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9.11.1 General Information

9.11.1.1 NASA Supply Management System (NSMS)

The Contractor shall operate NSMS, a total supply system that includes, the total tracking and visibility of a complete catalog of stock items and asset information such as availability, warehousing, usage history, procurement lead times, reorder points, replenishment, economic order quantity, demand history, shelf life, manufacturer's lot information, serialization, substore capabilities, record reconciliation, hazardous material control and coding, accounting data, potential excess, receipts, issues, due ins, due outs, backorders, and total item management capabilities with manual overrides.

9.11.1.2 Limitations, Restrictions, or Other Exceptions

The Contractor shall ensure that all services protect the integrity of Government property, supplies and equipment.

9.11.1.3 Documentation

The Contractor shall organize and maintain Supply related documentation and files including, but not limited to, Material Requests (MR's), physical inventory folders, warehouse denial and inventory adjustment vouchers and corresponding documentation, excess disposal vouchers and corresponding documentation, and a variety of NSMS reports. Files shall be accurate and current at all times and maintained in an orderly, easily accessible manner.

9.11.1.4 Record Reconciliation and Adjustment of Accountable Records

The Contractor shall respond to requests made by personnel from the NASA Supply and Equipment Management Officer, Institutional Services Division, Financial Management Division (FMD), or any other department involved with the reconciliation of accountable records by researching

individual transaction records in NSMS to ensure accuracy of input as compared to documentation.

The Contractor shall adjust transactions in NSMS, ensuring comments are made in NSMS to record explanation of problem and resolution. The Contractor shall return the response to the applicable department.

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9.11.2	Shelf Life	<p>The Contractor shall be responsible for the management of shelf life material for SSC Supply items. The Contractor shall use the NSMS shelf life program to track shelf life information and expiration dates on those items designated as subject to shelf life control from the time of receipt at SSC through storage, issue, and delivery to the customer.</p> <p>The Contractor shall ensure the NSMS catalog record indicates if an item is subject to shelf life control as determined by either the manufacturer of the item or by the Defense Logistics Supply Center (DLSC).</p> <p>The Contractor shall ensure that, in accordance with **NASA Series 4100, NASA Materials Inventory Management Manual**, shelf life material has sufficient shelf life remaining when received at SSC. Both the manufactured date and shelf life expiration date shall be entered into NSMS. The Contractor shall mark the shelf life expiration date on all shelf life material before it is stored and locations will be marked as containing shelf life material. Stores stock and critical spares issues will be made based on the first in, first out (FIFO) method. Label all flight hardware shelf life items on SSC "Shelf life Sticker." The stickers shall be adhered to the container the flight hardware is stored in, rather than attached directly to the material.</p>	<p>300*line items subject to shelf life control. (annual average)</p>	<p>Continuous and accurate tracking of shelf life data and expiration dates.</p> <p>75 percent of shelf life must be remaining upon receipt at SSC. Material shall be physically identified as subject to shelf life controls and locations marked as containing shelf life controlled material prior to storage action and throughout the storage process.</p>

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		<p>The Contractor shall run the NSMS "Expiring Shelf Life Report" monthly covering records that will expire within 30 calendar days. The Contractor shall use the report to verify if material for that expiration date is in location and annotate count on the listing. The Contractor shall update the NSMS shelf life program with the information, take out any shelf life date with zero quantity in location, and run another report.</p> <p>The Contractor shall determine if extension is possible, if material will be consumed by expiration date, or if excess action is required. In addition to condition of material, usage history and customer satisfaction should be considered. Customer approval is required for any extensions. The Contractor shall complete any required actions or updates resulting from the review.</p> <p>The Contractor shall annotate counts, findings, and determination on the listing and forward a completed copy to Supply and Materials Officer with back-up documentation attached.</p>	<p>Review 150 expiring shelf life records per year.</p>	<p>Complete review and any required actions forward annotated report, with back-up documentation attached, to the SSC Supply & Equipment Management Officer(SEMO) or designated Representative within 10 workdays after month end.</p>
9.11.3	Hurricane Kits	<p>The Contractor shall maintain and distribute Hurricane Kits in accordance with **SSC Disaster Preparedness Plan (HB 4130)**. Hurricane Kits are located in Temporary Storage in building 2204.</p> <p>The Contractor shall ensure all specified quantities of items are located in the kits and economical utilization and rotation of batteries and other shelf life contents has occurred.</p>	<p>20 Hurricane Kits.</p>	<p>Kits will be maintained at 100 percent of required contents.</p> <p>Rotation of shelf life contents shall be completed annually, at least 30 calendar days prior to the beginning of hurricane season.</p>

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9.11.4	Emergency Storm Supplies	<p>The Contractor shall review annually the Post Storm Emergency Supplies Listing, provided to the Contractor by the NASA Emergency Preparedness Officer, for any quantity and content changes. Any changes shall be marked on the listing. The Contractor shall return the annotated listing to the SSC Supply & Equipment Management Officer(SEMO) or designated Representative.</p> <p>Reference **SSC Disaster Preparedness Plan (HB 4130)**.</p>	29 *line items subject to annual review.	Return annotated listing to SSC Supply & Equipment Management Officer(SEMO) or designated Representative within 10 workdays after receipt.
9.11.5	Inventory Reconciliation	<p>The Contractor shall utilize the inventory adjustment or warehouse denial process in NSMS to initiate, document research, and adjust the accountable records. The Contractor shall initiate and accomplish inventory adjustments by National Stock Number (NSN) in NSMS any time it becomes known the on-hand quantity does not match the NSMS balance and immediate research and corrective action cannot be taken. (Immediate research and corrective action is defined as research that is initiated at the time the discrepancy is discovered, and results in a recount that resolves the discrepancy or another specific action, such as a document reversal or transaction adjustment, etc.) Upon discovery the asset will be frozen immediately, research conducted and discrepancy resolved.</p> <p>The Contractor shall perform thorough research and documentation on all adjustments</p> <p>The Contractor shall provide any additional documentation requested by the Supply and Equipment Management Officer that may that arise during the approval.</p> <p>The Contractor shall perform the actual adjustment to the records in NSMS after the Supply and Equipment Management Officer's approval is received.</p>		<p>Initiate warehouse denial by close of business the same day after discovery of the discrepancy.</p> <p>Total research, analysis, and resolutions to be completed within 5 workdays of initiation.</p> <p>.</p> <p>All analysis and documentation should be thorough and in a format suitable for NASA management signature.</p>

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9.11.6	Customer Service Desk	<p>The Contractor shall staff a Customer Service Desk to provide services including, but not limited to, computer data inquiry, issue and shipment status, and processing forms.</p> <p>The Contractor shall assist customers calling for assistance for items including, but not limited to, status of NSMS supply requisitions, status of **SSC Form 21 - Material Request**; **Department of Defense (DD) Form 1149, Requisition and Invoice/Shipping Document, the SSC APPR System, SSC MAXIMO System and Fed/Mil Records.**</p> <p>The Contractor shall be responsible for processing **Department of Defense (DD) Form 1149, Requisition and Invoice/Shipping Document**, through the contractor's Traffic Management and Equipment Management sections. Processing includes, but is not limited to, verification of authorized signatures and acquisition documents, and tagged equipment verification.</p> <p>Upon receipt of DD1149 the Contractor shall accomplish the following steps:</p> <p>a. Verify there is a contract or purchase order number which authorizes the shipment of all equipment being sent for repair, test, or relocation to destinations other than another NASA Center</p>	<p>Nothing Additional</p> <p>4,000 customer request calls per year.</p> <p>2,051 DD Form 1149's per year with 680 of those processed as customer walk through.</p>	<p>Provide accurate and efficient assistance to ensure processes flow in an accurate and prompt manner.</p> <p>Provide assistance to callers within 30 minutes after receipt of call.</p> <p>Completely process Form DD 1149's received the same day as received.</p>

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		<p>b. Ensure the DD 1149 Form signed by the Supply and Equipment Management Officer (SEMO) or designee and if the document indicates flight items are included, an SR&QA Representative signature and stamp is required in the appropriate block. If no signature is present, inform the customer immediately the form cannot be accepted without the SEMO's signature.</p> <p>c. If any items on the document are NASA tagged equipment, the Contractor shall research the NASA Equipment Management System (NEMS) to ensure the equipment is in the system and the dollar value of the item(s) on the DD 1149 Form match the dollar value in NEMS. If the dollar values do not match, the Contractor shall change the amount on the DD 1149 Form to match the NEMS dollar value. If the item is not in NEMS, hand carry the document to the Equipment Management Office. After returned, proceed to step "d" below.</p> <p>d. Hand carry the document to the Supply and Equipment Management Officer (SEMO) or designee for signature.</p> <p>e. Assign a "Voucher" number to the DD1149 Form and record the appropriate information on the log.</p> <p>f. Forward the document to the Traffic Manager for shipment.</p>		

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9.11.7	Testing NASA Supply and Equipment Management System (NSMS)	Contractor shall perform tests to NSMS upon notice of new system releases.	Three releases annually. Approximately 20 hrs testing per release.	Testing of NSMS releases to be completed within one week of release being installed.
9.11.8	Document Control	<p>The Contractor shall perform computer input and inquiries, organize and maintain a variety of SSC Supply related document files, verify receipts, and distribute documentation resulting from overnight and on-line requests into NSMS.</p> <p>Upon receipt of a **SSC Form 21 Material Request or Bench Stock Ticket**, the Contractor shall process requests for supplies into NSMS. The Contractor shall verify, through NSMS, if the documents contain the proper authorizing signatures prior to processing. If the appropriate signatures are not present, verify with Supply and Equipment Management Officer or the customer. If verification cannot be accomplished, mail the document back to the customer, indicating the problems.</p>	See below. 28,000 requests per year.	<p>Maintain an accurate, effective, easily accessible and retrievable filing system of accountable NSMS documentation. Provide accurate and timely data input and verification.</p> <p>Valid requests shall be accurately processed in NSMS on the same workday as received prior to 3:00 p.m. Next day processing for those received after 3:00 p.m.</p> <p>If proper signatures are not present, mail the document to the customer on the same workday as the request is received.</p>
9.11.9	Test Complex Support	Contractor shall provide full-time supply operations support for Test Complex.. Work will be identified by a service work request.		Provide accurate efficient supply assistance to shops to ensure materials are available.