

ANNEX 4.7

PUBLIC AFFAIRS SERVICES

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4.7 PUBLIC AFFAIRS SERVICES

4.7.1 SCOPE OF WORK

The contractor shall provide services to the NASA Public Affairs Office at the John C. Stennis Space Center in the areas of Visitors Center operations, media services, History Office, conference facilities and public outreach activities.

4.7.2 General Requirements

Communicate Public Affairs information relating to SSC goals, missions, direction, projects and programs. Also, disseminate this information to the widest practicable audiences as identified by the NASA Stennis Space Center Public Affairs Office.

Contractor training shall remain current with latest technology relative to the execution of this annex.

Travel-The work defined in this contract shall be performed principally at NASA's John C. Stennis Space Center. During the life of this contract, contractor employees will be required to travel to off-site locations to perform tasks defined in this contract.

The NASA logo and insignia shall be correctly represented on all exhibits, materials and publications in compliance with the NASA Graphics Standard Manual (NAB 1430.2).

Overtime – The contractor shall perform work on this contract during normal daytime work shift hours (8 a.m.-4:30 p.m. Monday- Friday, except on government holidays) for NASA at the John C. Stennis Space Center, unless specifically directed otherwise by the Contracting Officer. All requests for changes in work schedule or work hours in excess of the designated work schedule shall be submitted to the Contracting Officer for approval prior to performing the work.

Contractor shall operate a system for transporting visitors onboard government provided vehicles to and from the Mississippi Welcome Center in Hancock County on Interstate 10 to the SSC Visitor Center at fifteen-minute intervals.

Contractor shall perform work on this contract 7 days per week at the Mississippi Welcome Center in Hancock County on Interstate 10 and aboard shuttle vehicles from the I-10 Welcome Center to the SSC Visitors Center and at the SSC Visitors Center from 9:00a.m. until 5:30 p.m., from Labor Day through Memorial Day and 9:00a.m. until 6:30 p.m., from Memorial Day through Labor Day except during approved closed dates of Easter, Thanksgiving, Christmas Eve and Christmas. All Facilities, including exhibits and movies, shall be staffed and operational, with visitor safety and well being a primary concern.

Contractor shall provide personnel to present a pre-approved, current, narrated tour of Stennis Space Center onboard each shuttle vehicle beginning at the Mississippi Welcome Center in Hancock County on Interstate 10 and concluding at the SSC Visitors Center.

Contractor shall conduct 10-minute pre-approved, current presentations once every hour in the SSC Visitors Center on five designated exhibits and be knowledgeable of NASA and SSC in order to provide information to the public on all Visitors Center exhibits and displays.

Contractor shall refer to the Public Affairs Operations Manual (PAOM) for specific information/details and guidelines.

Contractor shall provide Media Services personnel to cover beats consisting of: Propulsion, Technology Transfer, Earth Sciences, Commercial Remote Sensing, Education and Visitors Center.

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4.7.3 Government-Furnished Property

The contractor shall establish and maintain property management processes, which ensure that all Government-Furnished Equipment (GFE) is utilized for mission-essential purposes, and from which the Government can accurately determine the location of every item, assigned to the contractor's staff. The contractor shall submit to periodic inventories of GFE by the Government's designated representative. Contractor staff should not remove GFE from the Government's facility without submitting a written request to the Contracting Officer for approval.

4.7.4 Information Archives

The contractor shall store and manage in the appropriate medium (hard copy and/or electronic) for current and future reference, documents such as media statistics, still photos, produced videos, video scripts, fact sheets, news releases, columns, press kits, brochures, information summaries, biographies, speeches and weekly activity reports according to the most current **NASA Records Retention Schedule**.

4.7.5 Acronyms and Definition

GFE - Government furnished equipment

GPO – Government Printing Office

PAO - Public Affair Office

PAOM - Public Affair Operations Manual

RTQ – Response to Queries

VIP – Very Important Person/Party

Blue Line – Printer's proof copy

Media Checklist – Approval sheet with names of all reviewing the document, photo considered.

Note to Editors – A short advisory informing media of upcoming events and media opportunities.

4.7.6 Reserve

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4.7.7	MEDIA SERVICES REQUIREMENTS			
4.7.7.1	Publications	Contractor shall generate the publications as listed in the SSC Generated Publications List . Samples of the listed publications are available for review.	See SSC Generated Publications List for frequencies.	All publications should be in compliance with NASA graphics standards (e.g. NASA Graphics Standards Manual NHB 1430.2) and in accordance with the Associated Press (AP) style. All printed products shall contain no grammatical or technical errors.
		Contractor shall produce the <i>Lagniappe</i> newsletter.	12 monthly newsletters ranging from 8-10 pages with one color issue per fiscal year.	Newsletter shall conform to the Publications Guidelines and Standards .
		Contractor shall update newsletter mailing list, with information supplied by PAO, to assure it is kept current.	See Publications Guidelines and Standards .	Newsletter mailing list to be updated monthly
		Contractor to issue releases on stories appearing in the newsletter prior to the publication of the newsletter.		Newsletter story news releases to go out one day before newsletter is received from printer. See Guidelines for Release of Information .
		Contractor shall produce Story Opportunities document for release. This includes the collection,	2 times per month.	Story Opportunities document to be produced

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		compilation, coordination of approvals for this release highlighting center programs and activities of potential interest to national, regional and local broadcast and print media.		by the 3 rd and 17 th of every month or next business day. After PAO approval, contractor is to distribute on the 5 th and 19 th of every month or next business day to media. See Story Opportunities Guidelines .
4.7.7.2	Attend NASA staff meetings	Contractor shall attend NASA staff meetings in the following beat areas: Propulsion, Technology Transfer, Earth Science, Commercial Remote Sensing and Education.	Once per week per beat area.	Attend all NASA staff meetings in beat areas.
4.7.7.3	Release of Information	Services shall include the following: writing a news release, taking photos, and writing video scripts, as necessary to release to NASA Television (NTV).	Daily.	NASA Television Stories (NTV) shall meet the Guidelines for the production of NASA TV Video Files .
		Contractor shall submit a list of news articles for approval to PAO and be responsible for release of information in the form of news, photo or video releases, notes to editors, weekly and monthly newspaper columns and related materials.	120 releases per year.	Contractor shall comply with the Guidelines for Updating Media Information and a copy of the Media Checklist Approval Document will be attached to all news or video releases.
		Contractor shall maintain a log or database of all news and photo releases, including notes to editors and	Daily within one hour of release.	Contractor to provide final copies of all released

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4.7.7.4	Media Calls, Visits and Interviews	newspaper columns, and provide PAO with final copies of all releases.	8 media calls per week.	materials to PAO within one hour after release.
		Contractor shall respond to incoming media calls and arrange follow-up interviews, materials and information.		Contractor to notify NASA PAO of all incoming media inquiries within 30 minutes and respond to inquiry within one hour of receiving. See Media Calls/ Inquiries/Visits Procedures.
		Contractor shall keep a log of incoming media calls.	Weekly	Report statistical data on quarterly review.
		Contractor shall produce print and broadcast media materials for the general public in support of all SSC media events. Write and coordinate approvals of Notes to Editors inviting media to attend media events, including making follow up calls. Contractor shall escort onsite and offsite media, provide gate clearance, interview coordination and provide an original and copies of print media articles and/or broadcast coverage of the event to NASA PAO.	5 events per quarter.	Notes to Editors to be released to media at least four weekdays prior to the event; follow up calls to be made the workday prior to the event; copies of newsprint coverage due in PAO office by 9 a.m. on the next weekday following event; 3 VHS copies of TV coverage due in PAO by 10 a.m. on the next weekday following event.
		Contractor shall be responsible for coordinating visits to SSC or SSC off-site events by the media.	6 per month	Contractor shall coordinate all media visits with NASA

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				PAO.
4.7.7.5	NASA Television	<p>Contractor shall work with program offices and PAO to identify and produce stories for NASA Television (NTV).</p> <p>Contractor shall research topics, write scripts, coordinating approvals with program offices and NASA PAO.</p>	One to three per month.	<p>Coordinate video footage for delivery to NASA Headquarters within 48 hours of TV shoot.</p> <p>See Guidelines for Production of NASA TV Video Files.</p>
4.7.7.6	Print Media Subscriptions and Clippings	Contractor shall subscribe to national, regional and local print publications as established by PAO list. Contractor shall be responsible for providing clipping service to PAO of all stories related to NASA/SSC and space related articles of interest for delivery to the NASA PAO and to designated program offices.	8 newspapers per week.	News clippings to be provided twice daily to NASA PAO and program offices: 9 a.m. and 2 p.m. M-F. See List of Print Publications Subscriptions.
4.7.7.8	Home Page	<p>Contractor shall assist with the maintenance and review of the NASA/SSC Home Page.</p> <p>Contractor shall assist with the maintenance of the NASA/SSC Home Page. Work with PAO and NASA Information Management Systems personnel to incorporate approved changes.</p> <p>Update suggestions to be provided to PAO on a monthly basis and implemented within five workdays after receiving approval.</p>	<p>Monthly.</p> <p>Monthly.</p> <p>Monthly.</p>	<p>Comply with guidelines found in PAOM.</p> <p>Comply with guidelines found in PAOM.</p> <p>Comply with guidelines found in PAOM.</p>

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4.7.7.9	Telecons	Contractor shall participate in or provide information to support NASA Headquarters and center-initiated telecons on a variety of program topics.	2 per month.	No instances of unattended telecons without prior approval.
4.7.7.10	Media Tracking	Contractor shall provide status/tracking report of NASA/SSC programs and activities in print and broadcast national, regional and local media coverage by story and publication.	1 per month.	Tracking reports to be delivered to NASA PAO each Friday by 3 p.m. Status/Tracking Report of Print and Broadcast Media Coverage **See DR 4-MA01**
4.7.7.11	Status Meetings	Contractor shall participate in meetings with NASA PAO to discuss project status and/or to plan upcoming media-related activities.	2 per month	Meetings to be held every two weeks, unless otherwise required.
4.7.7.12	Space Shuttle Launch Monitoring and Disaster Duty	Contractor shall participate in Space Shuttle Launch Monitoring Activities and in Disaster Duty. Contractor personnel shall be available to coordinate with NASA PAO, Center Operations and other NASA/SSC program offices to handle all incoming media inquires during Space Shuttle Launch Monitoring activities and to release approved information to the media during natural disasters (such as hurricanes, tornadoes, floods, etc).	8 times per year.	See Space Shuttle Launch Monitoring Document and Disaster Guidelines .
4.7.8	VISITORS CENTER OPERATIONS			

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4.7.8.1	Staff Visitors Center’s Indoor and Outdoor Exhibits and Provide Tours	<p>Contractor shall provide qualified and trained personnel to staff Visitors Center exhibits and provide tours utilizing an approved NASA Public Affairs Tour Guide Script.</p> <p>Tours to be conducted Monday through Sunday Tours to be conducted: Summer Hours: 7 days a week, 9a.m.-5p.m. beginning Memorial Day weekend and ending Labor Day weekend. Winter Hours: 6 days a week, Monday through Saturday, 9a.m.-4p.m. following Labor Day weekend until Memorial Day weekend. Closed Sunday. Closed Major Holidays to include: New Years Day, Easter, July 4th, Thanksgiving, Christmas Eve and Christmas Day (MOD NO. 99) aboard shuttle transportation provided by the government from the I-10 Welcome Center tour stop to the SSC Visitors Center. Presentations will be given at (at least 5) designated exhibits to be conducted once every hour. .</p>	115,000 visitors.	Provide tours per number of visitors as described in 4.7.8.4. See Visitors Center Requirements Guidelines, Exhibit Staffing Guidelines, Visitor Center Tour Guide Script and Visitor Center Tour Stop List/Map.
	Provide Transportation for Visitors	<i>See Annex 9.9 Transportation and Drayage.</i>		
4.7.8.2	Maintain On-Site and I-10 Welcome Center tour stop exhibits	The contractor shall ensure that all exhibits are: 1. Operational, 2. Scheduled for Repairs, 3. Current 4. Clean.	Cost of operation, repairs, updates and cleaning for approximately 83 exhibits.	All exhibits will be operational during the Visitors Center’s operational hours.
4.7.8.3	Solicit Written Feedback From Visitors	Supply and distribute PAO-approved comment cards to visitors, collect them and report results to Public	100 per week.	Surveys turned in to NASA Public Affairs should

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		Affairs via Weekly Activity Report.		represent a 3% sampling of total annual number of visitors. See Visitor Center Comment Cards Response Card Results Sample and Guidelines for Weekly Activity Reports . See **DR 4-MA02** and **DR 4-MA03**
4.7.8.4	Provide Visitor Statistics	The contractor shall accurately record the number of visitors received daily, including which states and countries in which visitors reside, and which schools and tour groups are represented.	Updated daily.	Reported in Weekly Activity Report to NASA Public Affairs. See Report of the Number and Description of Daily Visitor Center Guests and Guidelines for Weekly Activity Reports . See **DR 4-MA02** and **DR 4-MA04**
4.7.8.5	Book and Schedule Tour Groups	The contractor shall schedule groups who wish to visit the Visitors Center and confirm reservations with the group one week prior to visit. In addition, the sole use of the auditorium must be scheduled so that its use will not conflict with walk-in visitor groups and will ensure that adequate staffing is available for groups that have booked the auditorium.	33,000 school children per year.	Follow established procedures for booking groups. Guidelines for Booking Tour Groups .

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		The contractor shall report statistical information regarding the number of groups visiting the Visitors Center to NASA Public Affairs Office on the Weekly Activity Report . This report should also include information regarding the number of groups that scheduled visits and the number that actually attended.	One time per week.	Follow established procedures for reporting statistical information See Guidelines for Booking Tour Groups and see sample Report of the Number and Description of Daily Visitor Center Guests . **DR 4-MA02** and **DR 4-MA04**
4.7.8.6	Audiovisual Equipment	The contractor shall coordinate the availability of the audiovisual equipment in the Visitors Center auditorium.	Daily.	Fully operative audiovisual equipment.
4.7.8.7	Special Events at the Visitors Center	Contractor shall provide planning and logistical support as well as staffing for a variety of events. Examples: NASA's 40 th Anniversary, LEGO Building Day, Grand Opening of <i>Space Believe</i> exhibits.	Two major events per year, and two minor events per year.	Provide logistical support for special event.
4.7.8.8	Estimate Project Costs and Expenses	Contractor shall provide written estimates to PAO prior to executing projects.	5 to 25 estimates per fiscal year.	Respond to PAO request for estimate by COB within 4 working days.
4.7.9	EXHIBITS PROGRAM			
4.7.9.1	Provide and Display Exhibits at Off-Site Locations	Contractor shall exhibit at events, conventions, etc., following approval by PAO. Provide written proposal with cost estimate, proposed attendees and audience evaluation.	30 exhibits per year.	The contractor will display models and exhibits at off-site locations in accordance with Offsite Exhibits

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				<p>Directive provided by NASA PAO. See Exhibit Evaluation Guidelines /Directive and see Exhibit Staffing Guidelines. See **DR 4-MA05** and sample Off-site Information Form and see **DR 4-MA06** sample Off-site Report Card and see **DR 4-MA07** and sample Off-site Exhibit Evaluation Form and see **DR 4-MA08** and sample Footprint and Location Map of Off-site Exhibit.</p>
4.7.9.2	Off-site Exhibitor Knowledge Base	Contractor shall ensure that Visitors Center off-site exhibit personnel have a knowledge base of NASA and SSC history and current programs, projects and activities.	Semi-annual Review.	Comply with PAOM.
4.7.9.3	Recommend and Develop Handouts for Public	Contractor shall recommend to PAO development of handouts for Visitors Center and special events at SSC and for off-site exhibits.	6 per year.	Handouts must be provided and distributed for all events. Follow Publication Guidelines and Standards .

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4.7.10	PRESENTATIONS AND DEMONSTRATIONS			
4.7.10.1	Perform presentations in Visitors Center	Related documents or Info—Presentation will be given to groups in designated exhibits once every hour. Schools will receive presentation materials for their tour one month prior to their visit.	Daily	Programs will be presented on time and with trained personnel.
4.7.10.2	Develop and Conduct Public Demonstrations	Contractor shall develop, update and perform demonstrations on NASA technologies and programs for various groups such as meetings, conferences, conventions, etc., as requested by NASA Public Affairs.	90 times per year.	Programs will be current, correct and up to date, and must be previewed by PAO prior to public presentation. See **DR 4-MA05** and sample Off-site Information Form and see **DR 4-MA06** and Off-site Report Card and see **DR 4-MA07** and sample Off-site Exhibit Evaluation Form when appropriate.
	Support Visitors Center and Off-Site Demonstrations	Contractor shall recommend any models, props, and/or artwork needed to augment demonstrations and propose cost estimate to NASA Public Affairs.	One per month.	Demonstrations must correctly represent information and be safe for public viewing and participation. Proper audio support must be used.
4.7.10.3	Inform schools about the Visitors Center	Contractor shall develop a method of informing area	Monthly	Provide plan and schedule

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		school groups about Visitors Center exhibits, activities and opportunities available to school students to maximize the number of student visitors that come to SennisSphere.		and implement this program.
4.7.10.4	Summer Day Camps for Youth (Astro camp)	Contractor shall submit a detailed activity plan to PAO by April 15. Dates for sessions and draft agenda must be planned by February to accommodate anticipated calls from parents and publicize the activity(s) to enlist enrollment. Accurate and orderly list of pre-registrations must be maintained.	One per year. For a minimum of 2 and a maximum of 4 camps.	Submit Activity Plan by April 15 th
4.7.10.5	Education Stage Programs	Contractor shall conduct Astro Camp programs according to submitted and approved plan. Contractor shall develop and perform PAO approved programs to groups and oversee registration and all camp activities and coordinate all logistics, for instruction, transportation, food services, etc.	4-6 per year Annually.	According to approved plan. Programs completed according to written requested schedule.

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4.7.11	VISITORS CENTER AWARENESS CAMPAIGN			
4.7.11.1	Public Outreach Activities	<p>Contractor shall present a written plan to PAO for review on how to publicize the Visitors Center with special emphasis on the communities of Mississippi and Louisiana. Contractor shall establish and maintain personal communications with these offices in order to be included in area promotions and publications.</p> <p>Contractor shall ensure that the plan includes recommendations on how to involve the convention and tourism bureaus, welcome centers, communities' civic organizations, educational institutions, chambers of commerce, tour groups, bus tour companies, etc.</p> <p>After PAO approves the plan, contractor shall proceed with the plan.</p>	<p>Annually.</p> <p>Annually.</p>	<p>Provide written plan per **DR 4-MA10** and see sample Visitor Center Awareness Campaign Plan</p>
		Contractor shall provide a report of what actions have been taken, results and upcoming plans.	Once per week.	See ** DR 4-MA02** and sample Weekly Activity Report .
4.7.11.2	Disseminate Visitors Center Information to News Media	Contractor shall provide information to news media on events, exhibits, receptions, etc. and obtain PAO approval of all information prior to release	Weekly.	Provide written and/or verbal information to media, meeting their established deadlines and specific interest for publication or broadcast.
4.7.11.3	Produce and Distribute a Visitors Center Flyer	Contractor shall design, write and produce a quarterly flyer on events and programs at the Visitors Center.	4 per year.	In accordance with SSC Publications List .

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		Develop a PAO approved mailing list to include the schools, Scout troops and church youth groups. Mail flyers according to pre-approved schedule upon PAO approval of both.		
4.7.12	SPECIAL EVENTS			
4.7.12.1	VIP Tours	The contractor shall provide material and personnel support to the NASA SSC Public Affairs Office (PAO) for all VIP tour activities.	<u>VIP Tours:</u> FY93/60 FY94/66 FY95/95 FY96/105	110 per fiscal year and no unsupported tours.
		The contractor shall provide VIP tours and a tour guide and an appropriately sized vehicle.	110 per fiscal year.	The NASA SSC VIP Tour Coordinator will submit support requests to the contractor via fax or e-mail. This form of request will be at the discretion of NASA PAO.
		SSC VIP tours may include, "any" part of the SSC site designated by the VIP Tour Coordinator. Changes to the VIP tour agenda may be submitted at any time.		
		The contractor shall provide VIP packets and/or associated materials to the specified visitors.	<u>VIP Pkts:</u> FY93/1,793 FY94/1,568 FY95/2,302 FY96/1,468	<u>VIP Pkts:</u> 2,000

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		The contractor shall follow a specified checklist for routine requirements for each VIP request. See VIP Tour Procedures and Checklist.	110 per fiscal year.	Full compliance with the VIP Tour Procedures and Checklist and with Conference Center Requirements Guidelines
		The contractor shall submit VIP tour evaluation forms to the requester for response.	110 per fiscal year.	See VIP Tour Evaluation Form Guidelines and sample VIP Tour Evaluation Forms
4.7.12.2	Center Director/PAO Launch Guest Operations	The contractor will provide support to the NASA/SSC Public Affairs Office (PAO) for all Center Director Launch Guest activities.	3 launches per year.	
		Contractor shall provide SSC VIP packets; typed nametags for launch operations guests, associated launch handouts and materials.	150 VIP packets per year.	To be mailed to the appropriate hotel 1 week before launch date.
		The contractor shall submit written or typed material request to the selected hotel and catering company to cover associated guest operation bookings and food requirements.	3 per year.	The contractor shall submit a copy of the material request to the Launch Guest Operations Coordinator each new FY and the contractor shall submit to the Guest Operations Coordinator copies of all invoices relative to launch guest activities.

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4.7.12.3	Speakers Bureau	The contractor shall provide material and personnel support to the NASA SSC Public Affairs Office (PAO) for all Speakers Bureau activities both on and off-site. All NASA/ SSC speaking requests will be coordinated by the NASA PAO Speakers Bureau Coordinator.	<u>Speaking Engagements:</u> FY93-46 FY94-31 FY95-40 FY96-41 55 speaking engagements per fiscal year.	No unsupported speaking engagements. Perform in accordance with Speakers Bureau Support Checklist and reference Speakers Bureau Evaluation Form.
4.7.12.4	Conference Center Support	Contractor shall provide logistical support services and materials for Center driven meetings.	Daily.	See Conference Center Requirements Guidelines.
		Contractor shall be responsible for operating and maintaining equipment: front and rear screen projection capabilities, audio system, overhead equipment for viewgraphs, 31/2 inch floppy disk projection system, TV monitor and VCR to accommodate PowerPoint or any software presentations.	Daily.	See Conference Center Requirements Guidelines.
		Contractor shall coordinate the availability of computers with updated hardware and software with e-mail capability, faxes, telephones and qualified communications personnel with all associated cables and materials to provide interstate communications for meetings and conferences. SSC VIP packets, typed nametags, when requested, and any meeting or conference associated material and handouts.	Daily. The average one piece of equipment is reported for repair each week	Faxing, copying, taking phone messages, room and equipment set up, trouble-shooting, etc. See Conference Center Requirements Guidelines.
		Support personnel to be on standby to provide any	Daily.	See Conference Center

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		required assistance during meeting, visit or event for highly visible presentations and for key visits and special events specified by PAO.	Average of 2-3 events each week	Requirements Guidelines.
		Contractor shall coordinate catered, sit-down or buffet breakfast and/or lunch and refreshments.	80 events per fiscal year	See Conference Center Requirements Guidelines.
		Contractor shall provide personnel to collect monies for meetings and conferences, which have catered food services.	80 events per fiscal year.	See Conference Center Requirements Guidelines.
4.7.13	HISTORY OFFICE			
4.7.13.1	Contribute in Document Processing Procedures	Contractor shall follow the established procedures found in the History Office Desk Guide.	Daily.	See History Office Desk Guide and NASA Records Retention Schedule NHB 1441.1B.
4.7.13.2	Disposition of Records Procedures	The contractor shall participate in the placement of documents in appropriate order according to the NASA Records Retention Schedule.	Daily.	See NASA Records Retention Schedule NHB 1441.1B and History Office Desk Guide.
4.7.13.3	Capture Historically Significant Documents	The contractor shall assist the non-contractor graduate students assigned to the History Office in the review and identification of historically significant documents.	1,250 per year	Follow the History Office Desk Guide.
4.7.13.4	Respond to Requests for Research	The contractor shall respond to all relevant requests for historical information in the form of: walk-in requests, telephone requests, and traditional and	150 per year	The contractor shall fill research requests within five working days of

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		electronic mail requests received by the History Office.		request initiation. See History Office Desk Guide for sample research request form.
4.7.13.5	Statistical Tracking of Documents	The contractor shall track the amount (in linear feet) of documents received by the office each month that potentially will be added to the office's records collection. The contractor shall provide this information in writing to the History Office Monitor, once per month.	Once per month, by the 5 th of the month or the next working day.	See **DR 4-MA02** and sample Weekly Activity Report .
4.7.13.6	Correct History Office Database Problems or Errors	The contractor shall make arrangements for the correction of any and all problems and errors in the History Office computer database that could cause a work stoppage, including downtime, repairs and/or upgrades. Any corrections needed, made or not made to the database shall be reported via the Weekly Activity Report	Any corrections needed, made or not made to the database will be reported on the Weekly Activity Report.	Written notification of the inability to make corrections of problems and/or errors within three working days by close of business must be made immediately to the NASA SSC History Office Monitor. See **DR 4-MA02** and sample Weekly Activity Report
4.7.13.7	Perform Data Entry	The contractor shall perform History Office data entry services for the office.	30 entries per day	The contractor shall perform all required data entry.
4.7.13.8	Arrangement of Repairs to or Replacement of Office Equipment	The contractor shall make arrangements for the immediate request and accomplishment of repairs to or replacement of any and all office equipment, furniture, computer software and facilities in order to avoid	Any repairs, replacements and action taken will be reported to the History	Inoperative office equipment, furniture, and facilities will be reported to the NASA SSC History

ANNEX 4.7
PUBLIC AFFAIRS SERVICES

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED DOCUMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		work stoppages should be reported on Weekly Activity Report.	Office Monitor on the weekly activity documentation.	Office Monitor. See **DR 4-MA02 **and sample Weekly Activity Report
4.7.13.9	Coordinate History Office Participation in Historical Programs	The contractor shall coordinate, in association with NASA History Office Monitor, the History Office's participation in historical and outreach programs.	10 times per year.	Coordinate all required historical programs.