

RFP NNK09287472R

ATTACHMENT 4

Statement of Work – Sample 1 of 2

SAMPLE
Statement of Work (SoW)

1.0 Introduction

This sample Statement of Work (SOW) describes the services to be provided by the Contractor to NASA working at the Kennedy Space Center (KSC), under the KSC Institutional Support Services II (KISS II) Contract. The Contractor shall provide all necessary personnel required for delivery of the services described here.

1.1 Services Descriptions

The services are described in the below summary:

- 3.0 General Office Services
- 3.1 Telephone Services
- 3.2 Visitor Services
- 3.3 Meeting Services, Telecommunication Services, and Scheduling Conference Room
- 3.4 Information Dissemination
- 3.5 Ordering Supplies
- 3.6 Copying/Faxing/Graphics/Photo Services
- 3.7 Records Management
- 3.8 Property Coordination
- 3.9 Data Management Services
 - A. Desktop Processing
 - B. Travel Coordination
 - C. Correspondence Tracking
- 4.0 Task Order Specific Services
- 4.1 Property Custodian
- 4.2 Move Coordination
- 4.3 Information Services Coordination
- 5.0 Vehicle Usage & Maintenance
- 6.0 Overtime

2.0 Management and Administration

The Contractor shall provide the project management (on-site) supervisor(s) to satisfy the requirements of this contract. Project management includes personnel matters relating to contractor employees, ensuring that the contractor employee relationship with the assigned NASA organization is followed in accordance with the Contractor's Management Operating Plan, and ensuring that delivered services meet the performance standards identified in this contract.

3.0 General Office Services

3.1 Telephone Service

The Contractor shall answer incoming phone calls in a courteous and professional manner, determine the nature of the call, and transfer calls to the appropriate individual. The Contractor shall take messages (including the name, phone number, and any other information pertinent to the phone call) when the intended call recipients are unavailable or out of the office. The Contractor shall place phone calls or look up phone numbers, when appropriate.

3.2 Visitor Services

The Contractor shall receive, greet, and screen visitors in a courteous and professional manner. The Contractor shall determine the nature and purpose of the visit and refer the visitor to the appropriate personnel in a courteous and professional manner. Visitors shall be escorted from initial greeting place to their end destination. The Contractor shall be familiar with the KSC badging process.

3.3 Meeting Services, Telecommunication Services, & Scheduling Conference Rooms

The Contractor shall coordinate the logistics for on and off-site meetings. Meeting services shall include scheduling, coordinating with all parties invited to the meeting and arranging telecommunications services and conference room services if needed. The Contractor shall provide follow-up reminders to the invited parties the day of the meeting as needed. If required, the Contractor shall keep current and accurate conference logs and minutes of the meetings. Additionally, the Contractor shall schedule and maintain assigned conference room(s), ensuring that all necessary equipment (overhead projectors, multimedia PC's, VCR and other equipment) is available, in working condition, and set up for each meeting or conference as required.

3.4 Information Dissemination

The Contractor shall pickup, receive, open, and distribute original or copies of mail (Center, U.S. Postal, express services, and other mail deliveries), packaged material, announcements, directives, facsimiles, letters, correspondence (hardcopy and electronic), and packages to the appropriate personnel or organization in a specified timeframe. Distribution service shall include delivery to any building at the Kennedy Space Center. The Contractor shall disseminate additional information such as flyers, weather information, staff-meeting notices, announcements, safety notices, and other correspondence received for general distribution to office workers daily via bulletin boards or e-mail, in a specified timeframe. In accordance with office protocol, the Contractor shall maintain an electronic or hardcopy log that includes incoming/outgoing correspondence and disseminated information.

3.5 Ordering Supplies

The Contractor shall survey and gather requirements for supplies to ensure the office has sufficient stock to avoid work interruption. These lists shall be provided to the appropriate NASA employee to order. All orders and expenditures for additional supplies shall be in accordance with current KSC policy, the General Services Administration authorized Office Max Office Products Catalog, the on-line catalog, or other authorized catalogs.

3.6 Copying/Faxing/Graphics/Photo Services

The Contractor shall photocopy, fax copies of materials, and prepare the documentation for graphic and photographic requests as requested. This service includes finding fax numbers and assembling data packages. When large volumes of copies are needed, or special graphic services are required, the Contractor shall prepare and obtain appropriate approvals as needed. When Photographic services are required, the Contractor shall prepare and route any required approval documentation.

3.7 Records Management

The Contractor shall establish, review, maintain, and archive office files/records in accordance with KSC policy and NASA procedures. In those instances where no filing/record system exists, the Contractor shall determine, implement and maintain a records system most conducive for the prompt retrieval of records, considering the type of materials, flow/processes; and extent of use. Where applicable, the Contractor shall follow procedures in accordance with NPR 1441.1D, NASA Records Retention Schedules (w/Change 3, 1/31/06).

3.8 Property Coordination

The Contractor shall inform the organization's property custodian of any property or equipment, including furniture that needs to be moved, obtained, replaced, repaired, or excessed. The Contractor shall follow-up on requests to ensure all required information has been furnished.

3.9 Data Management Services

3.9A. Desktop Processing

The Contractor shall provide word processing services by preparing or creating letters, presentation charts, memoranda, and other documentation. Documents shall align with the following references:

- Gregg Reference Manual (Ninth Edition)
- Current edition of NHB 1450.10D, "NASA Correspondence Management and Communication Standards and Style," at URL: http://nodis3.gsfc.nasa.gov/displayDir.cfm?Internal_ID=N_PG_1450_010C_&page_name=Preface
- Additional guidance for document/correspondence preparation can be found on the KSC Senior Secretary Team home page at URL: <http://www.ksc.nasa.gov/nasa-only/groups/sst/toc.htm>

The Contractor shall obtain signatures for documents, route documents, and prepare routing documents as required. The Contractor shall create, input data into, and maintain authorized office tracking systems and/or action logs, electronic spreadsheets, and other office electronic systems, including web-based documents. The Contractor shall be knowledgeable of and remain proficient in Microsoft Office Products, Word, Excel and Power Point. Accurate correspondence, charts, and presentations shall be completed to meet the requirements of the office.

3.9B. Travel Coordination

The Contractor shall prepare official domestic and international travel documentation using the FedTravel.com System. This shall include making travel arrangements (e.g. aircraft, lodging, car rental reservations), preparation and processing travel requests, orders, vouchers, itineraries, schedules, and summaries. The contractor shall route travel orders and vouchers through the administrative approval process, coordinate and notify companies, organizations, or officials to be visited, and update travelers on the status of travel arrangements. Travel orders shall be completed within 2 working days of notification of intent to travel. Travel vouchers shall be completed within 2 days of receipt. As requested, the Contractor shall maintain a database of the office's travel budget, and track the budget allocation, expenditures, and projected expenditures. The Contractor shall provide a monthly status of the remaining budget for the office.

3.9C. Correspondence Tracking

In accordance with office procedures, the Contractor shall maintain an electronic or hardcopy action log that includes incoming/outgoing correspondence and actions assigned to the office. The Contractor shall notify the NASA supervisor concerning pending or late actions assigned to the office and disseminate pending action status to office workers. The Contractor shall make the action item database electronically accessible for the office.

4.0 Task Order Specific Services

4.1 Property Custodian

The contractor shall provide property custodian support in accordance with NASA Procedural Requirements (NPR) 4200.1F, NASA Equipment Management Interim Directive, and NASA Procedural Requirements (NPR) 4200.2B, Equipment Management Manual for Property Custodians. Primary functions include maintaining of records in N-Prop, the web-based front end component of the NASA Integrated Asset Management (IAM) Property, Plant, and Equipment (PP&E) System, as required, educating employees that equipment is used for official purposes only, cooperating in physical inventories and assisting in follow-up actions, reporting missing or stolen equipment, assigning sensitive items to primary user, and transferring all equipment prior to retirement, transfer or resignation of personnel.

4.2 Move Coordination

The Contractor shall coordinate office moves with the appropriate personnel and affected office individuals. The Contractor shall prepare the proper paperwork for physical moves of office furniture. Additionally, the Contractor shall prepare the documentation required for office modifications. The Contractor shall ensure that appropriate move supplies, such as boxes, are provided to the affected office individuals and that NASA mail codes/locations/e-mail addresses are updated for those individuals. The Contractor shall monitor the progress of office moves and modifications and status cognizant NASA personnel on the progress.

4.3 Information Services Coordination

The Contractor shall process routine Service Requests for changes, moves, and updates of telephone equipment and information technology (IT) equipment.

5.0 Vehicle Usage

Government owned/leased vehicles usage may be required during the performance of this task order and is authorized for maintenance and redeployment purposes only. The contractor shall, as requested by the direction of the Government, assist in the movement of Government owned/leased vehicles, such as for maintenance of vehicles and redeployment purposes, as necessary.

6.0 Overtime

In accordance with the conditions of the Basic Contract, overtime may be required during the performance of this task order.

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- 3.5 Ordering Supplies
- 3.6 Copying/Faxing/Graphics/Photo Services
- 3.7 Records Management
- 3.8 Property Coordination
- 3.9 Data Management Services
 - A. Desktop Processing
 - B. Correspondence Tracking
- 4.0 Task Order Specific Services
- 4.1 Financial Management Support Services
- 5.0 Vehicle Usage - N/A
- 6.0 Travel
- 7.0 Overtime

2.0 Management and Administration

The Contractor shall provide the project management (on-site) supervisor(s) to satisfy the requirements of this contract. Project management includes personnel matters relating to contractor employees, ensuring that the contractor employee relationship with the assigned NASA organization is followed in accordance with the Contractor's Management Operating Plan, and ensuring that delivered services meet the performance standards identified in this contract.

2.1 Resources Management

The Contractor shall manage the labor, material, and other resources to perform the work described. This shall include providing a backfill for personnel absences greater than 5 workdays. The Contractor is expected to take all steps to ensure a seamless transition between employees. The Contractor shall provide services outside normal business hours (nights, weekends, and holidays) on an as-needed basis. The Contractor may be required to provide priority services that may also require reprioritization of an organization's Clerical Service Requests. In the event of a conflict, prioritization of Clerical Service Requests shall be resolved by the designated Technical Management Representative (TMR) and the initiating customer.

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3.9B. Correspondence Tracking

In accordance with office procedures, the Contractor shall maintain an electronic or hardcopy action log that includes incoming/outgoing correspondence and actions assigned to the office. The Contractor shall notify the NASA supervisor concerning pending or late actions assigned to the office and disseminate pending action status to office workers. The Contractor shall make the action item database electronically accessible for the office.

4.0 Task Order Specific Services

4.1 Financial Management Support Services

The contractor shall perform all specific functional tasks listed below as necessary to support processes at Kennedy Space Center and other locations as authorized by the contracting officer.

Travel

- (1) Examine, verify and approve travel authorization and complete necessary actions for discrepancies found
- (2) Gather financial data
- (3) File, maintain and prepare travel documents for storage
- (4) Review and complete financial travel process with the associated travel documents within FedTraveler.
- (5) Provide regulatory and process guidance to customers for travel process, briefings/training to employees and help desk support
- (6) Review and research travel itineraries
- (7) Work in FedTraveler.com system to obtain correct travel information for the travel authorization
- (8) Work with NSSC functional contact in resolving travel voucher issues
- (9) Ensure customer service is provided for the KSC end-to-end travel process.
- (10) Support foreign travel coordinator functions.
- (11) Assist with centrally billed airfare reconciliations.

Business Management Support

- (1) Prepare monthly status reports and metric data within the Travel Office functional area
- (2) Assist with FedTraveler.com training in either a group setting or one-on-one for new personnel, approvers and reviewers
- (3) Prepare written procedures required by functional personnel
- (4) Coordinate changes and assist in preparation of training manuals/material
- (5) Assist with centrally billed airfare reconciliations
- (6) Contact traveler to ensure valid trip, ensure authorization initiated
- (7) Contact approvers when travel authorization is awaiting their approval, where delayed approval puts impending travel in jeopardy.
- (8) Perform duties as the liaison between NASA Management and Contractor Management

5.0 Vehicle Usage – Not Applicable

6.0 Travel

Travel maybe required at times during the period of performance. Any travel that may be required will be pre-approved by NASA and will be in accordance with the Federal Travel Regulations.

7.0 Overtime

In accordance with the conditions of the basic contract, overtime may be required during the performance of this task order.