly for these services, the NSSC performs monthly reconciliations of IPAC billings from each of these agencies.

The SP shall support this program by:

- A. Maintain a single, definitive database that tracks all open instruments delegated to DCAA, DCMA, and ONR and updating that database whenever new instruments are delegated to one of those agencies for CAAS or when an instrument has expired and been turned over for close-out and the delegation rescinded;
- B. Review IPAC billings to ensure only active instruments that have been delegated to DCAA, DCMA, or ONR have been billed for and that credits from previous overpayments have been applied;
- C. Provide recommendations to the responsible NSSC CO regarding the accuracy of the IPAC submittal and whether it should be accepted for payment or rejected; and
- D. Draft correspondence to DCAA, DCMA, and ONR for signature by the responsible NASA official, rescind delegations on instruments no longer requiring CAAS because the instrument has expired, is undergoing closeout, and should not be included in future IPAC billings.

3.3.2 Grants and Cooperative Agreements

NASA Mission Directorates and NASA Office of STEM Engagement fund the research, training, and education of thousands of scientists, engineers, and educators each year at U.S. institutions of higher education, nonprofit organizations, commercial firms, and state and local governments through the award of financial assistance instruments. These instruments include research, education, training, and facility grants and cooperative agreements. Grant and cooperative agreement awards can result from selections made on competitive solicitations, noncompetitive proposals with appropriate justification, and unsolicited proposals.

The NSSC is responsible for the award and administration of Agency grants and cooperative agreements. For the remainder of PWS Section 3.3.2, the term grant refers to both grants and cooperative agreements.

3.3.2.1 Grant Awards

The SP shall perform all non-inherently governmental, pre-award tasks necessary to award grants in support of the overall NASA mission in accordance with 2 CFR Part 200, 2 CFR Part 1800 and the NASA Grants and Cooperative Agreement Manual (GCAM) requirements.

The SP shall perform all services listed in PWS Section 3.3 (pre-award tasks) along with the following:

- A. Facilitate the receipt of technical packages by contacting the responsible NASA technical organization promptly if any element of the technical package is incorrect or incomplete. A

technical package includes but is not limited to the proposal, purchase requisition, funding, technical evaluation, selection statement, testing protocols, noncompetitive justification, supporting budget information (to include the budget narrative and the budget details), subcontract information, other Agency or Center justifications and approvals, and the list of Government furnished property;

- B. Review and analyze proposals and supporting pre-award file documentation to ensure all required documentation for award has been received;
- C. Provide the completed award file to the NSSC Grants Officer (GO) for review and execution. Historically, the SP makes any revisions to these documents requested by the GO and timely resubmits the revised documents for review and execution; and
- D. Conduct pre-award risk assessments for all grant and cooperative agreement recipients at the grantee level using the HQ OCFO Pre-Award Risk Assessment Tool (PARA Tool).

3.3.2.2 Grant Administration

The SP shall perform all non-inherently governmental post-award tasks necessary to administer grants, in support of the overall NASA mission in accordance with 2 CFR Part 200, 2 CFR Part 1800 and the NASA Grants and Cooperative Agreement Manual (GCAM) requirements.

The SP shall perform all services listed in PWS Section 3.3 (post-award tasks) along with the following:

- A. Monitor and report submittal of indirect rate proposals to DOI and/or NASA by tracking DOI acceptance of delegations to perform reviews of indirect rate proposals; reporting the status of DOI's review of indirect rate proposals delegated to them; track receipt of final rate agreements issued by Auditing Agency; and distribute those agreements to the responsible GO and add them to the supporting files;
- B. Monitor and report DHHS Payment Management System (PMS) to identify grant recipients with zero drawdown amounts. Coordinate with grant recipients and technical officers as needed to assess whether satisfactory progress is being made and take appropriate corrective action if necessary. Tasks include providing quarterly list of grant recipients with zero drawdown amounts to the GO, request from each grant recipient on the list and the responsible NASA technical officer, the rationale for having a zero drawdown amount and its impact on overall performance, correlate and provide those responses to the GO for a determination of any required corrective action, and implement the corrective action deemed appropriate by the GO;
- C. Monitor and report of high-risk recipients to include monitoring the Federal Audit Clearinghouse and maintaining an electronic record of all NASA grant recipients that are considered high risk by the cognizant audit;
- D. Conduct risk assessments utilizing the PARA Tool to include consideration of Single Audit risk assessments obtained from the Federal Audit Clearinghouse, unresolved Single Audit findings sent to NSSC from the NASA Office of Inspector General, and other factors such as history of poor performance and/or noncompliance with grant requirements as determined by NSSC. Evaluate the recipient's risk level and provides corresponding recommendations from pre-award through the life of the grant (including the closeout process) to allow for adjustment to the grant's special terms and conditions;

- E. Identify grant recipients with \$750,000 or more in obligations and notify these grant recipients of their Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) (2 CFR 200 subpart F) Single Audit responsibilities;
- F. Track, monitor and report Federal Financial Reports (SF-425) submissions of recipients grants in support of the Federal financial reporting review requirements for SF-425 by reviewing the quarterly and final SF-425 reports and providing findings to GO for review;
- G. Verify and report all sub-grant awards and executive compensation data required to be entered into the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) by grant recipients has been entered into FSRS; and
- H. Monitor receipt and acceptance of CAAS delegations to cognizant Federal audit and administration agencies.

3.3.3 SBIR/STTR Contracts

NASA's Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) programs fund the research, development, and demonstration of innovative technologies that fulfill NASA needs as described in each annual SBIR program solicitation and have significant potential for successful commercialization.

The SBIR and STTR programs have three phases as well as other post award opportunities including I-Corp, Civilian Commercialization Readiness Pilot Program (CCRPP), Phase II Sequential, Phase II Enhancements and Phase III.

The NASA SBIR/STTR Electronic Handbook (EHB) or new cloud-based system (currently under development) is a complete end-to-end paperless system used to manage various activities of the SBIR and STTR programs, ranging from solicitation development to contract administration processes and commercialization. The EHB continues to be used by all program participants, with approximately 6,000 active users from NASA Centers and firms. The EHB is a system set the SP will use to award and administer SBIR and STTR contracts.

3.3.3.1 SBIR/STTR Awards

The SP shall perform all non-inherently governmental, pre-award tasks necessary to award any type of SBIR/STTR Phase I, Phase II including post award opportunities: Civilian Commercialization Readiness Pilot Program (CCRPP), Phase II Sequential, or Phase III contracts authorized by statute or regulation and approved for use at NASA, including both fixed-price and cost-reimbursement contracts.

The SP shall perform all services listed in PWS Section 3.3 (pre-award tasks) along with the following:

- A. Gather and provide past performance information on prospective recipients for use by the Source Selection Authority in making source selection decisions for each SBIR/STTR award cycle. The SP shall gather this information from historical award and performance data maintained in NSSC award files and FAPIIS, along with data contained in SAM;

- B. Provide the completed pre-award file, award documents, and distribution correspondence to the NSSC CO for review and execution. The SP shall make any revisions to these documents requested by the NSSC CO and resubmit the revised documents for review and execution;
- C. Support the SBIR Program Office in the preparation of the SBIR/STTR solicitations;
- D. Support NSSC's Budget and Accounting Division (BAD) with the processing of purchase requisitions for the funding of SBIR and STTR contracts; and
- E. Support NSSC's CS Lead by providing status reports for each SBIR/STTR phase.

3.3.3.2 SBIR/STTR Administration

The SP shall perform all non-inherently governmental post-award tasks necessary to administer all SBIR and STTR including I-Corp, Civilian Commercialization Readiness Pilot Program (CCRPP), Phase II Sequential, Phase II Enhancements and Phase III contracts in support of the overall NASA mission.

The SP shall perform all services listed in PWS Section 3.3 (post-award tasks) along with the following:

- A. Coordinate with the SBIR Program Office to identify and appoint replacement CORs as necessary to ensure appropriate technical oversight of all SBIR/STTR contracts;
- B. Monitor awards to ensure products are received and/or services are rendered by confirming with the COR; and
- C. Monitor virtual site visit deliverables to ensure timely delivery and accuracy and provide the ACO with comments or concerns on findings.

3.3.4 Reserved

3.3.5 Reserved

3.3.6 Reserved

3.3.7 Procurement Operations

The NSSC's Procurement Operations Branch supports NASA's commitment for the creation and utilization of Agency contracts to satisfy NASA enterprise requirements and support the Agency's Strategic Sourcing Program.

The contracts, blanket purchase agreements (BPAs), indefinite delivery/indefinite quantity contracts (IDIQs), interagency agreements, purchase orders and delivery/task orders awarded and administered in support of the Procurement Operations Branch fall into one of the following areas:

- A. Enterprise Software Procurement (ESP) - includes a portfolio of contract vehicles, delivery/task orders, Solutions for Enterprise-Wide Procurement (SEWP) catalogs, and blanket purchase agreements for enterprise and center specific software licenses. Examples of

enterprise software license agreements include but are not limited to single-award contract vehicles for Adobe, IBM, Mathworks, Microsoft, National Instruments Corp, Oracle, PTC Inc, Red Hat Inc, Salesforce, ServiceNow, Splunk and VMware Inc software licenses and related support and maintenance.

Note: The acquisition of software licenses or maintenance ordered against an ESP contract instrument are awarded and administered by the ESP, regardless of dollar value.

- B. Agency Contracting – A portfolio of multiple contracts and orders that provide services across all NASA Centers and its component locations. Product Service Lines (PSLs) assigned to the NSSC that fall under Agency Contracting include but are not limited to the following: Acquisition Support Services, Contract Audit Support Services (CASS), Library Services, Office of Chief Human Capital Officer (OCHCO), Office of Diversity and Equal Opportunity (ODEO), Office of Science, Technology, Engineering and Math (OSTEM), and Subscription Services. Examples of other supply of services contracts awarded and administered by Agency Contracting include but are not limited to; interagency agreements (e.g., DCAA, DCMA, and Defense Logistics Agency (DLA)); Early Stage Innovations and Partnerships (ESIP) support services; International Organization for Standardization (ISO) registration services; Relocation Services of household goods and movement services, Emergency Notification System (ENS), NASA Travel System, and the NASA Purchase Card Program.

Note: The PWS requirements for the acquisition of supplies and services under the simplified acquisition threshold are captured separately under PWS 3.3.15 Simplified Acquisition Threshold (SAT) Purchase Support.

- C. NSSC Institutional Purchases – There are approximately 2 contract actions awarded annually that exceed the simplified acquisition threshold in support of the NSSC operations.

For the remainder of PWS Section 3.3.7, the term contract refers to the various contract types or agreements.

3.3.7.1 Reserved

3.3.7.2 Reserved

3.3.7.3. Reserved

3.3.7.4 Enterprise Software Procurement (ESP)

The ESP program supports NASA's Office of the Chief Information Officer and other Agency program, technical, and institutional offices in the acquisition of software licenses, maintenance, and training support. The ESP program personnel work with the Software Lifecycle Acquisition Management (SLAM), Enterprise IT Acquisition Office, Commercial IT Management (CITM) team, IT asset managers (ITAMs) from each NASA Center and representatives of major NASA

programs and projects to procure software licensing across the Agency. The ESP program also supports NASA Center requirements for one-time purchases of commercial off-the-shelf (COTS) software, or specialized components, and considers these requirements for enterprise agreements in subsequent years. The ESP program enables more efficient NASA software procurement and business processes through the standardization of processes, contractual terms and conditions, while providing the Agency with a better awareness of the strategic software agreements in place.

The SP shall perform the pre-award and post-award services listed in PWS Section 3.3 (exclusions identified below) along with the following:

- A. The SP shall assist the SLAM and CITM team by providing reports for occasional software license validation audits;
- B. The SP shall update ESP informational pages as new contracts or agreements are awarded or SEWP catalogs are established;
- C. The SP shall conduct a monthly review of ESP informational pages to ensure the accuracy of the data;
- D. The SP shall participate in the civil servant led kick-off meeting for each software agreement. (i.e., standalone, new candidate, follow-on, etc.);
- E. The SP shall track and maintain incremental funding profiles (such as contract value, cumulative obligated dollars, and future program dollars to fully fund) to ensure funds are available for obligation. When funding issues arise, the SP shall communicate with Headquarters and Center resource staffs and technical sponsors in order to identify options and recommendations for the applicable NSSC contracting officer.

PWS Section 3.3 exclusions are the following:

- A. Pre-award tasks letters C, D, G, I, J, and K.
- B. Post-award tasks letters B, G, I, L, and M.

3.3.7.5 Agency Contracting

The SP shall perform the pre-award and post-award services listed in PWS Section 3.3 and prepare conformed copies of contracts identified by the CO.

3.3.7.6 Reserved

3.3.8 Reserved

3.3.9 Reserved

3.3.10 Reserved

3.3.11 Reserved

3.3.12 Reserved

3.3.13 NASA Purchase Card Program (P-Card)

The NASA P-Card Program is a commercial charge card program under the General Services Administration's (GSA) SmartPay Program, used to purchase commercial items and services across the Agency. The NSSC manages the Agency's P-Card Program and provides P-Card operational guidance and support to all NASA Centers and support organizations. The Agency P-Card Program has approximately 700 cardholders and 700 approving officials.

The SP shall support the P-Card Program by providing the following services, which include, but are not limited to:

- A. Monitor and implement regulatory changes and surges in workload due to programmatic changes that require immediate assistance and updates (e.g., Section 889 implementation);
- B. Comply with Policy, Memos, Frequently Asked Questions (FAQs), and any other data provided Agency-wide and found on the NSSC P-Card web-page;
- C. Utilize P-Card Application, ServiceNow, the Contractor Bank system (currently US Bank), the NASA Purchase Card Procedures and Instructions (PCPI), the NASA P-Card web-page, internal work instructions, internal spreadsheets and internal shared drive data to perform the P-Card duties on behalf of the Agency;
- D. Maintain proficiency in required systems and applications: e.g., NAMS, ServiceNow, P-Card Application, Contractor Bank, SAP (financial system), etc.;
- E. Provide a seamless interface and consistent guidance to the end-user or customer;
- F. Ensure deadlines are met and information is provided to the Agency Program Coordinator (APC);
- G. Collect, consolidate and analyze P-Card data required to prepare various Agency and Center level reports, audit requests, and Agency data calls;
- H. Report accurate and timely requirements in accordance with DRDs listed in Attachment I-2;
- I. Provide assistance to the P-Card Community (Cardholders, Approving Officials, Receivers, Special Approvers, etc.) with any inquiries to include order logs, reconciliation, audits, reporting and account maintenance;
- J. Prepare letters of delegation and other administrative program correspondence as necessary;
- K. Ensure accurate and consistent file maintenance for each NASA Center, Cardholders and Approving Officials;
- L. Ensure all files are maintained in the NASA official system of record;
- M. Ensure accurate data collection and maintain a consistent method of tracking (e.g., maintain spreadsheets);
- N. Create a sole tracking mechanism (or document) to maintain all data (e.g., to easily identify P-Card Violators, Cardholder's Spending Limits, a Cardholder's Approving Official, required Cardholder SATERN training, etc.);
- O. Ensure all steps are completed as necessary to create and close accounts in all systems of record (e.g., NAMS, email distribution lists, spreadsheets, Contractor Bank (currently US Bank), P-Card Application, file folders, etc.);

- P. Answer ServiceNow tickets in the order in which they are received in accordance with the Service Level Indicators in Attachment I-3;
- Q. Ensure proper escalation is maintained (if Level 2 ServiceNow cannot be resolved at Level 2, elevate to Level 3 via ServiceNow with an explanation);
- R. Respond to customer satisfaction survey recommendations and negative responses with any recommendations for improvement; and
- S. Participate actively in P-Card Training Sessions.

3.3.14 Grants Management Services (GMS) for Science Mission Directorate (SMD)

The SP shall:

- A. Provide points of contact to manage day-to-day customer interactions to include:
 - 1. address SMD issues and concerns;
 - 2. provide updates and reports to program offices, as requested; and
 - 3. represent GMS in meetings, as required.
- B. Review technical requirements packages for funding requirements and technical officer required documentation;
- C. Coordinate the receipt of complete technical requirement packages by contacting the responsible NASA technical organization promptly if any element of the package is incorrect or incomplete;
- D. Prepare the funding spreadsheet for Purchase Requisition (PR) completion;
- E. Monitor the availability of funding and grant recipient expenditures;
- F. Provide de-obligation forms as requested;
- G. Create and maintain PR automation processes and procedures;
- H. Retrieve technical requirements packages from NSPIRES to review them for accuracy and completion and identify funding requirements. Also review to determine all technical officer required documents are accurately completed and received;
- I. Ensure the budget justification and the technical officer required documentation is included;
- J. Prepare funding requisition documentation to provide initial funding prior to award and additional funding requisitions as required (Grants are generally awarded for 5-years but must be reviewed annually); and
- K. Monitor the status of funding and expenditures for individual grants in NASA's Research and Analysis Program Tracking of Resources (RAPTOR) system and provide status as required to NASA technical officers and HQs program offices.

3.3.15 Simplified Acquisitions Threshold (SAT) Purchase Support

The SAT Purchase Support Program, standardizes the solicitation and award processes for acquisitions of supplies and services under the simplified acquisition threshold. This includes but is not limited to real time tracking of procurement status through ServiceNow; published service level indicators and tracked performance against those indicators, and allowing Procurement personnel at the NASA Centers to focus on more complex, higher dollar acquisitions.

3.3.15.1 Simplified Acquisitions Threshold New Awards

The SP shall perform all services listed in PWS Section 3.3 (pre-award tasks) as applicable to SAT awards as well as the following additional requirements:

- A. Submit the package to the CO for an initial review of the recommended acquisition strategy and signature of associated documentation.
- B. Enter all data and time stamp completion of tasks into ServiceNow specific to SAT for new purchase requests.
- C. Create the obligation of the purchase request in the Government's obligation system (currently SAP ECC.)
- D. Review forms, utilize systems, and complete data entry into systems that are unique to the purchase of aircraft parts such as but not limited to; Form 50430, Form 70396, Qualified Suppliers List (QSL), NASA Quality Documents (Qdocs) NASA Aircraft Management Information System (NAMIS), Parts_base database, Government Industry Data Exchange Program (GIDEP) screening etc.)

3.3.15.2 SAT Administration

The SP shall perform all services listed in PWS Section 3.3 (post-award tasks) as applicable to SAT awards as well as the following additional requirements:

- A. Enter all data and time stamp completion of tasks into ServiceNow specific to SAT for modification requests, assistance requests, and report requests.
- B. Create the obligation of the purchase request in the Government's obligation system (currently SAP ECC.)
- C. Resolve SAT assistance request tickets and SAT report request tickets in the order in which they are received.
- D. Provide assistance to SAT stakeholders as required for inquiries including but not limited to reporting, CMP activity for the NASA centers, Quarterly closeout transfer Report, and Financial Audits.

3.4 NTSS IT Support

IT Support is required to support NSSC operations for existing lines of business, new lines of business, or business assigned to the NSSC during NTSS contract performance, or innovative and transformational solutions proposed by the NTSS SP. (This IT support shall not duplicate existing NASA IT enterprise services (e.g., AEGIS, CyPrESS, NCAPS (upon award), NEST, etc.)).

3.5 Reserved

3.6 Reserved

3.7 Reserved

3.8 New Business and Special Projects

NASA seeks to transform the way shared services are provided to the NASA customer. The SP shall imagine, design, propose, and execute transformational, game-changing solutions to service delivery, customer engagement, and the overall customer experience. The SP shall submit an Innovative and Transformation Plan (DRD 3.8.2-1) that demonstrates its capability to be more flexible, collaborative, technically astute, and that provides significant value to NASA.

During contract performance, the NSSC will be required to provide existing services to new customers; new services to NASA customers; and a wide range of special projects. Examples include, but are not limited to, expanding the Human Resources services currently provided to NASA, new enterprise capabilities in support of the NASA MSD and OCIO, and other Level of Effort (LOE) special projects to be determined.

The SP shall provide Innovative and Transformational projects that enhance customer satisfaction, business value, and overall value to NASA. Innovations are new and emerging ideas that will be identified in the SP's Innovative and Transformational Plan or ideas that have emerged through market changes or are completely new mechanisms or designs. The innovative and transformational process will also result in specific new projects that require a business case for which a Return on Investment (ROI) will need to be articulated and for which funding will have to be identified and allocated. Within the plan, the SP shall propose quantifiable metrics and measures which allow the Government to measure progress and value. Any SP proposal shall be approved by a review board prior to proceeding.

The SP, in the execution of any Innovative and Transformational projects containing Information Technology (IT), shall comply with all NASA IT policies and procedures as required, including but not limited to the following:

- NASA Policy Directive (NPD) 2800.1, Managing Information Technology;
- NASA Policy Requirement (NPR) 2800.2, Information and Communication and Technology Accessibility;
- NASA Procedural Requirement (NPR) 7120.7, NASA Information Technology and Program and Project Management Requirements;
- Applications Program Handbook Policy Handbook (AP-NASA-HDBK-001) V2.5;
- NPR 2810.1, Security of Information Technology;
- NPR 2830.1, NASA Enterprise Architecture Procedures;
- NPR 2841.1, Identity Credential and Access Management (ICAM);
- NPR 1382.1, NASA Privacy Procedural Requirements;
- NPR 1441.1, NASA Records Management Program Requirements;
- Office of Management and Budget (OMB) M-15-13, Policy to require Secure Connections across Federal Websites and Web Services;

- NPR 2210.1, Release of NASA Software, for new software developed or major modifications to existing software where the Government may have intellectual or property rights;
- NPR 2810.2, Possession and Use of NASA Information and Information Systems Outside of the United States and United States Territories;
- NPR 7150.2, NASA Software Engineering Requirements;
- NASA-STD-8739.8, NASA Software Assurance Standard;
- NASA-STD-8719.13, NASA Software Safety Standard;
- NASA Interim Directive (NID) 1600.55, Sensitive But Unclassified (SBU) Controlled Information;
- Executive Order 13556 Controlled Unclassified Information (CUI)
- NSSC Procedural Instruction (NSNPI-2800-001 NSSC Information Technology Governance
- NSSC ServiceNow Customization Request Process

The SP Innovative and Transformational projects shall not duplicate existing NASA IT enterprise services.

The SP shall provide these additional services and initiate these special projects via the IDIQ task order process under a specific WBS structure as listed below.

3.8.1 New Business and Special Projects

Place holder for WBS(s) to be created for each task order to support New Business and Special Projects.

3.8.2 Innovative and Transformational Projects

Place holder for WBS(s) to be created for each task order to support for Innovative and Transformational Projects.

3.9 Agency Business Services

3.9.1 Information Technology Business Services (ITBS)

The SP shall provide support to manage the NASA IT contracts by performing the following activities:

- A. Assemble workbooks and distribute monthly reports to NASA Agency points of contacts to validate and fund Agency IT SP invoices using NASA's Financial Tools;
- B. Review, coordinate, and track Center workbook responses to correct billing issues between NASA and the vendor(s);
- C. Reconcile contract funding with pending advances for the Working Capital Fund using NASA's Financial Tools;

- D. Complete the validation, reconciliation, and processing of contract(s) invoices to ensure payments are accurate using NASA's Financial Tools;
- E. Prepare, summarize, coordinate contract data, customer data calls, historical and current estimates on Agency IT contract(s) in support of the NSSC Planning, Programming, Budgeting, and Execution (PPBE) process to enable the program to provide detailed and accurate budget formulations using NASA's Financial Tools. This has historically included: summarize historical contract data, prepare and coordinate customer data calls, work with COR(s), IPAC Schedules, analyze historical costs and SP estimates, and prepare budget summaries for NSSC and NASA reporting;
- F. Prepare, track, summarize, and coordinate NSSC budget execution processes. This has historically included: track of actual contract costs, prepare monthly plans vs. actual cost reports, and prepare summary presentations of budget and actual information for internal and external reporting;
- G. Prepare, coordinate, and attend presentations and meetings with NASA and NSSC management and customer points of contact;
- H. Assemble and prepare responses with the applicable supporting documentation to NASA and NSSC review(s), in support of audit(s) requests, and in support of findings for the Continuous Monitoring Program (CMP) reports.
- I. Process Purchase Requisitions to fund various NASA contracts.

3.9.2 National Center for Critical Information Processing and Storage (NCCIPS) Business Services

The SP shall provide support to the NCCIPS business office.

- A. Prepare, track, analyze, and record data and presentations in support of the NCCIPS Planning, Programming, Budgeting, and Execution (PPBE processes) (DRD 3.9.2-2) to enable the program to provide detailed and accurate budget formulations using NASA's Financial Tools. This has historically included: support data calls, provide historical utilization and cost data, calculate rates, customer chargebacks, IPAC Schedules, prepare the annual Operating and Phasing Plan, Other Direct Cost (ODC) Budget Status;
- B. Prepare and maintain the NCCIPS Financial Status Report (DRD 3.9.2-4) and Monthly Utilization and Billing Reports (Customer Bills and Supplemental reports) (DRD 3.9.2-1) to ensure accurate customer billing and financial reporting using NASA's Financial Tools;
- C. Input, monitor, and record financial data, facility square foot data, support details, and required documentation using NASA's Financial Tools;
- D. Prepare financial analysis, reports, documentation, trending, forecasting, modeling, etc. to provide information to ensure timely decision making, stakeholder communications, etc. using NASA's Financial Tools;
- E. Complete the validation, reconciliation, and processing of contract(s) invoices to ensure payments are accurate using NASA's Financial Tools;
- F. Maintain the role as a Government P-Card Delegate and accurately complete all related non-inherently, government actions to ensure the effective and compliant use of the Government P-Card Program used in program acquisitions using NASA's Financial Tools;

- G. Analyze and coordinate information relevant to procurement requests; liaise and convey all relevant information to stakeholders in support of program acquisitions using NASA's Financial Tools;
- H. Coordinate financial approvals and track data for Project Implementation Plans (PIP/APIP) using NASA's Financial Tools. This has historically included: initiate financial reviews, analyze requests to ensure adequate funding is available, distribute Authority to Proceed (ATP) notifications, and report financial data for projects;
- I. Maintain the NCCIPS legacy financial management database until system replacement or retirement. Develop and test a new financial management tool(s) when required;
- J. Compile an annual Economic Impact Report (DRD 3.9.2-3) pursuant to NASA reporting requirements;
- K. Prepare and submit status updates for the Weekly Status Report (WSR);
- L. Prepare, coordinate, and attend presentations and meetings with NASA and NCCIPS management and customer points of contact;
- M. Assemble and prepare responses with the applicable supporting documentation to NASA's and NCCIPS' review(s), in support of audit(s) requests, and in support of findings for the Continuous Monitoring Program (CMP) reports.
- N. Process Purchase Requisitions to fund various NASA contracts.

3.10 Enterprise Services

Enterprise Services provides mission-enabling, agency-wide, and cross-functional solutions for NASA and NSSC. By leveraging the shared service model, mission organizations and Mission Support Enterprise Offices (MSEO) can focus on accomplishing their goals and implementing their critical missions.

The NSSC has also utilized lean six sigma for continuous service improvement to transform service delivery by improving quality, reducing costs and creating new business opportunities. The NSSC's Innovation and Continuous Improvement Program (ICIP) is coordinated across the NSSC by the SP Enterprise Services team.

Additionally, the Intelligent Automation Services (IAS) team brings digital transformation and innovation capabilities to NASA and NSSC.

3.10.1 Innovation and Continuous Improvement Program (ICIP)

The SP shall continuously assess and benchmark internal processes to look for ways to innovate, transform, and otherwise improve services. The SP shall continuously improve business processes and increase productivity to optimize the quality and efficiency of services provided to the NSSC, its customers and stakeholders. In an effort to gauge NSSC performance management strategies, continuous improvement strategies, and overall adaptation of shared services leading practices, the SP shall provide periodic reviews of the NSSC (DRD 3.10.1-1). Continuous improvement projects shall be initiated by the SP to increase productivity, reduce costs and increase quality with a cost benefit analysis to support the improvement. NSSC CS staff will also initiate improvement projects that will require SP coordination and support.

The SP shall provide project management support in developing and maintaining NSSC strategic plans, integrated project schedules, consolidated emergency preparedness plans, and consolidated Business Continuity Plans (BCPs), as required.

The SP shall provide Innovation and Transformative Services that include both Innovative efforts and continuous improvement. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and results in additional business value. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of services.

All innovative and transformational projects shall be submitted via an Innovative and Transformational Project (ITP) proposal. The SP shall share cost savings with the government for innovation or transformational projects that are implemented which result in cost savings.

3.10.1.1 Shared Cost Savings

The SP shall share with the government in any net cost savings realized from approved and implemented ITPs. The SP's actual percentage share of the cost savings shall be a matter for negotiation with the Contracting Officer, but shall not, in any event, exceed 50 percent of the total cost savings recognized by the Contracting Officer. The SP may propose changes in other activities that impact performance on the NTSS contract, including Government and other Contractor operations, if such changes will optimize cost savings. The SP shall not be entitled to share, however, in any cost savings that are internal to the Government, or which result from changes made to any contracts to which it is not a party even if those changes were proposed as a part of its ITP. Early communication between the SP and Government is encouraged. The communication may be in the form of a concept paper or preliminary proposal. The government is not committed to accepting any proposal because of these early discussions.

At a minimum, the SP shall provide the following supporting information with each ITP:

- (1) Identification of the current contract requirement(s) or established procedure(s) and/or organizational support which are proposed to be changed.
- (2) A description of the innovative or transformational alternatives that describe the current process, requirement or procedure and the proposed change. This description shall address how these proposed changes will meet NTSS requirements and discuss the advantages and disadvantages of the existing practice and the proposed changes.
- (3) A list of contract requirements which must be revised, if any, if the ITP is approved, along with proposed revisions. Any changes to NASA or delegated contract management processes should also be addressed.
- (4) Detailed cost estimates which reflect the implementation costs of the ITP.
- (5) Identification of any other previous submissions of the ITP, including the dates

submitted, the agencies and contracts involved, and the disposition of those submittals.

3.10.1.2 Transition of LOE Services to FUP Transactional Services

- A. The SP shall conduct an annual review of all LOE Services and submit DRD 3.10.1-2 to identify any LOE Service which can be converted to a FUP Transactional Service. The Contracting Officer may transition services from LOE to FUP via a bilateral modification; provided, the Government, determines it to be in its best interest.
- B. The effective date of transition from a LOE to FUP Service will occur at the beginning of a contract performance year unless otherwise agreed to by the parties.

3.10.2 Intelligent Automation Services (IAS)

The SP shall enhance customer experience, improve service quality, reduce processing errors, decrease service cycle time, increase productivity, and reduce operating costs by using innovative technologies and modernizing application processes. These transformational capabilities include macro writing, scripting, robotic process automation (RPA), advanced analytics, virtual agents, and machine learning, among other emerging technologies.

The SP shall:

- A. Optimize the business process for each intelligent automation project in coordination with NASA subject matter experts (SMEs);
- B. Document and deliver the business process for each optimized automation project;
- C. Complete and deliver the Automated Process Work Instruction (APWI) for each approved automation project, to include step-by-step screen shots of the process;
- D. Develop the automation according to NASA SME design specifications;
- E. Test the automation with customers, stakeholders, and NASA SMEs to mitigate exceptions and discrepancies until the automation is operating as designed;
- F. Deploy the automation successfully from the test environment to the production environment;
- G. Manage and monitor the performance of all automations by regularly maintaining the interfaces to the IAS dashboard, which feeds near real-time results. This is in accordance with DRD 3.10.2-1.
- H. Fix the automation if it breaks or is otherwise not operating as designed; update and deliver the corresponding automation documentation to reflect changes made;
- I. Provide coding, using UiPath software, ServiceNow Virtual Agent, and Microsoft Power Platform;
- J. Track the licenses, applications, tools, roles, and waivers that have been distributed by automation and by individuals (e.g., citizen developers). In accordance with DRD 3.10.2-1;
- K. Ensure all software used by developers is updated and upgraded in accordance with NASA policy;
- L. Redesign existing IAS development processes to enhance automation efficiency and effectiveness;
- M. Historically, this has included potential integration with Agency-established applications and system lifecycles;

- N. Review, edit, and update, as required, digital work instructions in support of all facets of digital workforce operations;
- O. Monitor day-to-day workforce operations. Historically, this has included: schedule work for the digital workforce and open, review, and triage escalated tickets; and
- P. Track, maintain, and report the ROI and other required performance metrics for all pipeline and forecasted projects, along with realized savings from existing automations.

3.10.3 NASA Enterprise Automation Service (NEAS)

The SP shall also support the NSSC role as a Qualified Service Provider (QSP) for the NASA Enterprise Automation Services (NEAS), whose mission is to provide intelligent automation and other emerging technology services to the Agency.

The SP shall:

- A. Optimize the business process for each intelligent automation project in coordination with NASA subject matter experts (SMEs);
- B. Document and deliver the business process for each optimized automation project;
- C. Complete and deliver the Automated Process Work Instruction (APWI) for each approved automation project, to include step-by-step screen shots of the process;
- D. Develop the automation according to NASA SME design specifications;
- E. Test the automation with customers, stakeholders, and NASA SMEs to mitigate exceptions and discrepancies until the automation is operating as designed;
- F. Deploy the automation successfully from the test environment to the production environment;
- G. Manage and monitor the performance of all automations by regularly maintaining the interfaces to the IAS dashboard, which feeds near real-time results. This is in accordance with DRD 3.10.2-1.
- H. Fix the automation if it breaks or is otherwise not operating as designed; update and deliver the corresponding automation documentation to reflect changes made;
- I. Provide coding, using UiPath software, ServiceNow Virtual Agent, and Microsoft Power Platform;
- J. Track the licenses, applications, tools, roles, and waivers that have been distributed by automation and by individuals (e.g., citizen developers) and deliver this updated documentation in accordance with DRD 3.10.2-1;
- K. Ensure all software used by developers is updated and upgraded in accordance with NASA policy;
- L. Redesign existing NEAS development processes to enhance automation efficiency and effectiveness;
- M. Historically, this has included potential integration with Agency-established applications and system lifecycles;
- N. Review, edit, and update, as required, digital work instructions in support of all facets of digital workforce operations;
- O. Monitor day-to-day workforce operations. Historically, this has included: schedule work for the digital workforce and open, review, and triage escalated tickets; and

- P. Track, maintain, and report the ROI and other required performance metrics for all pipeline and forecasted projects, along with realized savings from existing automations.