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1.0 INTRODUCTION

1.1 Scope

The Contractor shall provide all resources to perform Logistics Operation services as identified within this Statement of Work (SOW) for the Johnson Space Center (JSC), Ellington Field (EF), and the Sonny Carter Training Facility (SCTF) in Houston, Texas, to ensure accomplishment of all SOW requirements identified by this contract. Logistics Operations services consist of: supply management, office furnishings management, moving and hauling services, space utilization and moves coordination, property management, redistribution and utilization, packing and shipping services, inbound freight services, vehicle fleet management operations, and special support services.

1.2 Associated Contractors

JSC is a Government-owned, Government-operated installation. Government-Contractor and Contractor-Contractor partnering is essential to the success of JSC operations. Therefore, a Center Operations Directorate (COD) Associate Contractor Agreement (ACA) between internal support Contractors, such as; Facilities, Custodial, Grounds, and Environmental, as well as, external support Contractors, such as the Aircraft Operations Division's (AOD) Aircraft Maintenance & Modification Contract, are required to ensure the successful operation at JSC. Similarly, ACA's between other support Contractors may also be necessary for successful JSC operations.

1.3 Location of Services

The Contractor shall perform all logistics operation services at JSC. Within the context of this SOW, the term "JSC" shall be used interchangeably to refer to activities that occur at the JSC main campus, EF, and SCTF site locations. There will be those occasions when the Contractor shall perform services at other Contractor facilities and other facility locations within a 50-mile radius of the JSC main campus. One way distances from JSC are as follows: Ellington Field is approximately 8 miles and SCTF is approximately 3 miles.

1.4 Hours of Operation

Unless otherwise directed by the Contracting Officer's Technical Representative (COTR), or specified in this SOW, the Contractor's continuous core hours of operation for JSC, EF, and SCTF shall be 7:30 a.m. – 4:00 p.m., Monday through Friday excluding Federal holidays. From time to time, the Contractor shall be required to perform services specified in this SOW outside the identified core hours to support NASA missions or other unforeseen events.

1.5 Definitions and Acronyms

Acronyms used throughout this contract are identified in Section J, Attachment A. Definitions used throughout this contract are identified in Section J, Attachment B.

1.6 Records and Reports

The Contractor shall maintain records and reports necessary to substantiate that services have been accomplished, as specified, and support Government audits with adequate personnel and timely documentation retrieval.

The Contractor shall submit proposed changes to required records and reports for consideration and approval by the COTR. Upon completion of the Contract, all records shall be delivered in a CD format to the Government.

1.6.1 Reports

Report requirements are contained in individual Data Requirements Documents (DRD's) in Section J. Due dates are specified for each separate report. When the due date falls on a Saturday, Sunday, or holiday, the report is due by 9 a.m., Monday, or the day following the holiday. Reports shall be submitted electronically unless otherwise specified. The Contractor is required to obtain COTR concurrence for all report formats.

1.7 **Logistics Management**

The Contractor shall conduct Logistics Operation program management, administration, and risk management, necessary to fulfill the requirements of this contract. The Contractor shall provide for the planning, organization, control, and reporting of all activities required by this contract.

The Contractor shall perform in accordance with their Government-approved Logistics Technical Integration Plan which fully and optimally describes and integrates all Parts identified within the SOW. The Contractor shall address in the plan the Contractor's management of all logistics services and data requirement described in the SOW. The Contractor's plan shall address the Contractor's process for receiving, categorizing, prioritizing, scheduling, tracking, documenting, and performing all logistics operations, ensuring all work meets the objectives within the SOW. The Contractor's plan shall describe how the Contractor shall receive, document, and assign work requests from JSC customers, to ensure the Government can obtain accurate and up-to-date work status information when requested.

1.7.1 Logistics Operations Phase-In Plan

The Contractor shall perform phase-in in accordance with their Government-approved Logistics Phase-In Plan, DRD AN-1-2, which describes the Contractors management approach that fully and optimally transition the logistical functional operations, employee workforce, schedule of critical transition activities, and data requirements described in this contract from the incumbent Contractor.

1.7.2 Resource Management

The Contractor shall develop, implement, maintain, and update a Contract Financial System which discretely tracks resources by unique project source and contract Work Breakdown Structure (WBS) and elements of cost including labor, overhead, and other direct costs, (i.e., travel and subcontracts) and indirect costs. The Contractor's financial planning system shall support the Government's budget process (i.e., Program Operating Plan (POP) and budget calls), and to support special requests for budget impacts. The Contractor shall provide cost reporting in accordance with DRD AN-1-3, NASA Form (NF) 533 Cost and Data Reporting.

1.7.3 Logistics Technical Integration Plan

The Contractor shall develop, implement, and maintain a Government-approved Logistics Technical Integration Plan which fully and optimally describes and integrates all Parts identified within this SOW. The Contractor shall address in the plan the Contractor's management of all logistics services and data requirement described in the SOW. The plan shall be prepared in accordance with DRD AN-1-1, Logistics Technical Integration Plan.

1.8 Safety and Health

The Contractor shall develop, implement, and maintain a Government-approved Safety and Health Plan in accordance with JPR 1700.1, JSC Safety and Health Handbook. The initial plan shall be prepared in accordance with DRD SA-1-1, Safety and Health Plan. The Contractor shall develop, status, and maintain monthly Safety and Health Metrics in accordance with DRD SA-1-2, Monthly Safety and Health Metrics.

1.9 Quality Control

The Contractor shall develop and implement a Government-approved Quality Control (QC) Plan that is compliant with ANSI/ISO/ASQ Q9001 – 2000. The initial plan shall be prepared in accordance with DRD QA-1-1, Quality Control Plan.

1.10 Environmental Management

The JSC's Environmental Office (EO) is the single point of contact with federal and state regulatory agencies unless otherwise directed by the Contracting Officer or the Environmental Office. This includes correspondence, permit applications, on-site inspections, and other similar items to regulatory agencies.

The Contractor shall perform environmental management activities in accordance with DRD AN-1-4. Environmental and Energy Consuming Product Compliance Report, to ensure that all activities and equipment used to fulfill the requirements of this contract are in environmental compliance.

1.11 Information Technology (IT)

The Contractor shall comply with all applicable NASA and JSC Information IT Policy Directives and the JPD, 2800.4, JSC IT Program Management, and JPG 2810.1C, Johnson Space Center Information Technology Security Handbook.

1.11.1 Government Provided Computer Workstations

The Government will provide the Contractor 64 computer workstations. Additional workstations shall be the responsibility of the Contractor.

1.11.2 FAX Machine Transmission Capability

The Government will supply institutional FAX machine line connectivity only.

1.11.3 Data Entry Quality Control

The Contractor shall develop a quality control plan that measures the accuracy of data input into the systems described in Sub-Parts 1.11.7 and 1.11.8.

1.11.4 Applications, Protocols, IT Systems

The Contractor shall use only JSC-standard applications, protocols, or IT systems for use in this contract, unless prior authorization is obtained from the COTR.

1.11.5 Contractor-Provided Systems

The Contractor shall use existing NASA systems in the performance of this contract.

1.11.6 IT Security

1.11.6.1 Contractor Responsibilities

- a. The Contractor shall insure that all IT systems used in the performance of this contract meet the requirements JPC 2810.1C, Johnson Space Center Information Technology Security Handbook, and the JPD, 2800.4, Johnson Space Center IT Program Management.
- b. The Contractor shall designate primary and alternate points of contact that shall be responsible for mitigating any IT system failures that may occur in the performance of this contract.

1.11.6.2 Contractor Computer Security Manager

The Contractor shall appoint a Computer Security Manager (CSM) in writing to the COTR. The Contractor CSM will attend and participate in IT security meetings for the purpose of ensuring Contractor compliance with the JSC IT Security Program.

1.11.6.3 Risk Assessment/Security Plans Support

The Contractor shall provide support to the COD CSM to review various security risk assessments security plans of new and major system configuration changes in accordance with the current version of the JPC 2810.1C, Johnson Space Center Information Technology Security Handbook and submit to the Center Operations Directorate Computer Security Official (CSO).

1.11.6.4 IT Training

The Contractor shall ensure that all contractor personnel at JSC with access to PC workstations have completed the annual IT Security Training in accordance with NPR 2810.1A, Section 4.3.1.1, Security of Information Technology. New employees who will require access to JSC IT resources shall take the Basic IT security training within 15 days of obtaining JSC IT System access.

1.11.7 Mainframe Applications Systems

The NASA Equipment Management System (NEMS), NASA Supply Management System (NSMS), and NASA Property Disposal Management System (NPDMS) are mainframe computer systems currently located at the NASA Marshall Space Flight Center (MSFC) in Huntsville, Alabama. These systems are owned and maintained by the Government. The Contractor shall use these systems in performance of contract requirements. In the event these systems are replaced, the Contractor shall perform a seamless transition to the new system.

1.11.7.1 NEMS

NEMS is a comprehensive equipment system database used for the tracking and accountability of equipment functions including location changes, acquisitions, adds/deletes, inventory, archival, and history. NEMS transactions are tracked from receipt to turn-in for disposal.

1.11.7.2 NSMS

NSMS is a comprehensive automated management system which supports supply operational requirements for the cataloging, replenishment, item management, warehousing, and inventory reconciliation of supply items.

1.11.7.3 NPDMS

NPDMS is a comprehensive automated disposal management system which supports operational requirements for the utilization, transfer, donation, sale, abandonment or destruction of excess foreign and domestic NASA personal property which is no longer required by the using Center or Contractor.

1.11.8 Client/Server Applications

The systems described in this section are local systems which reside on a JSC server and are accessed from an employee's workstation. The Contractor shall use these systems in performance of contract requirements. These systems are owned and maintained by the Government.

1.11.8.1 Johnson Outbound Freight Log Systems (JOFLS)

JOFLS is a tracking and reporting database for outbound shipments.

1.11.8.2 Transportation Inbound Freight Log (TIFL)

TIFL is a tracking and reporting database for inbound shipments.

1.11.8.3 SAP Financial Accounting System Software

SAP financial accounting system software is utilized in both receiving and supply operations.

1.12 Performance Metrics and Workload Data

The Contractor shall develop, status, and maintain Government-approved Contract Performance Metrics and Workload Data in accordance with DRD AN-1-5, Performance Metrics and Workload Data. The Contractor shall ensure performance metrics effectively indicate the level of success. The Contractor shall ensure workload data accurately records the work performed.

1.13 Emergency Preparedness

The Contractor shall develop and implement an Emergency Preparedness Plan in accordance with DRD AN-1-6, Emergency Preparedness Plan, to ensure compliance with JSC's Emergency Preparedness Plan.

1.14 Facilities Management

Government-furnished facilities are identified in Section J, Attachment L. The Contractor shall designate an Alternate Facility Manager (FM) for each facility which they occupy to ensure FM duties are performed in accordance with JSC Common Work Instruction (CWI) JC9W-06, Facility Manager Program. The Contractor shall coordinate their applicable Contractor operations with the NASA FM for Government and Contractor occupied facilities. The Contractor shall conduct quarterly safety inspections of all facilities occupied by the Logistics Contractor.

The Contractor shall maintain physical security of all assigned facilities and establish a key control program that provides a complete audit trail of all keys issued to Contractor personnel to ensure security of Government property.

The Contractor shall keep the work, office, and warehouse areas, including storage areas, free from accumulations of waste materials, and debris shall be packaged up and disposed of properly. The Contractor shall ensure all warehouse materials are organized, neatly stacked, and secured. If the COTR deems that the area is unsafe, the COTR may instruct the Contractor to immediately stop work and return the area to a safe working environment.

1.15 Government Property

The Contractor shall describe their approach to receiving, handling, stocking, maintaining, protecting, and issuing Government property in accordance with DRD AN-1-9, Government Property Management Plan. Government-furnished property is identified in Section J, Attachment J1, Installation-Accountable Government Property and Attachment J2, Government-Furnished Property.

1.16 Vehicle Management and Regulations

The Contractor shall furnish and maintain all vehicles necessary to perform work required under this contract, with the exception of Part 10, Vehicle Fleet Management Operations. The vehicles required for the performance of work in Part 10 will be provided by the Government.

The Contractor shall ensure that employee's private vehicles not be used in the performance of the requirements of the SOW. The Contractor shall ensure that vehicles used to convey Contractor personnel, materials, and equipment used in the performance of this contract shall be properly licensed, street legal, and acceptable for use on all public highways. The Contractor shall ensure that all Contractor vehicles used in the performance of the SOW comply with JSC 27996, Vehicle Code.

The Contractor shall ensure all Government-provided vehicles comply with all applicable requirements in accordance with Executive Order (EO) 13149 and the Energy Policy Act of 1992 (EPAct).

The Contractor shall ensure drivers have the proper valid Texas State commercial driver's licenses (CDL) as required, with all applicable endorsements, at employee start of work.

1.17 Uniforms

The Contractor shall furnish and maintain all uniforms necessary to perform work required under this contract. The Contractor shall ensure that all Contractor personnel who come into regular contact with internal customers beyond the immediate Building 300 and 400 areas wear a uniform. Management personnel and others may be exempt from this requirement as agreed to by the COTR. Uniform clothing shall be of a neutral color, clean, suitable for the prevailing weather conditions, and display the name of the Contractor on the left front, and employee name on the right front of the shirt.

1.18 Personnel Training and Certification Requirements

The Contractor shall establish and maintain training and certification plans designed to meet the requirements of this SOW to ensure the Contractor work force is trained and certified in the required field of specialization. The Contractor shall establish and maintain training records for all personnel including training manuals and documentation of certification and periodic recertification of personnel, and they are available at all times for COTR review. Typical types of training include:

1. Commercially available and required at employee start of work:
 - a. The Contractor shall ensure all warehouse personnel, those handling gas cylinders, receiving personnel, and packers are trained as a "Hazmat Employee" in accordance with Code of Federal Regulations (CFR) Title 49, Section 172.704, 49 CFR Part 105-180 (Ground Transportation), 49 CFR Part 175 (Air Transportation), and 49 CFR Part 172, Sub-Part I: 172:800 (Security Training).
 - b. The Contractor shall ensure all personnel who input data into the General Services Administration (GSA) Federal Automotive Statistical Tool (FAST) database have completed FED Fleet training.

- c. The Contractor shall ensure all bondroom, receiving, and packing and shipping personnel are trained in Electrostatic Discharge Control (ESD).
 - d. The Contractor shall ensure all forklift operators are certified per NASA JSC Operator Certification Program requirements (NASA-STD-8719.9 and JPD 8719.1).
2. Government provided and may be taken when available:
- a. The Contractor shall ensure all bondroom personnel are issued an individually identifying Designated Verification (DV) and an individually identifying bondroom storekeeper stamp.
 - b. The Contractor shall ensure receiving personnel operating the x-ray screening machine are trained with the Government-provided software prior to use of the equipment. The Contractor shall ensure refresher training is taken semi-annually, and passing scores must be achieved on computer-based training for x-rays screening equipment.

All personnel identified to act as receiving agents for the Government have been approved and authorized by the Supply and Equipment Management Officer (SEMO). The Contractor shall certify and acknowledge in writing those personnel identified have been trained, tested, and found proficient in in-checking, inspecting, and the initiation and completion of proper documentation necessary in the receipt of JSC freight shipments, and include signatures of those identified personnel prior to allowing them to sign for freight. The Contractor shall provide updates to the SEMO reflecting all newly authorized receiving agents, as well as, providing a copy of those personnel previously identified as authorized receiving agents. Notify the COTR in writing when changes occur.

1.18.1 Environmental Training

The Contractor shall identify the environmental training required for each employee by utilizing the Environmental Training Matrix (see JPR 8550.1). The Contractor shall ensure that all on-site employees complete identified environmental training. Training is provided by the JSC Environmental Office. Training will range from a minimum of 1 hour per year for office workers to a maximum of 6 hours per year for employees performing or supervising multiple potential pollutant generating activities. This does not include specialized environmental certifications required by federal or state regulations.

1.18.2 Special Support Services

The Contractor shall ensure all aircraft loadmaster personnel meet the following training, certifications, and credential requirements for Part 11 Special Support Services, Sub-Part 9, Aircraft Loadmaster Services, of the SOW:

- a. Flight status readiness to support all aircraft loadmaster missions.
- b. Commercial or U.S. military aircraft loadmaster training.
- c. Trained as a "Hazmat Employee" in accordance with 49 CFR, Section 172.704, 49 CFR Part 105-180 (Ground Transportation), 49 CFR Part 175 (Air Transportation), and 49 CFR Part 172, Sub-Part I: 172:800 (Security Training).
- d. Certified in accordance with NASA JSC Operator Certification Program requirements (NASA-STD-8719.9 and JPD 8719.1) for the operation of forklifts, scissor lifts, tugs, and the overhead hoist/cranes located in Building 924 at EF.
- e. Possess a current U.S. Passport to support mission requirements which involve foreign travel.

The Contractor shall ensure all aircraft loadmaster personnel meet the following Government-provided training and certifications requirements for Part 11 Special Support Services, Sub-Part 9, Aircraft Loadmaster Services, of the SOW:

- a. Annual U.S. Air Force Class III Examination-Flight Physical. This physical examination is performed at the JSC Clinic.
- b. Annual Super Guppy Egress Training.
- c. Aircrew Loadmaster Training on the Super Guppy aircraft and all support equipment.
- d. Category "I" Requirements for Physiological Training in accordance with JSC Policy Directive JPD 1830.2K, Physiological Training Program. This physical examination is performed at the JSC Clinic.

2.0 SUPPLY MANAGEMENT

The Contractor shall manage supply, gas cylinder, and temporary storage operations to ensure availability of items and maintain effective and efficient inventory levels. The Contractor shall perform supply management in accordance with NPR 4100.1, NASA Materials Inventory Management Manual.

2.1 Supply Operations

The Contractor shall use NSMS to manage store stock, program stock, and critical spares to ensure stock is available when required. See NSMS User and Operations Guide. The inventory classifications in NSMS are:

- a. Stores Stock - Assets that are repetitively procured, stored, and issued on the basis of recurring demand. Stock levels on store stock items are determined by monthly demand and calculated by NSMS. Gases are classified as a store stock item and tracked in NSMS. The cylinders containing the gases are tracked within the Gas Cylinder Tracking System (GCTS) as described in Part 2.2, Gas Cylinder Operations.
- b. Program Stock - Assets that are under a Quality Control System, are owned by the using organizations, and are not subject to replenishment. Program stock is also known as "flight hardware."
- c. Critical Spares - Assets held for emergencies for which there is no recurring demand. They shall be immediately available to prevent delay which might result in loss, damage, destruction of property, or danger to life due to an interruption of operations. Mission Critical Spares support buildings and/or systems that are required to be functional during flight missions and they shall be available at the required level at all times.

2.1.1 Shelf Life Program

The Contractor shall manage shelf life items to ensure no out of date store stock. The Contractor shall ensure no out of date critical spares and program stock are held in inventory without owner knowledge. The majority of shelf life items are program stock. The Contractor shall request the Safety and Mission Assurance Directorate (S&MA) to prepare a Discrepancy Report (DR) if a program stock owner fails to take appropriate action prior to the expiration date to ensure expired items are not issued for flight without S&MA approval.

2.1.2 Cataloging Function

The Contractor shall perform cataloging functions to ensure the identification and standardization of stock. The Contractor shall maintain and utilize existing supply publications and research library to ensure research data is current. The Contractor shall maintain registration with the Defense Logistics Supply Center (DLSC) for stock items. The Contractor shall assign and track a unique local stock number for Program Stock items that have no National Stock Number (NSN).

The Contractor shall complete requests to add items to stock within 3 work days to ensure the catalog is current.

The Contractor shall review JSC purchases in SAP over \$25,000 within 3 work days to determine if items are available from other NASA Centers or Government agencies prior to purchase. The Contractor shall notify the customer if a like item is located.

2.1.3 Acquisition and Inventory Management of Stores Stock and Critical Spares

The Contractor shall perform cost effective acquisition and inventory management operations to ensure availability of stock, to include furniture, and critical spares. The Contractor shall ensure that all gas purchases are compliant with Space Medicine Division requirements.

2.1.3.1 Purchases

The Contractor shall generate purchases when items are in a reorder status within 2 work days of notification.

2.1.3.2 NSMS Complete Excess Report

The Contractor shall use the NSMS "Complete Excess Report" annually for the purpose of excessing items that have low usage. The Contractor shall initiate disposal action and discontinue asset records prior to NSMS year-end closing.

2.1.3.3 Excess Disposal Transactions

The Contractor shall create excess disposal transactions in NSMS for stores stock and critical spare items within 2 work days of discovery of need to ensure stock is current and serviceable. Examples of need are: critical spares over the level, damaged material, or material no longer meets the criteria for stockage.

2.1.4 Storage and Issue of Stores Stock and Critical Spares

The Contractor shall perform storage and issue operations for the purpose of warehousing supply items safely and securely, to ensure they can be identified and are accessible. The Contractor shall utilize the NSMS document tracking process to identify and resolve any delinquent documents.

2.1.4.1 Receipts

The Contractor shall process receipts into NSMS and warehouse items within 2 work days.

The Contractor shall process gas receipts in NSMS under the specific code for the purpose of electronically segregating gasses. The Contractor shall use JSC designated codes which are: GL for gasses at the Environmental Health Laboratory (EHL) for testing, GP for gasses pending going to the EHL for testing, GR for gases failing lab testing (rejects), and JB for gases delivered to stock, direct delivery to customer, or those returned from the EHL lab ready to be warehoused.

2.1.4.2 Routine Issues

The Contractor shall verify signatures and input requests for stock into NSMS within 1 work day and deliver stock to the destination within 2 work days after input.

2.1.4.3 Work Stoppage Issues

The Contractor shall receive and process work stoppage supply requests at the customer service counter in the warehouse to prevent delay of work. The Contractor shall verify signatures, input requests in NSMS, and give stock to customer within 15 minutes for customer hand carry or deliver to destination within 4 hours if delivery is requested.

2.1.5 Storage and Issue of Program Stock

The Contractor shall perform a storage and issue operation for the purpose of warehousing program stock items safely and securely in accordance with JSCM 26549, Manual for the Control of Program Stock, to ensure the integrity of flight hardware. The Contractor shall clearly mark and segregate hardware identified as discrepant by S&MA from non-discrepant hardware. The Contractor shall only release discrepant hardware with S&MA approval.

The Contractor shall ensure a cross reference is maintained between the source document, NSMS and the JSC Form 911, Parts Identification Tag, with the NSMS transaction number to maintain the integrity of program stock.

The Contractor shall verify signatures against a COTR provided list of authorized personnel to ensure ownership authority.

2.1.5.1 Program Stock Receipts

The Contractor shall inform the COTR if equipment meets tagging criteria per NPR 4200.1, NASA Equipment Management Manual, for tagging action on same day as received. The Contractor shall open all manufacturers' packages and count all pieces except under the following circumstances:

- a. When directed by the hardware owner or the COTR
- b. When in a sealed "clean room" container or bag
- c. When flight wire, accept manufacturers count
- d. If rivets, they may be weighed on a calibrated scale

The Contractor shall receive the hardware and update NSMS within 5 work days.

2.1.5.2 Program Stock Issues

The Contractor shall issue the hardware and update NSMS on the same day for requests received by 12:00 p.m. and the next work day for requests received after 12:00 p.m.

2.1.6 Inventory Reconciliation

The Contractor shall ensure the NSMS balance and the warehouse count match and take necessary action within 3 work days when a discrepancy is identified to ensure items are available when required.

2.1.7 Physical Inventory of Assets

The Contractor shall perform physical inventories to maintain accuracy of stock records in accordance with the NPR 4100, NASA Inventory Management Manual, Chapter 5. The Contractor shall ensure customer support is not impacted during the inventory process.

2.1.7.1 Sample Physical Inventory Schedule

The Contractor shall develop and implement a Government-approved Sample Physical Inventory Schedule in accordance with DRD AN-2-1, Sample Physical Inventory Schedule.

2.1.7.2 Sample Inventories

The Contractor shall perform sample inventories annually according to the Government-approved schedule and administer them through NSMS to ensure the accuracy of the records.

If the sample inventory fails, the Contractor shall complete a wall-to-wall inventory of the lot from which the sample was derived to ensure the integrity of the inventory and to help identify possible systemic problems. The Contractor shall complete the inventory and document reconciliation within 90 calendar days from the date the sample failed and in the same Government fiscal year as the failed sample.

2.1.7.3 Wall-to-Wall (Lot) Inventories

The Contractor shall perform a wall-to-wall inventory of all stores stock, program stock, and critical spare assets every 5 years to ensure the integrity of the inventory. The Contractor shall complete all actions by August 15 of the inventory year to ensure records are reconciled at the end of the Government fiscal year.

2.2 **Gas Cylinder Operations**

The Contractor shall perform Gas Cylinder Operations to ensure that all gas cylinder locations are recorded and that all cylinders in the contractor's possession are maintained in a safe operating condition.

The Contractor shall maintain and utilize the existing GCTS to track the all NASA and vendor owned cylinders. The gases contained in the cylinders are store stock items managed in NSMS. The Contractor shall update the GCTS on the same work day that a change in status occurs to ensure the system is current.

The Contractor shall segregate cylinders requiring EHL testing and coordinate the testing and transportation on the same day the cylinders are segregated.

The Contractor shall provide and attach Radio Frequency Identification (RFID) tags to NASA owned cylinders, if not present, for identification purposes.

The Contractor shall segregate unserviceable cylinders from serviceable cylinders to ensure only serviceable cylinders are issued. The Contractor shall notify the Facilities Contractor to prepare unserviceable cylinders for disposal within 5 work days of accumulation of 20 cylinders.

2.2.1 Cylinder Demurrage

The Contractor shall return vendor owned cylinders when no longer required at JSC to reduce demurrage charges.

The Contractor shall track demurrage charges in accordance with DRD AN-2-2, Vendor Owned Cylinder Demurrage Charges.

2.2.2 Cylinder Triennial Inventory

The Contractor shall inventory all cylinders, including those issued out to customers, by physically scanning cylinders and comparing results to the GCTS. The Contractor shall contact customers and research records to resolve discrepancies. The Contractor shall provide results to the COTR in accordance with DRD AN-2-3, Cylinder Triennial Inventory Report.

2.3 **Temporary Storage**

The Contractor shall manage temporary storage for the purpose of safely and securely storing material on a temporary basis. The Contractor shall organize and track items in Temporary Storage by case files.

The Contractor shall evaluate available storage space, provide transportation to and from customer location, and pack and store items appropriately.

The Contractor shall complete add or removal actions, and update the database within 3 work days.

The Contractor shall complete a physical inventory annually of each case file ensuring items are accounted for and in the proper location. The Contractor shall complete the inventory and forward the Case File Folder to the COTR 30 days prior to the anniversary date the case file was established. The Contractor shall complete the inventory of the Case Files containing Hurricane Supplies and forward to the COTR no later than April 15th of each year regardless of the anniversary date.

3.0 OFFICE FURNISHINGS

The Contractor shall procure furniture under Part 2, Paragraph 2.1.3 as a part of store stock acquisition. The Contractor shall receive, issue, connect, disconnect, repair and inventory office furnishings; and manage carpet operations, as scheduled to ensure employees have a safe and functional workspace. Furniture activity in direct support of moves will be performed within Part 11, Special Support Services, Sub-Part 1, Perform Moves.

Office furnishings consist of all types of contemporary, executive, modular and systems furniture. Examples are: acoustical panels, bookcases, carpet, chairs, desks, file cabinets, lockers, racks, shelving, supply cabinets, tables, task lights and window coverings. The majority of furniture at JSC is modular which requires assembly, connect, and disconnect activity.

3.1 Furniture Operations

3.1.1 Receive New Furniture

The Contractor shall receive new furniture and warehouse within 5 work days to ensure furniture is available for issue and is stored safely. The Contractor shall update the furniture database on the same day the items are warehoused.

3.1.2 Receive Furniture Returned from Field

The Contractor shall receive furniture returned from the field and segregate as useable, needing repair, or excess, and take appropriate action within 2 work days. The Contractor shall ensure furniture is stored safely and is available for issue. The Contractor shall update the furniture database on the same day the items are warehoused. Returned furniture from the field is identified as follows:

- a. Usable: The Contractor shall warehouse usable furniture.
- b. Needing Repair: The Contractor shall repair to usable condition and warehouse.
- c. Excess: The Contractor shall prepare and submit appropriate documentation per NPR 4300.1, NASA Personal Property Disposal Procedures and Guidelines, for COTR approval.

3.1.3 Issue Furniture

The Contractor shall assemble, clean, and polish furniture to ensure it is serviceable and available for delivery prior to the scheduled delivery date. The Contractor shall update the inventory database on the same day the furniture is pulled. The Contractor shall provide a key with any furniture item that has a lock and ensure a duplicate key is available in case of loss. A Government-provided key machine is available for making duplicate keys if required. All office furnishing issue requests are generated by the COTR.

3.1.4 Connect/Disconnect Furniture

The Contractor shall connect/disconnect furniture at the customer's location on the scheduled date to meet customer requirements.

3.1.5 Repair Furniture

The Contractor shall process repair requests within 2 work days of receipt of request. Examples of repair processing are providing parts and supplies, repair furniture at customer location, or restoring it to a serviceable condition. Safety issues shall be completed or mitigated within 2 hours of request. If

repair costs exceed 66 percent of the replacement cost of the item or cannot be performed on site, the Contractor shall notify the COTR before repairing. Examples of furniture repair are, adjusting drawers, adjusting desk or file cabinet doors, applying scratch cover and wood fillers, re-gluing laminate surfaces, replacing casters, locks, keys, pneumatic cylinders, screws, and under seat mechanisms, and tightening and replacing nuts, bolts, springs and connections.

3.1.5.1 Clean Upholstered Furniture

The Contractor shall clean upholstered furniture with COTR approval using the Government provided clean booth and steam machine to ensure clean appearance and extend furniture life.

3.1.6 Furniture Inventory

The Contractor shall inventory and reconcile the furniture database to physical warehouse count when requested by the COTR to ensure adequate inventory to meet customer requirements.

3.2 Carpet Operations

The Contractor shall receive carpet and update the existing carpet inventory database within 2 work days to ensure availability. The Contractor shall pull and stage carpet for delivery prior to the required delivery date. All carpet requests are approved by the COTR. Installation, removal and repair are performed by the COD Facilities Contract.

3.2.1 Carpet Inventory

The Contractor shall inventory and reconcile the inventory database to physical warehouse count quarterly to ensure adequate carpet inventory.

3.3 Non-Core Hour Furniture Operation Services

The Contractor shall complete COTR approved non-core furniture operation services on the scheduled date to ensure furniture requirements are met.

4.0 MOVING AND HAULING SERVICES

The Contractor shall provide routine, non-core, priority, and quick dispatch moving and hauling services to ensure items are delivered to the correct location on the scheduled date.

4.1 Routine Moving and Hauling Services

Routine moving and hauling requests have an identified need date of 2 work days or greater and can be for bulk and non-bulk items.

The Contractor shall complete routine moving and hauling requests on the date identified by the customer or within 5 work days if no date is identified, to ensure items are transported safely and timely from one location to another.

4.2 Non-Core Hour Moving and Hauling Services

The Contractor shall complete COTR approved non-core moving and hauling requests on the scheduled date to ensure items are transported safely and timely from one location to another.

4.3 Priority Moving and Hauling Services

The Contractor shall complete priority moving and hauling requests for pick up and delivery of items within 24 hours to ensure items are transported safely and timely from one location to another. The majority of priority moving and hauling services are for non-bulk items.

4.4 Quick Dispatch Services

The Contractor shall complete quick dispatch requests for pick up and delivery of items within 2 hours to ensure items are transported safely and timely from one location to another. Quick dispatch services are for non-bulk items.

5.0 SPACE UTILIZATION AND MOVE COORDINATION

The Contractor shall coordinate with the Planning and Integration Office (PIO) for facility space utilization and moves to ensure effective planning, development and integration and accomplishment of Planning and Integration Office projects.

5.1 Space Utilization Coordination

The Contractor shall coordinate with the PIO in the management of on-site facility space to ensure maximum utilization.

The Contractor shall develop a Space Utilization Plan for each project assigned by the COTR to facilitate development of a preliminary Government generated cost estimate. The plan shall include:

1. Possible scenarios of space allocations for the project, including impacts of each
2. Existing configuration and design layouts for all proposed scenarios that identify potential wall modifications, occupancy, furniture configurations, and organizational re-alignments
3. A sequencing plan of all events associated with the project

The Contractor shall perform field inspections of JSC facilities to verify personnel count and usage of space. A room utilization report, space classifications, Facility Housing Plans (FHP) and a Field Check Schedule shall be provided by the Government to perform the inspections. Room usage and vacancies shall be identified on the appropriate FHP and people counts shall be updated on the room utilization report. Results shall be provided to the Government within 10 work days of inspection.

The Contractor shall create customer queries, generate reports and update the JSC Space Management System (currently Facility Center).

5.2 Move Coordination

The Contractor shall coordinate the planning, execution, and completion of all aspects of moves to ensure they are effectively and efficiently completed per the established move schedule with minimal impact to the customer. Moves may require coordination with the customer and organizations responsible for carpet installation and removal, construction, custodial, furniture, IT services, moving and hauling, scheduling, space utilization, and updating of the FHP's.

6.0 PROPERTY MANAGEMENT

The Contractor shall perform NEMS accountability, archival documentation, inventory management, process property losses, perform tagging and detagging of property, and provide a customer service desk for the purpose of ensuring effective property management.

6.1 NEMS Accountability

The Contractor shall utilize the NEMS database for the purpose of accounting for and tracking property management from receipt to turn-in for disposal, in accordance with the NPR 4200.1, NASA Equipment Manual.

6.1.1 NEMS Database Reports

The Contractor shall generate and distribute all requested and system-generated NEMS reports used for inventories, balancing, and informational purposes. The Contractor shall distribute all reports on a daily basis.

6.1.2 Processing NEMS Documentation

The Contractor shall receive documentation and update the NEMS database for the purpose of capturing all property management activity to ensure accurate property records. The Contractor shall input new records and update record changes within 3 work days. The Contractor shall provide copies of all transactions processed on capital items (Property valued at \$100,000 and above) to Financial Management Division (FMD) no later than the next work day.

The Contractor shall suspense all Capital property received during the month and not finalized into the NEMS database and provide a copy of the documentation to FMD at the end of each month.

6.2 Archival Documentation

The Contractor shall provide an electronic document archival system to capture daily and Government fiscal year end supporting documentation for the purpose of record retrieval, audit, and record retention. The Contractor shall ensure the archived documents are legible and available for real-time access. The Contractor shall ensure that any missing documents to be archived are located prior to archiving. The Contractor shall archive daily documents within 3 work days after NEMS is updated and archive all end of year documents within 45 work days at Government fiscal year end.

6.3 Inventory Management

The Contractor shall use NEMS to conduct an annual wall-to-wall inventory to ensure tagged property has been physically located and scanned to determine the completeness and accuracy of NEMS, per the NPR 4200.1, NASA Equipment Manual, paragraph 5.1.3.1. The Contractor shall investigate and reconcile all discrepancies to include identifying property with no Government-owned markings. The Contractor shall ensure property located remotely is verified through written confirmation. The Contractor shall include validation for user listings as part of the inventory per NPR 4200.1, NASA Equipment Manual. The Contractor shall establish an inventory folder on each property account and submit final inventory results. The Government will provide bar code scanners, NASA Equipment Control Number (ECN) tags, decals, and inventory stickers required for control of property. Inventories are conducted in accordance with an approved annual inventory schedule and with DRD AN-6-1, Annual Inventory Schedule.

6.4 Property Losses

6.4.1 Perform Investigation

The Contractor shall conduct an investigation of all property not located during an inventory or reported as missing prior to placing on survey, in accordance with NPR 4200.1, NASA Equipment Manual, for the purpose of locating the property and minimizing JSC losses. The Contractor shall accurately document the results of this investigation within 10 work days of the identified property loss.

6.4.2 Process Report of Survey

The Contractor shall process a NASA Form 598, Report of Survey, for all property not located during the initial investigation identified above. All Survey Reports will be reviewed by the assigned Government Property Administrator, JSC Security, and the Property Survey Board. The Contractor shall update NEMS within 3 workdays after investigation by JSC Security.

6.4.3 Located Property

The Contractor shall physically scan the NASA NEMS tag on all located property that was identified as missing during an inventory or previously reported on a survey and update the NEMS database within 3 work days.

6.5 Tagging and Detagging of Property

6.5.1 Tagging Property

The Contractor shall locate and physically tag property not previously processed for the purpose of establishing and maintaining property identification records in NEMS. The Contractor shall acquire COTR approval prior to items being virtual tagged. The Contractor shall complete the tagging process within 3 work days of receipt documentation.

6.5.2 Detagging Property

The Contractor shall locate and detag property no longer meeting the tagging criteria per NPR 4200.1, NASA Equipment Manual. The Contractor shall apply a NF 1517, Property NASA U.S. Government, decal and update NEMS to ensure accurate records. The Contractor shall complete the detagging process within 3 work days of receipt documentation.

6.6 Customer Service Desk

The Contractor shall operate a Customer Service Desk for the processing of shipping documents and employee clearances for the purpose of tracking movement and personnel accountability of property.

6.6.1 Processing Shipping Documents

The Contractor shall process shipping documents within one hour of receipt. Documents received at close of business will be processed next work day. The Contractor shall be responsible for obtaining all original shipping documents within 10 work days of the ship date.

6.6.2 Employee Clearances

The Contractor shall process all employee clearances same day.

7.0 REDISTRIBUTION AND UTILIZATION (R&U)

The Contractor shall process disposal documentation, archival documentation, warehouse receipts, artifacts, the wiping of computers, requests for excess Government/Federal property, GSA sales, screener access, scrap metal disposition, donations, and perform physical inventory to ensure proper disposition of Government property. The Contractor shall utilize NPDMS for the purpose of accounting for and tracking all disposal activities from initial receipt to final disposition in accordance with NPR 4300.1, NASA Personal Property Disposal Procedures and Guidelines.

The Contractor shall ensure all identifying markings are removed from Government property prior to final disposition.

7.1 Disposal Documentation

The Contractor shall receive requests to pick up excess property for the purpose of disposing and reutilization. The Contractor shall resolve discrepancies on all requests. The Contractor shall process and pick up excess property within 5 work days of request.

7.2 Archival Documentation

The Contractor shall provide an electronic archival documentation system to capture daily and end of year supporting documentation. The Contractor shall ensure the archival system is legible and available for real time access. The Contractor shall ensure that any missing documents to be archived are located prior to archiving. The Contractor shall archive daily documents within 3 work days after NPDMS is updated and all end of year documents within 45 days at fiscal year end.

7.3 Warehouse Receipts

The Contractor shall receive excess property, perform physical inspection, resolve all discrepancies, and update NPDMS within 5 work days to ensure the accountability of excess property.

The Contractor shall place small like items into a consolidated container until it is full, voucher the supporting documentation, and process for sale.

7.3.1 Receipt of Hazardous Materials

The Contractor shall place all hazardous material in a designated storage area on the same work day received to ensure safe handling and storage.

7.3.2 Receipt of Pilferable Items

The Contractor shall store and secure pilferable items on the same work day received to prevent warehouse losses.

7.4 Process Artifacts

The Contractor shall secure, voucher, and annotate a freeze in the NPDMS database for artifacts on the same day of receipt to ensure items are not automatically released for disposition. The Contractor shall process artifacts and historically significant items in compliance with NPR 4310.1, Identification and Disposition of NASA Artifacts.

7.5 Wiping of Computers

The Contractor shall wipe the computer disk drives to remove NASA data within 10 work days of receipt to ensure the security and protection of data. The Contractor shall use the Information Resources Directorate (IRD) approved COD computer wiping procedure.

7.6 Process Requests for Excess Government/Federal Property

The Contractor shall process requests to locate excess Government/federal property to determine if items are available through redistribution methods to reduce procurements. The Contractor shall process requests within 5 work days of receipt.

7.7 Scrap/Abandonment/Destruction

The Contractor shall process items identified on receipt documentation as scrap and perform the associated action on the same work day received to ensure effective utilization of warehouse space.

The Contractor shall downgrade and scrap, abandon or destroy property, with COTR approval, within 5 work days to ensure efficient redistribution and utilization methods.

The Contractor shall perform activities necessary to complete Government contracts for scrap metal pick ups.

7.8 GSA Sales

The Contractor shall process GSA sales, exchange sales, and online (Internet) sales for the reutilization of property. The Contractor shall reconcile GSA listing with NPDMS to ensure all items are captured for the sale within 3 work days. The Contractor shall capture costs associated with preparations of sales in accordance with DRD AN-7-1, Cost of GSA Sales Report.

7.9 Screener Access

The Contractor shall request security clearance and provide safety guidance for non-JSC personnel to ensure safety and security procedures are identified prior to visitors entering the warehouse.

7.10 Donations Program

The Contractor shall process requests to participate in the Stevenson-Wydler Act and Computers for Learning donations program to ensure reutilization of property to educational institutions or nonprofit organizations within 1 work day of request.

7.11 Physical Inventory

The Contractor shall perform a physical inventory of the warehouse and all related facilities every 3 years to ensure the accuracy of the disposal records. The first inventory shall be completed during Fiscal Year 2010. All services required in this part shall incur no interruptions or limitations during the complete inventory process. The Contractor shall complete physical count within 5 work days. The Contractor shall reconcile, update NPDMS, and prepare a Final Inventory Report within 20 work days of count completion and provide results to the COTR.

8.0 PACKING AND SHIPPING SERVICES

The Contractor shall perform packing and shipping, and accounting and shipment tracking services to ensure that all freight is processed and shipped to support JSC and NASA Programs. The Contractor shall utilize JOFLS for the purpose of accounting and tracking of all JSC shipments from receipt of items being shipped, in accordance with NPR 6000.1, Requirements for Packaging, Handling, and Transportation for Aeronautical and Space Systems, Equipment, and Associated Components, and NPR 6200.1, NASA Transportation and General Traffic Management.

8.1 Packing and Shipping Operations

The Contractor shall perform packing and shipping operations for routine, priority, hazardous, and critical types of shipments to ensure services are accomplished safely, accurately and on time. The Contractor shall coordinate directly with COTR-selected commercial carrier for the pick up of the shipment to ensure timely delivery of shipments. The Contractor shall provide a "Packing and Shipping Statistical Report" in accordance with DRD AN-8-1, Packing and Shipping Statistical Report.

8.1.1 Routine Shipments

The Contractor shall process routine shipments within 4 work days of receipt of item or documentation. From time to time, the Contractor shall pick up routine shipments from customer's locations.

8.1.2 Priority Shipments

The Contractor shall process all priority shipments to meet the identified delivery date on the shipping documents, if the delivery date identified is within 3 work days of date received. From time to time, the Contractor shall pick up priority shipments from customer's locations.

8.1.3 Hazardous Materials Shipments

A hazardous materials shipment shall always be processed as a priority shipment. The Contractor shall pick up all hazardous materials shipments from customer's locations. The Contractor shall process hazardous materials shipments per the shipping document and in compliance with the Hazardous Materials Regulations or Title 49 CFR, as applicable.

8.1.4 Critical Shipments

A critical shipment shall always be processed as a priority shipment. The Contractor shall pick up all critical shipments from customer's location and process per the shipping document to ensure effective adherence to special handling and shipping constraints. Flight hardware and moon rocks are examples of critical shipments. A critical shipment shall always be transported using an air-ride equipped vehicle.

8.2 Accounting and Shipment Tracking

The Contractor shall develop and implement a process for performing post payment audits of all freight bills for transportation services over \$100 to ensure accurate payment of freight charges by the Government. The Contractor shall certify original freight bills before forwarding to the Financial Management Office for timely processing of invoices. The Contractor shall report discrepancies in accordance with DRD AN-8-2, Pre Payment Audit Report.

The Contractor shall maintain and update the JOFLS database with shipment data to ensure accurate reporting, tracking of shipments, and invoice certifications.

8.3 Non-Core Hour Packing and Shipping Services

The Contractor shall complete COTR approved non-core packing and shipping requests on the scheduled date to ensure items are packed and shipped to meet customer requirements.

9.0 INBOUND FREIGHT SERVICES

The Contractor shall perform in-checking, inspection, based on the types of inbound freight, and shipment tracking to ensure all inbound items are effectively received to support JSC and NASA programs. The Contractor shall ensure items are processed safely, accurately and on time and are received and delivered to final destination. The Contractor shall ensure all discrepancies are resolved and freight claims are processed in accordance with Title 41 CFR, Chapter 101-40.7, Reporting and Adjusting Discrepancies in Government Shipments.

The Contractor shall perform in-bound freight services supporting NASA procured or acquired products by recording each receipt in SAP, as well as TIFL. Contractor receipts shall be accounted for in TIFL and require in-checking, x-ray security screening, and delivery only. An x-ray machine is available for use to screen packages upon delivery. The Contractor shall always deliver Routine and Priority receipts using an air-ride equipped vehicle.

9.1 In-Checking

The Contractor shall perform in-checking of all inbound freight to ensure accuracy and accountability of items received. The Contractor shall off-load and x-ray all inbound freight shipments, except when directed by the COTR. The Contractor shall escort all NASA shipments not off-loaded at Central Receiving to their final destination.

9.2 Inspection

The Contractor shall inspect all inbound freight to ensure accuracy and accountability of items received. The Contractor shall perform the tagging of items in accordance with NPR 4200.1, NASA Equipment Manual.

9.3 Types of Inbound Freight

The Contractor shall perform in-checking, inspection, and delivery to final destination within the time lines defined for the following freight types:

9.3.1 Routine Receipts

The Contractor shall process routine receipts no later than the second work day after receipt of item to ensure timely delivery of freight. Routine receipts are receipts not meeting the definition of a priority receipt.

9.3.2 Priority Receipts

The Contractor shall process priority receipts on the same work day item is received. Priority receipts are defined as: Hazardous Materials; Communication Security (COMSEC); Medical Items or Drugs; Work Stoppages; or receipts requiring special handling. The Contractor shall provide a "Hazardous Materials Statistical Report" in accordance with DRD AN-9-1, Hazardous Material Statistical Report.

9.3.2.1 Hazardous Materials

The Contractor shall ensure hazardous materials shipments are received with applicable Material Data Safety Sheets (MSDS) before delivery of freight to customer. In addition, the following hazardous materials require special handling and delivery:

a. Bulk Gases or Liquids

The Contractor shall ensure bulk gases or liquids are weighed on JSC's calibrated scales by recording the beginning and ending weights of the vehicles carrying bulk gases or liquids to ensure accurate documentation of hazardous material weights.

b. Explosive Materials (Class 1)

The Contractor shall coordinate escort services with the Safety & Fire Services (S&FS) Department to ensure safe transport and delivery. The Contractor shall immediately complete the in-checking process at the Energy Systems Test Area (ESTA) to ensure ESTA personnel complete the inspection process.

c. Lithium Batteries (Class 9)

The Contractor shall immediately perform the in-checking and inspection processes, and delivery in accordance with JSC Document 18661, Safety Requirements and Procedures for Handling and Disposal of Lithium Cells/Batteries to ensure the safe handling and delivery.

d. Radioactive Receipts (Class 7)

The Contractor shall immediately perform the in-checking and inspection processes and store in designated refrigerator area and notify the JSC Radiation Safety Officer for pick up within 1 hour of receipt to ensure safe handling and delivery.

e. Propane Tanks (Class 2.1)

The Contractor shall immediately perform the in-checking process and coordinate escort services with the S&FS Department for delivery with quantities of 150 gallons or greater to ensure safe handling and delivery.

9.3.2.2 Receipt of Communication Security (COMSEC)

The Contractor shall immediately isolate and secure items to ensure safe and secure protection. The Contractor shall also notify the COMSEC account manager in accordance with NPR 1620.1, NASA Security Program Procedural Requirements.

9.3.2.3 Medical Items or Drugs

The Contractor shall immediately receive and process medical and drug items and store in a secure location. The Contractor shall notify the JSC Drug Control Officer within 4 hours for the pick up to ensure timely disposition, preservation, and protection of contents.

9.3.2.4 Work Stoppage

From time to time, a customer will request receiving activities be performed in an expedited manner. The Contractor shall perform work stoppage receipts within 2 hours of receipt to ensure timely delivery.

9.3.2.5 Special Handling

The Contractor shall expedite the in-checking and inspection processes for items that require refrigeration, rigging and heavy hauling support, escorts, oversized deliveries, monitoring devices, or those items identified as premium transportation deliveries to ensure timely delivery. The Contractor shall coordinate all rigging requirements with the Facilities Contractor. Examples of premium transportation service include: exclusive use, priority, overnight or next day service.

9.4 Shipment Tracking

The Contractor shall use the TIFL database to track the status of all inbound freight from receipt to final destination. The Contractor shall update TIFL immediately anytime a change in status occurs. The Contractor shall provide a "Receiving Statistical Report" in accordance with DRD AN-9-2, Receiving Statistical Report.

9.5 Non-Core Hour Inbound Freight Services

The Contractor shall complete COTR approved non-core inbound freight services on the scheduled date to ensure items are received and delivered to meet customer requirements.

10.0 VEHICLE FLEET MANAGEMENT OPERATIONS

The Contractor shall provide driver services and vehicle operations using Government-provided vehicles to ensure vehicle fleet management operations are provided safely, timely, effectively, and efficiently.

The Contractor shall provide a monthly "Vehicle Statistical Report" in accordance with DRD AN-10-1, Vehicle Statistical Report.

10.1 Passenger Van and Driver Services

The Contractor shall provide driver services in support of the passenger van service and transportation to ensure effective transportation is available.

10.1.1 Passenger Van Service

The Contractor shall provide driver services for the passenger van service between the hours of 6:50 a.m. and 8:00 a.m., Monday through Friday for JSC Civil Servant and Contractor personnel. The Passenger Van Service schedule, route, and times are determined by the COTR. The Contractor shall ensure that all vans arrive at the scheduled pick up point at least 5 minutes prior to the identified route time.

10.1.2 Driver Services

The Contractor shall provide driver services on an as needed basis to drive buses, sedans, vans, or any vehicles appropriate to the required service. Driver service requirements may include: VIP visits, astronaut office support, educational organizations, and various group tours.

10.2 Vehicle Operations

10.2.1 Sub-Pool Vehicle Fleet Management

The Contractor shall manage two sub-pool vehicle fleets to ensure that effective vehicle use, scheduling, availability, and justification is maintained. The Contractor shall transport sub-pool vehicles to and from designated locations for warranty, repair work, inspections, or preventive maintenance to ensure that all vehicles are maintained in safe and operating condition. The Contractor shall process customer requests for vehicle support and assign vehicles from JSC's sub-pool fleets, to verify the vehicles use in support of official Government business.

10.2.2 Vehicle Keys

The Contractor shall secure and maintain an extra set of ignition/entry keys for all Government vehicles to ensure backup keys are available if assigned keys are lost. The Contractor shall secure and maintain a segregated set of keys for those vehicles designated for Hurricane Emergency Preparedness use.

10.2.3 Vehicle Credit Cards

The Contractor shall manage GSA vehicle credit cards to ensure a valid credit card is assigned to all vehicles.

10.2.4 Reporting of Accidents

The Contractor shall notify the COTR and instruct the vehicle user to contact the GSA Accident Management Center (AMC), their supervisor, and official law enforcement authorities immediately after an accident to ensure effective reporting of all vehicle accidents. The Contractor shall provide a semi-annual "Vehicle Accident Report" in accordance with DRD AN-10-2, Vehicle Accident Report.

10.2.5 Vehicle Safety Recalls

The Contractor shall ensure all vehicle users receive a copy of the Vehicle Safety Recall notification issued by the vehicle manufacturer within 5 work days of receipt to ensure timely notification of vehicle recalls.

10.2.6 Process Re-justification of Vehicles

The Contractor shall receive all user requests for re-justification for assignment of a full-time vehicle to ensure documentation for all requests is complete. The Contractor will submit all requests to the COTR for approval, and notify the requestor upon approval or disapproval of the request.

10.2.7 Vehicle Preventive Maintenance (PM)

The Contractor shall notify vehicle users of the preventive maintenance (PM) due on vehicles assigned to them immediately upon receipt of the maintenance notification from GSA to ensure timely user notification.

10.2.8 Vehicle Emissions Inspections

The Contractor shall generate and distribute notifications in October and November annually to all vehicle users to have vehicle emissions inspections performed on all Government vehicles which are 2 years and older, except for diesel vehicles to ensure all emissions inspections are performed. The Contractor shall collect emissions inspections results from the users and forward to GSA, and maintain a copy of the results for 2 years to ensure effective documentation of emission inspections.

10.2.9 Special Event Transportation

The Contractor shall lease ground transportation vehicles from commercial transportation companies upon notification from the COTR, to ensure the customer's requirements are satisfied. Examples include: passenger coach buses, rental cars, and golf carts.

10.2.10 Federal Automotive Statistical Tool (FAST)

The Contractor shall update the FAST database with JSC and Contractor vehicle information, identified by the COTR, annually between October 1st and October 31st to ensure accurate reporting of vehicle information.

10.2.11 JSC Vehicle Fleet Spreadsheet

The Contractor shall maintain and update the JSC vehicle fleet spreadsheet with information identifying vehicle mileage, vehicle additions, replacements, and deletions, vehicle cost data, vehicle descriptions, vehicle users, repair, and maintenance information for all identified vehicle to ensure accurate documentation of vehicle information.

10.3 Non-Core Hour Vehicle Fleet Management Operations

The Contractor shall complete COTR approved non-core vehicle fleet management operations on the scheduled date to ensure operations meet customer requirements.

11.0 SPECIAL SUPPORT SERVICES

The Contractor shall provide non-routine special support services on a cost-reimbursable, Indefinite Delivery Indefinite Quantity (IDIQ) basis. Task orders will be issued by the Contracting Officer in accordance with NASA FAR Supplement (NFS) 1852.216-80, Task Order Procedures, to augment core logistics services. The Contractor shall perform moves, design furniture layouts, coordinate and support special events, support hurricane/severe weather plan activities, perform microfilm conversion, support space shuttle close-out equipment transition, attend conferences/seminars/training, coordinate special assignment airlift missions and charters, perform aircraft loadmaster services, and coordinate household goods moves, and the Integrated Asset Management (IAM) System Development .

11.1 Perform Moves

The Contractor shall move boxes, crates, computers, equipment and furniture to support JSC move requirements. The Contractor also shall prepare furniture for field delivery from the warehouse if required to fulfill the move requirements.

The Contractor shall assemble, clean, and polish furniture, as needed, prior to the scheduled move date identified by the COTR. A Government-provided key machine is available for making duplicate keys if required.

The Contractor shall deliver, disconnect, relocate, reconnect, and/or return to the warehouse office furniture per the COTR provided schedule.

11.2 Design Furniture Layouts

The Contractor shall design furniture layouts using Government provided MicroStation software or a COTR-approved equivalent. The Contractor shall work with the customer to verify design and furniture requirements, design completion date, and identify construction and carpet requirements.

The Contractor shall perform a walk-through of the work area to evaluate customer requirements. The Contractor shall measure the work area to confirm the accuracy of the FHP drawings.

The Contractor shall prepare Furniture/Transportation Work Orders. Furniture layouts will be submitted to customer for approval. Furniture layouts and work orders will be approved by the COTR prior to start of work.

11.3 Coordinate and Support Special Events

Special Events are Center wide events requiring the coordination, set up, and tear down of items or services such as canopies, chairs, electrical hookups, portable toilets, grounds maintenance, purchasing, tables, trash receptacles and water stations. Most items needed to support a special event are available and provided by the Government, but special material purchases may be required.

The Contractor shall support the following recurring major JSC annual special events.

- a. Open House/Ballunarfest
- b. Chili Cook-off
- c. Safety and Total Health Day
- d. Safety Spring Fair
- e. Holiday Events

When Logistics support is required, the Contractor shall coordinate the planning, execution, and clean up of all aspects of the major special events including functions performed under other COD contracts. Those functions include construction, custodial, electrical, furniture, maintenance and operations, security, and transportation. Specific requirements will be provided by the Government at the time each event is planned, coordinated and in process.

The Contractor shall identify a single-point-of-contact for each event to ensure event progress monitoring and problem mitigation. Responsibilities include:

- a. Creating a special event work plan for each major event that clearly identifies the roles and responsibilities
- b. Ensuring identification and resolution of any event problems
- c. Sponsor a post-event briefing with the COTR, within 2 weeks after each major event, to identify and discuss customer feedback, lessons learned, and possible areas of improvement

The Contractor shall be required to provide support at other minor or unique special events as identified by the COTR. From time to time, there may be smaller events that shall be handled under furniture and transportation Sub-Parts rather than IDIQ.

11.4 Hurricane/Severe Weather Plan Support

11.4.1 Review and Update Hurricane/Severe Weather Plans

The Contractor shall participate in the annual review and update of JSC-05900 Appendix 2 Attachment A, Hurricane/Severe Weather Plan and the Logistics Division (LD) Hurricane/Severe Weather and Shelter Plan. All updates shall be completed prior to May 1st of each year.

11.4.2 Prepare for and Provide Hurricane/Severe Weather Support

The Contractor shall complete all preparations and accomplish all tasks identified in the LD Hurricane/Severe Weather and Shelter Plan. The Contractor shall actively participate in Center meetings/briefings related to impending hurricanes or severe weather.

11.5 Microfilm Conversion

The Contractor shall convert NEMS images currently archived on 16mm microfilm to Adobe Acrobat PDF file format as indicated by the task order. The Contractor shall store the converted files on a Government maintained server.

11.6 Space Shuttle Close-Out Equipment Transition

The Contractor shall support the Space Shuttle close-out activities as the Space Shuttle fleet is scheduled to be de-commissioned in Fiscal Year 2010. These close-out activities will result in a high volume of property and equipment identified for excess and disposal. The task order will detail close-out activities as they become known.

11.7 Contractor Conference/Seminar/Training and Travel Support

The Contractor shall provide the appropriate personnel to attend conferences, seminars, and training courses as identified by the COTR. Examples are: The GSA Conference, NASA Logistics Management

Conference, and the FedFleet Conference. While in most instances these may occur locally, there may be occasions where travel will be required beyond the 50-mile radius of JSC.

11.8 Special Assignment Airlift Missions and Charters

The Contractor shall obtain Military Special Assignment Airlift Mission (SAAM) aircraft, Commercial Charter transportation services for both cargo and passengers, surface vessel charters, as identified by the COTR to support NASA programs and projects. The Contractor shall not be responsible for the cost of SAAM's and Charters.

11.9 Aircraft Loadmaster Services

The Contractor shall provide aircraft loadmaster services in support of NASA's Super Guppy Transport Operations to the COD and AOD to ensure all missions meet customer requirements. These services include pre-mission and post-mission planning activities that are required to ensure that all cargo and payloads operations meet all flight safety requirements. From time to time, the Contractor may be required to provide loadmasters services outside the Continental United States.

11.9.1 Pre and Post-Mission Activities

The Contractor shall plan, coordinate, and execute transportation of cargo and mission payloads, Super Guppy Shipping Fixture (SGSF), and associated support equipment to ensure that all cargo and payloads meet required flight schedules and are delivered safely to the required destination.

The Contractor shall be required to initiate all pre-mission activities prior to arrival of other mission personnel. Pre-mission activities include cargo load planning, cargo preparation, material handling equipment preparations and positioning, cargo-loading procedures, coordinating with user customers, and cargo aircraft center-of-gravity requirements.

The Contractor shall operate the Super Guppy cargo loaders used to support Super Guppy cargo transport operations and other required aircraft loading and offloading equipment.

The Contractor shall provide appropriate weight and balance data to the Aircraft Commander and Flight Engineer for the purpose of computing required takeoff and landing data.

The Contractor shall perform post-mission activities which include cargo unloading, materials handling equipment preparation and positioning, and cargo preparation.

11.9.2 Mission Documentation

The Contractor shall maintain all documentation related to Super Guppy missions. The Contractor shall ensure that all files are accurate and complete and can be accessed for future missions. The Contractor shall maintain maintenance files on all mission support equipment. The Contractor shall be required to perform weights and balances calculations.

11.9.3 Non-Mission Support Activities

The Contractor shall support all non-mission related SGSF activities. These activities include maintenance and monitoring of the SGSF and its associated equipment to ensure that the SGSF is continually in mission ready status.

The Contractor shall maintain all mission support equipment with associated certification and calibration data. The Contractor shall ensure all mission support equipment certification and calibration is current.

The Contractor shall obtain rigging and heavy hauling support through the Facilities Contract as needed.

11.10 Household Goods (HHG) Moves

The Contractor shall provide coordination for HHG moves for JSC and MSFC Government employees to all domestic and international locations. HHG move requests are initiated by the JSC and MSFC Human Resources Offices and coordinated with a designated government carrier. The Contractor shall ensure that all moves are completed in a timely manner.

The Contractor shall use applicable Federal and GSA regulations and guidelines which include 41 CFR; GSA Household Goods Tender of Service (HTOS); Domestic Household Goods Government Rate Tender (STB HGB 415-G); GSA Request for Offers Centralized Household Goods Traffic Management Program (CHAMP).

The Contractor shall ensure that all HHG carrier invoices are accurate. The Contractor shall maintain all documentation for each HHG move which includes travel orders, invoices, and any other written documentation.

11.11 IAM System Development

The Contractor shall provide support for NASA's development and deployment of the identified IAM system component. The Contractor shall provide the appropriate personnel knowledgeable in the COTR identified logistics functional areas to attend component development meetings, conferences, and training courses associated with system development. While in some instances these may occur locally, there may be instances where travel will be required beyond the 50-mile radius of JSC.