

ATTACHMENT J.1 (a)1
Statement of Work (SOW)

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Support for Logistics Management Services (LMS)
RFP Number NNA09281196R

National Aeronautics and Space Administration

Ames Research Center

Moffett Field, CA 94035-1000

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1.0 INTRODUCTION

Ames Research Center (ARC) is a field organization of the National Aeronautics and Space Administration (NASA). The Center's primary location is Moffett Field, California, and includes tenant agencies, academia, and companies at ARC and in the NASA Research Park (NRP). The mission of Ames Research Center is to manage a diverse program of research and development in support of the Nation's aerospace program and to maintain unique research and test facilities, including wind tunnels, ArcJet Complex, simulators, and supercomputers.

2.0 SCOPE OF WORK

This Statement of Work (SOW) details the support provided for the Logistics Management Services and support to the NASA Ames Conference Center (NACC) at Ames Research Center as identified below in section 4.0.

The Logistics Office supports NASA's mission by providing institutional services for Ames, which includes contractor and government staff, other federal and non-federal tenants, other Centers and NASA Headquarters. These services include for supply management; equipment management; property disposal; janitorial; refuse and recyclable materials collection, remove, and disposal; shipping, receiving, mail service center, warehousing and re-distribution; fleet management; industrial property management; documentation services; and conference center support.

The Contractor shall provide support, personnel, equipment, materials and facilities (not otherwise provided by the Government, see G.3, Installation-Accountable Government Property, and Attachment J.1(a)4, Installation Provided Government Property List) to perform the work described in this Statement of Work. The contractor shall support the requirements to be performed under this contract, as defined in contract task orders (CTOs), and assure the availability of qualified personnel for timely response. Tasks and funding may be added, deleted, or modified as agency, directorate, and division goals change.

Contractor employees shall conduct themselves in a proper, efficient, courteous, and businesslike manner. The Contractor shall remove from the site any individual whose continued employment is deemed by the Contracting Officer or the COTR to be contrary to the public interest or inconsistent with the best interests of Government security.

The contractor shall comply with the applicable Federal, State, Local, Agency and Center regulations and policy guidelines, including the standards of Section 508 of the Rehabilitation Act, including Electronic and Information Technology (EIT) Accessibility.

The services required under this contract shall be provided primarily at the Moffett Field site. These services may also be required at other sites that will be outlined in the task order as approved by the Contracting Officer.

3.0 GENERAL REQUIREMENTS

Contract task orders will define the specific requirements, and address milestones, deliverables, and schedules for the functional areas described in this section.

3.1 Hours of Work

The Center's core business hours are 9 am to 3:30 pm. If task-specific hours are required, they will be addressed in that functional area or task orders.

The Contractor shall maintain a local telephone number at which they can be reached at all times (twenty four (24) hours per day, seven (7) days per week) during the contract period. A telephone message-recording device is not acceptable. Acceptable methods for after regular working hours include: a paging beeper, cell phone, voice page, etc. The Contractor shall respond verbally to all calls within ten (10) minutes following initial notification. The Contractor shall immediately notify the COTR of any change in the telephone number or contacting procedures.

3.2 Security Classification Requirements

The contractor shall have a facility clearance level of Secret, in accordance with Section I clause, *Security Classification Requirements*. Some contractor personnel shall be required to have security clearances up to and including the Secret level, which will be addressed in the applicable CTO.

3.3 Cost Saving Requirement

The contractor shall provide a Cost Reduction Proposal in accordance with Section I, NFS clause 1852.243-71, *Shared Savings*, to the Contracting Officer six (6) months prior to the end of the 24 month Base Period (including Phase-In) and six (6) months prior to the end of each of the 1 year Option Periods (e.g., 18 months after effective date of contract) for future efficiencies. The contractor is encouraged to submit proposed efficiencies to the Contracting Officer at any time throughout the term of the contract.

4.0 FUNCTIONAL REQUIREMENTS

NASA will issue performance-based Contract Task Orders (CTOs) for the purpose of defining the services to be provided by the Contractor.

All Service Requests (SR's) with requirements for demand services shall be approved by the Contracting Officer's Technical Representative (COTR) prior to commencement of performance.

As required by CTO, the contractor shall provide support to the following functional requirements:

- 4.1 Supply Management
- 4.2 Equipment Management Support

- 4.3 Property Disposal Support
- 4.4 Janitorial Services
- 4.5 Refuse and Recyclable Materials Collection, Removal and Disposal
- 4.6 Shipping, Receiving, Mail Service Center, Warehousing and Re-Distribution
- 4.7 Fleet Management Services
- 4.8 Industrial Property Support
- 4.9 Documentation Support
- 4.10 Business Office Support
- 4.11 NASA Ames Conference Center (NACC) Support

4.1 Supply Management

As required by CTO, the Contractor shall operate ARC's general supply and warehousing function including purchasing, pick-up, delivery, shipping, receiving, storing, binning, issuing, data entry, and managing stores stock and commodities. Stores Stock refers to materials being held in inventory by the Center to be issued on the basis of recurring demand. Program Stock refers to material stored at the request of a program/project, which have been acquired by direct purchase or by issue from stock for a specific program/project. Standby Stock refers to material held to support emergencies.

As required by CTO, the Contractor shall:

- Support purchasing and leasing of materials and equipment for use in the performance of the contract, and in accordance with the Section H clause entitled "Contractor Purchasing"
- Ensure continuous, non-interrupted support from supply vendors and service providers
- Maintain the NASA-prescribed supply management system
- Maintain supply shelf-life program, stores stock, and program stock
- Schedule and conduct an annual physical inventory of program stock and standby stock

4.2 Equipment Management Support

In the performance of work required by CTO for this area:

- The Contractor shall support the management of equipment in accordance with the most recent version of the NASA Equipment Management Manual (NPR 4200.1) and implement the ARC Property Management Program (PMP)
- The Contractor shall perform property custodian support in accordance with the most recent version of the Equipment Management Manual for Property Custodians (NPR 4200.2 <http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPR&c=4200&s=2B>)
- The Contractor shall utilize the Integrated Asset Management (IAM) Property, Plant and Equipment (PP&E) system, as well as Business Warehouse (BW) and SAP systems
- The Contractor shall utilize the most recent version of NASA Equipment Management Procedural Requirements (NPR 4200.1)

<http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPR&c=4200&s=1F>) to conduct physical inventories

- The Contractor shall support the Supply and Equipment Management Officer (SEMO) in performing Property Survey Board activities required by the most recent version of NPR 4200.1
- The Contractor shall utilize the NASA Enterprise Applications Competency Center (NEACC) IAM PP&E system module and its web-based front-end systems, N-PROP and DSPL, for equipment management

4.3 Property Disposal Support

As required by CTO, the Contractor shall support ARC's Reutilization Program and perform disposal functions in accordance with the most recent version of NPR 4300.1, NASA Personal Property Disposal Procedural Requirements at <http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPR&c=4300&s=1A>; NPR 4310.1, Identification and Disposition of NASA Artifacts at <http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPR&c=4310&s=1>; and 41 CFR 101, Federal Property Management Regulation, and 41 CFR 102, Federal Management Regulation. The Contractor shall ensure ARC government property end users are trained on the proper procedure for property disposal.

As required by CTO, the Contractor shall:

- Receive, transport, and maintain documentation for excess property utilizing the IAM system
- Support the Stevenson–Wydler Technology Transfer Act of 1980. This Act provides for the donation of scientific related equipment to schools and non-profit organizations; "Computers for Learning" administered by General Services Administration (GSA) for the donations of computer related equipment; and Donation of Surplus Personal Property, State Agency Donations administered by GSA using the Federal Disposal System (FEDS) availability system.
- Support the General Administrative Services (GSA) in conducting sales of excess property in accordance with the Code of Federal Regulations 41, Utilization and Disposal, and the most recent version of NPR 4200.1, NASA Equipment Management Procedural Requirement
- Maintain and manage the scrap yard and all scrap and salvage property, including receiving, identifying and classifying, inspecting, staging for redistribution or sale, tracking and reporting
- Process equipment designated for sale, exchange or trade-in of excess property
- Process NF812, Determination and Authorization to Abandon or Destroy Surplus Property received

4.4 Janitorial Services

As required by CTO, the Contractor shall perform janitorial services in all designated spaces including, but not limited to, halls, restrooms, offices, work areas, laboratories, conference rooms, kitchenettes, building entrances, lobbies, storage areas, shops, warehouses, clean rooms, equipment rooms, elevators, stairways, and unique research facilities. ARC buildings covered by this SOW will be included in the CTO, which shall be updated as necessary when building deactivation occurs and new construction is completed.

The CTO will include specifics regarding shift hours, service requirements, and frequency.

The Contractor shall ensure that all power driven equipment for vacuuming, floor scrubbing, waxing, and polishing is industrial type, mechanically sound, safe to operate, and in a condition that will not harm or excessively wear existing finishes and floor coverings. Storage and use of the equipment shall be coordinated with and acceptable to the COTR.

4.5 Refuse and Recyclable Materials Collection, Removal and Disposal

The Contractor shall ensure that no trash, recyclable material, or other debris, is allowed to spread unnecessarily into adjacent areas or accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day when work is in progress. The Contractor shall treat Government facilities and containers in a way that ensures their integrity and durability.

The contractor shall be responsible for shredding documents with sensitive data. The shredding and adjacent areas shall be kept clean and free debris.

As required by CTO, the Contractor shall provide all equipment, materials, supplies (including fuel for its own equipment), permits, and fees necessary to remove trash and debris from containers and dumpsters for disposal or recycling, as appropriate. The Contractor shall ensure only licensed landfill and recycling facilities are used.

As required by CTO, the Contractor may be required to support special events and other activities.

4.6 Shipping, Receiving, Mail Service Center, Warehousing and Re-Distribution

As required by CTO, the Contractor shall provide domestic and international shipping, receiving, mail services, warehousing and redistribution services in accordance with federal, state, and local regulations. These services include the handling the nine (9) classes of Hazardous Materials (HazMat) requiring personnel handling HazMat to be certified, and the requiring personnel handling classified mail and parcels to have a Secret level security clearance.

As required by CTO, the Contractor shall:

- Process shipping and receiving, and maintain records of all rendered services, prepare reports, and resolve discrepancies
- Support office, furnishings, equipment, supplies, and excess property moves including scheduling and coordinating, with minimal disruption to the customer

4.7 Fleet Management Services

The Ames Transportation Office manages the fleet operations and maintenance in accordance with the General Services Administration (GSA) fleet management standards, and Executive Orders, instructions, policies, notices, and other federal and state regulations.

The Contractor shall ensure all employees responsible for hazardous waste management activities receive the appropriate level of Department of Transportation (DOT) training and hazardous waste training and, where applicable, have job descriptions that meet the requirements of 40 CFR 265.16. The Contractor shall ensure all motor vehicles including Special Purpose Mobile Equipment (SPME) are operated in accordance with the laws of California and the rules and regulations governing operations of such equipment. All personnel who operate vehicles shall be qualified by the applicable State laws. Personnel licensing and certification shall be completed before an individual performs any work under this contract.

The Contractor shall provide maintenance, repair and inspection services, including appropriate response and reporting of defective parts for Government-owned vehicles and equipment in accordance with OSHA and all environmental requirements in automotive operations.

ARC supports trip reduction through the Ames Commute Alternatives Program (ACAP). Rideshare information, VTA bus and light rail schedules, and CalTrain timetables are available to all employees. Shuttle services hours are from Monday through Friday, between the Mountain View, CalTrain station, Ellis Street Light Rail, and ARC, twice a day.

Repairs are generally made on-site; however, when required, requests for off-site service shall be submitted with a written justification to the COTR for approval.

The Contractor shall ensure certifications and licenses are current and appropriate and are in accordance with federal, state, and local regulations, providing copies to the COTR.

As required by CTO, the Contractor shall:

- Perform roadside and towing services
- Provide equipment lease/rental services
- Provide dispatching services and maintain the dispatching log sheet accordingly including vehicle inspection and appropriate authorization for use
- Provide pick-up and delivery services of vehicles requiring exchange, termination, preventive maintenance, repair, and other action in support of General Services Administration (GSA)
- Control and issue fuel at the existing Government self-service operated dispensing stations in accordance with Bay Area Air Quality Management District (BAAQMD) requirements
- Use the current and future database system prescribed by NASA for tracking dispensed fuel
- Perform all shuttle service related functions
- Issue bicycle lockers, effectively and efficiently, to personnel commuting by bike. Provide bicycle repair service for government-owned bicycles, as necessary.

4.8 Industrial Property Support

As required by CTO, the Contractor shall:

- Support the management of government property provided under contracts, grants and cooperative agreements, coordinating with the appropriate offices

- Use and maintain the NASA Industrial Property Management Information System/NASA Electronic Submission System (NIPMIS/NESS) web-based system

4.9 Documentation Support

Documentation Services provides administrative, technical, and professional services to the Center.

As required by CTO, the Contractor shall:

- Support reproduction, graphics, and web design
- Provide graphics support and web services based on requests received
- Provide reproduction services, including ensuring appropriate supplies are on-hand, and equipment is maintained to manufacturer's specifications

4.10 Business Office Support

As required by CTO, the Contractor shall

- Provide administrative services for the Business Office's support of resident agencies' and tenants' requirements in the areas of facility maintenance, demand services, utilities, Institutional Shared Pool (ISP) reimbursable, and financial reporting
- Provide support to analyze and make recommendations for improving the organization's processes

4.11 NASA Ames Conference Center (NACC) Support

The NACC, currently located in Buildings 3 and 943 of the NASA Research Park, provides facilities and services for training sessions, meetings, receptions, and conferences, for the benefit of the NASA community. Events are attended by Ames staff members, other NASA employees, other government employees, and representatives of academia and private industry, based on the event. The NACC is open during the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding Government holidays, year round.

As required by CTO, the Contractor shall operate the NASA Ames Conference Center (NACC) ensuring that the operations and management requirements of the facilities are met during regular NACC hours, and for special events as described in the CTO.

5.0 Additional Services

As required by CTO, the Contractor may be required to perform additional, within scope, services in support of special events, tours, symposium, Yuri's Night, award events, tours, meetings, training classes, student programs, Emergency Operations Center readiness, and other requests for demand services and emergency services. All events are generally held at Moffett Field, typically at the NASA Ames Conference Center, but occasionally, at other buildings or sites. Additional Support services may include any or all functional areas described in this statement of work.

6.0 ACRONYMS

ACAP	Ames Commute Alternatives Program
ARC	Ames Research Center
BAAQMD	Bay Area Air Quality Management District
CFR	Code of Federal Regulations
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
DOD	Department of Defense
DOL	Department of Labor
DSPL	Web-based front end application of IAM system module for property disposal
EO	Executive Order
EPA	Environmental Protection Agency
FAR	Federal Acquisition Regulation
FCS	Federal Catalog System
FED	Federal Disposal System
FEDSTRIP	Federal Standard Requisitioning and Issue Procedure
FMR	Federal Management Regulation
FPMR	Federal Property Management Regulation
FS	Federal Specification
FSC	Federal Supply Classification
GAO	General Accountability Office
GBL	Government Bill of Lading
GFP	Government Furnished Property
GSA	General Services Administration
HAZMAT	Hazardous Material
HICS	Hazardous Material Inventory Control System
IAGP	Installation-Accountable Government Property
IAM	Integrated Asset Management
IDIQ	Indefinite Delivery Indefinite Quantity
NEACC	NASA Enterprise Applications Competency Center
IP	Industrial Property
IPO	Industrial Property Officer
LIMS	Logistics Information Management System
MILSTRIP	Military Standard Requisitioning and Issue Procedure
MSDS	Material Safety Data Sheets
N-PROP	Web-based front end application of IAM system module for property management
NASA	National Aeronautics and Space Administration
NIPMIS	NASA Industrial Property Management Information System
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSMS	NASA Supply Management System
NSN	National Stock Number
OIG	Office of Inspector General
OSHA	Occupational Safety and Health Administration
PA	Property Administrators
PMS	Property Management System
PDO	Property Disposal Officer

PLCO	Plant Clearance Officer
PM	Preventive Maintenance
PR	Purchase Request
SBL	Straight Bill of Lading
SCA	Service Contract Act
SEMO	Supply and Equipment Management Officer
SPME	Special Purpose Mobile Equipment