

**ADMINISTRATIVE/CLERICAL SUPPORT SERVICES**  
**STATEMENT OF WORK**

**1.0 Introduction**

This Statement of Work (SOW) describes the services to be provided by the Contractor to NASA and other Resident Agencies working at the John C. Stennis Space Center (SSC) under this Administrative/Clerical Support Services (ACSS) contract. The Contractor shall provide all necessary personnel, materials, equipment, and facilities, except as stated otherwise, for delivery of the services described herein.

**1.1 Service Descriptions**

The services required are described in the following areas of this SOW:

- 3.0 General Office Services
  - 3.1 Telephone Services
  - 3.2 Appointment and Schedule Services
  - 3.3 Visitor Services
  - 3.4 Meeting Services, Telecommunication Services, and Scheduling Conference Rooms
  - 3.5 Information Dissemination
  - 3.6 Coordination of Supplies Ordering
  - 3.7 Copying/Faxing/Graphics/Photo Services/Mailing (Federal Express)
  - 3.8 Records Management
- 4.0 Data Management Services
  - 4.1 Desktop Processing
  - 4.2 Travel Coordination
  - 4.3 Correspondence Tracking
- 5.0 Time and Labor Collection
- 6.0 Property Coordination
- 7.0 Move Coordination
- 8.0 Training Coordination
- 9.0 Information Services Coordination
- 10.0 Special Events Coordination
- 11.0 Miscellaneous Activities

Department of Labor (DOL) Wage Determination No. 2005-2301 (Rev. 13), is attached to this SOW as Attachment A-1 for estimating purposes. Current Wage Rates have been requested from the DOL. Should the DOL issue revised rates that differ from those included in Attachment A-1, an equitable adjustment shall be issued to the basic contract via modification.

**1.2 Performance Requirements**

Performance requirements that define quality and timeliness standards for the services required are summarized in the Performance Requirements Summary in Attachment A-2. Each NASA Technical Monitor will perform

an Annual Performance Evaluation on each position assigned to the respective office. This Annual Evaluation Form, which is presented in Attachment A-3, will be forwarded to the Contracting Officer's Representative (COR) who will submit all evaluation forms to the Contractor's appointed representative.

## **2.0 Management and Administration**

The Contractor shall provide the overall management and administrative services required for the execution of all contract activities fully meeting the business, technical performance, legal and requirements of the contract such that the outcome of work performed fully meets the performance objective of the requirement and is performed within the schedule of the requirements. The Contractor shall monitor personnel matters relating to Contractor employees, ensuring that the Contractor employee relationship with the assigned NASA organization is followed in accordance with the ACSS SOW and ensuring that delivered services meet the performance standards identified in this contract. The Contractor shall develop and **submit** a Management Operating Plan with their proposal, which details the Contractor's philosophy on customer service, including phone coverage due to absences', backfill capacity, etc.; their work practices on managing in a multi-tasking environment; and an outline of their daily management strategy. The Management Plan once approved will be incorporated into the contract.

The Contractor shall establish and maintain team-oriented working relationships with the Government at all levels in the organization. Through frequent interaction, both formal and informal, the Contractor shall work with government counterparts to ensure requirements are clearly communicated, mutually understood, and satisfied. The Contractor shall ensure timely, accurate, and thorough response to the Government's requests for information.

### **2.1 Resources Management**

The Contractor shall manage the labor, material, and other resources to perform the work described, providing a staff, fully capable of executing contract responsibilities and responding to requirements. The contractor is responsible for continuously monitoring, managing and controlling the work performed. This shall also include providing a backfill for personnel absences greater than **five** workdays. Because of the nature of NASA's work and organizational structure, the Contractor shall maintain working shifts (when necessary) to support programs and/or organizations. This may require that services be provided outside of normal business hours (night shifts, weekends, and holidays). Primary assignments will be made based on the office requirements; however, staff may be required to assist in other areas depending on the needs of the Center. Coordination among the Contracting Officer, Contractor designee, Task Owner, Office of Human Capital, and the COR will be required should this be exercised. Work in support of this contract will be performed onsite at NASA, John C. Stennis Space Center.

### **2.2 Position Requirements**

The contractor shall provide qualified staff to fulfill the ongoing requirements identified in each CLIN. The Contractor shall begin delivery of services in accordance with the approved Phase-in plan. Vacancies that occur for each position shall be filled within **five** working days of notice of employee separation. In the case of internal Contractor personnel reassignments, the Contractor will provide a minimum of **five** working days' notice to the COR of a personnel reassignment resulting from Contractor action. The Contractor shall provide a transition plan that ensures continuity of service.

The contractor shall provide private sector temporary services in accordance with Office of Personnel Management Rules to meet short term situations where the work is of a critical need and cannot be delayed without adversely affecting the Government. This service is not to be used to backfill for vacation for contractor or civil servant employees. Requirements of this nature shall be filled within **two** working days notice of the requirement. Short term situations may be as minimal as three days to 120 days and may be extended up to 120 days. A modification will be issued for temporary services.

Modifications issued by NASA shall specify the requirements, describe the work to be done, and indicate schedules, quality level, and any special considerations. The Contractor shall maintain and track the status of all requirements and provide status to the COR.

### **2.3 Safety and Total Health**

The Contractor will perform tasks to ensure the protection of personnel, property, equipment, and the environment in Contractor products and activities generated in support of SSC programs. To ensure compliance with pertinent NASA policies and requirements and Federal, State, and local regulations for safety and total health, environmental protection, and fire protection, the Contractor shall develop and implement a Safety and Total Health Program in accordance with a NASA approved Safety and Total Health Plan. The plan shall be **submitted** with the offeror's proposal. Once the Safety Plan is approved it will be incorporated into the contract. The Contractor shall support and work towards the requirements of the OSHA Voluntary Protection Program specified in CSP 03-01-003, Voluntary Protection Programs (VPP): Policies and Procedures ([http://www.osha.gov/OshDoc/Directive\\_pdf/CSP\\_03-01-003.pdf](http://www.osha.gov/OshDoc/Directive_pdf/CSP_03-01-003.pdf)). The Contractor shall develop and implement risk management techniques (including risk assessment) to be applied to hazards derived from analyses of activities and products for the purpose of eliminating or controlling hazards as specified in NASA policies and requirements for hazard reduction.

Personal protective equipment (PPE) will be provided to the Contractor on a no-charge basis if it is necessary to satisfy Occupational Safety and Health Act (OSHA) requirements. PPE requirements will be added to each individual position, as necessary.

### **3.0 General Office Services**

#### **3.1 Telephone Service**

The Contractor shall answer incoming phone calls by identifying who he/she is and the company he/she works for in a courteous and professional manner, determine the nature of the call, and transfer calls to the appropriate individual. The Contractor shall take messages (including the name, phone number, and any other information pertinent to the phone call) when appropriate individuals are unavailable or out of the office. The Contractor shall place phone calls or look up phone numbers, when appropriate.

#### **3.2 Appointment and Schedule Services**

The Contractor shall schedule appointments and maintain calendars for appropriate office individuals, making final schedule commitments based on knowledge of the workload and priorities. The Contractor shall be proficient with maintaining Microsoft Outlook calendars for multiple individuals and coordinating with multiple offices.

#### **3.3 Visitor Services**

The Contractor shall receive, greet, and screen visitors in a courteous and professional manner. The Contractor shall determine the nature and purpose of the visit and refer the visitor to the appropriate personnel in a courteous and professional manner. Visitors will be escorted from initial greeting place to his/her end destination. The Contractor shall coordinate the required visitor clearances with the SSC Security Office and be familiar with the location of the SSC security reception center for visitor badges. The Contractor shall prepare required documents for visitors, secure the necessary approvals for international visitors, and maintain records of the documentation.

#### **3.4 Meeting Services, Telecommunication Services, and Scheduling Conference Rooms**

The Contractor shall provide on and off-site meeting services. Meeting services will include scheduling (or rescheduling), coordinating with all parties invited to the meeting, and providing telecommunication services and conference room services. In the event an invited party cannot participate, the Contractor shall ascertain the reasons why and report the reasons to the conference requester. The Contractor shall provide follow-up reminders to the invited parties the day of the meeting. Telecommunication services will include all scheduling/coordination with the SSC communications contractor (or other) and notifying other participants. The Contractor shall coordinate Video Teleconferences (ViTS) by working with the SSC ViTS contractor (or

others) and other parties notified to participate in the call. The Contractor shall keep current and accurate conference logs and minutes of the meetings and action items. Additionally, the Contractor shall schedule and maintain assigned conference room(s), ensuring that all necessary equipment (overhead projectors, multimedia PC's, VCR, and other equipment) is available, in working condition, and set up for each meeting or conference. For each assigned conference room, the Contractor shall maintain a calendar of scheduled events annotating the point of contact and telephone number.

### **3.5 Information Dissemination**

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

### **3.6 Coordination of Supplies Ordering**

The Contractor shall survey and coordinate supplies orders with appropriate Government purchase card holders to ensure that the office has sufficient stock to avoid work interruption. The Contractor shall track the costs of supplies and ensure that the office is within its budget. All orders and expenditures for additional supplies shall be in accordance with current SSC policy, using the appropriate SSC Forms.

### **3.7 Copying/Faxing/Graphics/Photo Services/Mailing (Federal Express)**

The Contractor shall photocopy, fax copies of materials, and prepare the documentation for graphic and photographic requests as requested. This service includes finding fax numbers and assembling data packages. When large volumes of copies are needed, special graphics services are required, or photographic services are required, the Contractor shall prepare and obtain approval on the appropriate SSC Forms. The contractor shall comply with the current version of NASA Policy Directive (NPD) 1490.1G, "NASA Printing, Duplicating, and Copy Management." (NASA Policy Directives and Procedural Requirements can be located on the NASA Online Directives Information System (NODIS) Library at URL <http://nodis3.gsfc.nasa.gov/>. When these special services are approved, the Contractor shall submit these to the appropriate offices and ensure delivery of the materials. The Contractor shall also shred sensitive contractual and/or personnel documents when these services are required. Contractor will be responsible for preparing and scheduling Federal Express packages for pick-up and delivery in a timely manner.

### **3.8 Records Management**

The Contractor shall establish, review, maintain, and archive office files/records on personnel, action documents, employment verifications, correspondence, timekeeping records, organization and other administrative records, and provide copies upon request in accordance with NPR 1441.1D, "NASA Records Retention Schedules" at URL: <http://nodis3.gsfc.nasa.gov/>. The Contractor shall determine and implement record/file systems most conducive for prompt retrieval, considering type of materials, flow/processes and extent of use in those instances where no system exists.

## **4.0 Data Management Services**

### **4.1 Desktop Processing**

The Contractor shall provide word processing services to the office by preparing or creating letters, presentation charts, memoranda, or other documentation. These may be a draft input provided to the Contractor through paper or electronic means or may come in the form of a correspondence, directive, or regulations on which the

Contractor shall take action. The final product shall meet the grammatical and mechanical conventions based on:

- Gregg Reference Manual (Latest Edition)
- Current edition of NPR 1450.10D, "NASA Correspondence Management and Communication Standards and Style," at URL: <http://nodis3.gsfc.nasa.gov/>

The Contractor shall obtain appropriate signatures for this documentation and prepare an appropriate data package to go with the documentation. The Contractor shall create, input data into, and maintain authorized office tracking systems, electronic spreadsheets, and other office electronic systems, including web-based documents. The Contractor shall be knowledgeable of and remain proficient in Microsoft Office Products, Word, Excel, and Power Point. Accurate correspondence, charts, and presentations will be completed to meet the requirements of the office.

#### **4.2 Travel Coordination**

The Contractor shall prepare official domestic and international travel documentation using NASA's Travel Manager System. This shall include preparation and processing of travel requests, orders, vouchers, itineraries, schedules, summaries, aircraft, lodging and car rental reservations, and securing government vehicles to travel to/from the airport and/or travel destination from the local transportation office. The Contractor shall also be responsible for obtaining the required administrative approvals, coordination with or notification of companies, organizations, or officials to be visited, and updating the traveler as to the status of his/her travel arrangements. These will be accomplished by creating and updating a travel data package. Travel coordination shall be in accordance with the Federal Joint Travel Regulations (JTR) and Section 9700 of the NASA Financial Management Manual at URL:

<http://www.hq.nasa.gov/fmm/9700/9700.pdf>.

Normally, travel orders shall be completed within **two** working days of notification of intent to travel. Travel vouchers shall be completed within **two** days of receipt. The Contractor shall maintain a database of the office's travel budget, tracking budget allocation by fund codes, expenditures, and projected expenditures. The Contractor shall provide a monthly status of the remaining budget for the office.

#### **4.3 Correspondence Tracking**

In accordance with office protocol, meeting the organizational priorities, the Contractor shall maintain an electronic or hardcopy master action log that includes incoming/outgoing correspondence and actions assigned to the office. The Contractor shall notify the NASA office supervisor concerning pending or late actions assigned to the office and disseminate pending action status to office workers. The Contractor shall provide electronic access to the action item database for the office.

#### **5.0 Time and Labor Collection**

The Contractor may assist in collecting time and labor data for SSC civil service employees. The Contractor does not verify or certify civil service employees' time but merely collects and records time and labor data.

The Contractor may enter a civil service employee's time under the following circumstances:

In the event a civil service employee is unavailable or unable to enter his/her time at the end of a pay period, the civil service employee or NASA supervisor may request the Contractor via e-mail, telephone, fax message, or other **documented** request to enter his/her time.

#### **6.0 Property Coordination**

The Contractor may serve as the organization's property custodian with responsibility for any property or equipment required by the organization including furniture that needs to be moved, obtained, replaced, repaired, or excessed in accordance with NPR 4200.1F, "NASA Equipment Management Procedural Requirements " at URL:

<http://nodis3.gsfc.nasa.gov/>. If the Contractor is not designated as property custodian, he/she shall inform the organization's property custodian of any property or equipment, including furniture that needs to be moved, obtained, replaced, repaired, or excessed in accordance with the above referenced procedure. The Contractor shall follow-up on requests to ensure all required information has been furnished and that all property is moved, obtained, replaced, repaired, or excessed.

#### **7.0 Move Coordination/Packing**

The Contractor shall coordinate office moves with the appropriate personnel and affected office individuals. The Contractor shall prepare the proper paperwork for physical moves of office furniture and information technology equipment. Additionally, the Contractor shall prepare the proper paperwork for office modifications in accordance with the appropriate SSC policy for "Facility Space Allocation and Utilization." The Contractor shall ensure that appropriate move supplies, such as boxes, are provided to the affected office individual(s) and that NASA mail codes/locations/e-mail addresses are updated for those individuals. The Contractor shall monitor the progress of the move or office modifications ensure the timeliness of the move or office modifications, and status the NASA office supervisor on the progress. The Contractor shall pack in appropriate boxes, files and general office supplies to assist with the efficient and timely movement of an organization or in the case of files to transition them to records retention.

#### **8.0 Training Coordination**

The Contractor shall serve as the organizational training coordinator (if required), responsible for disseminating training information, preparing and submitting training requests/registration to the Office of Human Capital. The Contractor may serve as an administrator in the System for Administration, Training and Education Resources for NASA (<https://saturn.nasa.gov>), providing organizational status on training registration and request for training.

#### **9.0 Information Services Coordination**

The Contractor shall serve as the organizational center telephone system (CTS) coordinator and process routine service requests for changes, moves, and updates to the assigned communications contractor.

#### **10.0 Special Events Coordination**

The Contractor shall assist in coordination efforts for special events such as office activities, monthly staff meetings, annual inspections, Total Health and Safety Day, and mission-related activities by performing work such as making signs and posters, obtaining badges, and providing other basic administrative services.

#### **11.0 Miscellaneous Activities**

The Contractor shall assist in coordinating a variety of activities, including serving as the organization Fire Warden, or additional support to specific Center or organization sponsored functions required by the office.

#### **12.0 Deliverables**

The contractor shall provide the following deliverables five days after the end of the reporting/billing period:

1. Monthly Status Report by position
2. Timesheet Report
3. Monthly Activity Report by position
4. The Contractor shall hold a performance evaluation meeting at least quarterly or as agreed to by the COR and Contractor, during the contract performance period. Performance meetings will be required on a weekly basis during the transition period and initial implementation. The contractor shall be prepared to discuss contract performance. A mutual effort will be made to resolve any problems which arise during the performance of the contract. Written minutes of these meetings shall be prepared by the contractor for the COR's approval.

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski            Division of  
Director                      Wage Determinations

Wage Determination No.: 2005-2301  
Revision No.: 13  
Date Of Revision: 06/19/2013

State: Mississippi

Area: Mississippi Counties of George, Hancock, Harrison, Jackson, Pearl River,  
Stone

**\*\*Fringe Benefits Required Follow the Occupational Listing\*\***

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		12.39
01012 - Accounting Clerk II		15.08
01013 - Accounting Clerk III		16.77
01020 - Administrative Assistant		18.76
01040 - Court Reporter		14.61
01051 - Data Entry Operator I		10.76
01052 - Data Entry Operator II		12.08
01060 - Dispatcher, Motor Vehicle		15.59
01070 - Document Preparation Clerk		11.31
01090 - Duplicating Machine Operator		11.31
01111 - General Clerk I		11.03
01112 - General Clerk II		12.04
01113 - General Clerk III		13.67
01120 - Housing Referral Assistant		16.29
01141 - Messenger Courier		9.56
01191 - Order Clerk I		12.09
01192 - Order Clerk II		14.67
01261 - Personnel Assistant (Employment) I		13.54
01262 - Personnel Assistant (Employment) II		15.14
01263 - Personnel Assistant (Employment) III		16.89
01270 - Production Control Clerk		18.74
01280 - Receptionist		11.19
01290 - Rental Clerk		10.82
01300 - Scheduler, Maintenance		13.06
01311 - Secretary I		13.06
01312 - Secretary II		14.61
01313 - Secretary III		16.29
01320 - Service Order Dispatcher		12.47
01410 - Supply Technician		18.10
01420 - Survey Worker		13.80
01531 - Travel Clerk I		11.65
01532 - Travel Clerk II		12.37
01533 - Travel Clerk III		12.97
01611 - Word Processor I		13.29
01612 - Word Processor II		14.92
01613 - Word Processor III		16.69
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		21.73
05010 - Automotive Electrician		17.59

05040 - Automotive Glass Installer	16.90
05070 - Automotive Worker	16.90
05110 - Mobile Equipment Servicer	15.49
05130 - Motor Equipment Metal Mechanic	18.27
05160 - Motor Equipment Metal Worker	16.90
05190 - Motor Vehicle Mechanic	19.39
05220 - Motor Vehicle Mechanic Helper	14.84
05250 - Motor Vehicle Upholstery Worker	16.20
05280 - Motor Vehicle Wrecker	16.90
05310 - Painter, Automotive	17.59
05340 - Radiator Repair Specialist	16.90
05370 - Tire Repairer	12.36
05400 - Transmission Repair Specialist	18.27
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.15
07041 - Cook I	10.34
07042 - Cook II	11.28
07070 - Dishwasher	8.77
07130 - Food Service Worker	8.41
07210 - Meat Cutter	13.16
07260 - Waiter/Waitress	8.83
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	16.50
09040 - Furniture Handler	13.10
09080 - Furniture Refinisher	16.50
09090 - Furniture Refinisher Helper	13.94
09110 - Furniture Repairer, Minor	15.20
09130 - Upholsterer	16.50
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	9.14
11060 - Elevator Operator	9.14
11090 - Gardener	12.62
11122 - Housekeeping Aide	10.53
11150 - Janitor	10.53
11210 - Laborer, Grounds Maintenance	10.96
11240 - Maid or Houseman	8.89
11260 - Pruner	10.35
11270 - Tractor Operator	12.20
11330 - Trail Maintenance Worker	10.96
11360 - Window Cleaner	11.11
12000 - Health Occupations	
12010 - Ambulance Driver	14.53
12011 - Breath Alcohol Technician	15.99
12012 - Certified Occupational Therapist Assistant	18.30
12015 - Certified Physical Therapist Assistant	16.64
12020 - Dental Assistant	13.64
12025 - Dental Hygienist	26.82
12030 - EKG Technician	24.24
12035 - Electroneurodiagnostic Technologist	24.24
12040 - Emergency Medical Technician	14.53
12071 - Licensed Practical Nurse I	14.30
12072 - Licensed Practical Nurse II	15.99
12073 - Licensed Practical Nurse III	17.83
12100 - Medical Assistant	13.23
12130 - Medical Laboratory Technician	13.98
12160 - Medical Record Clerk	12.63
12190 - Medical Record Technician	14.22
12195 - Medical Transcriptionist	13.85
12210 - Nuclear Medicine Technologist	30.24
12221 - Nursing Assistant I	9.73

12222 - Nursing Assistant II	10.94
12223 - Nursing Assistant III	11.94
12224 - Nursing Assistant IV	13.40
12235 - Optical Dispenser	15.66
12236 - Optical Technician	12.82
12250 - Pharmacy Technician	13.17
12280 - Phlebotomist	13.52
12305 - Radiologic Technologist	21.02
12311 - Registered Nurse I	22.23
12312 - Registered Nurse II	25.94
12313 - Registered Nurse II, Specialist	27.19
12314 - Registered Nurse III	32.89
12315 - Registered Nurse III, Anesthetist	32.89
12316 - Registered Nurse IV	39.42
12317 - Scheduler (Drug and Alcohol Testing)	19.82
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	16.83
13012 - Exhibits Specialist II	20.86
13013 - Exhibits Specialist III	25.61
13041 - Illustrator I	16.83
13042 - Illustrator II	20.86
13043 - Illustrator III	25.61
13047 - Librarian	23.09
13050 - Library Aide/Clerk	9.77
13054 - Library Information Technology Systems Administrator	20.86
13058 - Library Technician	12.78
13061 - Media Specialist I	15.05
13062 - Media Specialist II	16.83
13063 - Media Specialist III	18.77
13071 - Photographer I	12.74
13072 - Photographer II	14.25
13073 - Photographer III	17.66
13074 - Photographer IV	21.74
13075 - Photographer V	26.13
13110 - Video Teleconference Technician	14.62
14000 - Information Technology Occupations	
14041 - Computer Operator I	14.48
14042 - Computer Operator II	16.20
14043 - Computer Operator III	18.76
14044 - Computer Operator IV	20.07
14045 - Computer Operator V	22.22
14071 - Computer Programmer I	(see 1) 20.43
14072 - Computer Programmer II	(see 1) 25.30
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	14.48
14160 - Personal Computer Support Technician	20.07
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	27.76
15020 - Aircrew Training Devices Instructor (Rated)	33.59
15030 - Air Crew Training Devices Instructor (Pilot)	40.14
15050 - Computer Based Training Specialist / Instructor	27.76
15060 - Educational Technologist	34.22
15070 - Flight Instructor (Pilot)	40.14
15080 - Graphic Artist	19.42
15090 - Technical Instructor	19.73

15095 - Technical Instructor/Course Developer	22.52
15110 - Test Proctor	15.92
15120 - Tutor	15.92
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.97
16030 - Counter Attendant	8.97
16040 - Dry Cleaner	10.38
16070 - Finisher, Flatwork, Machine	8.97
16090 - Presser, Hand	8.97
16110 - Presser, Machine, Drycleaning	8.97
16130 - Presser, Machine, Shirts	8.97
16160 - Presser, Machine, Wearing Apparel, Laundry	8.97
16190 - Sewing Machine Operator	11.00
16220 - Tailor	11.65
16250 - Washer, Machine	9.36
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	18.58
19040 - Tool And Die Maker	21.01
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.50
21030 - Material Coordinator	18.74
21040 - Material Expediter	18.74
21050 - Material Handling Laborer	11.36
21071 - Order Filler	11.80
21080 - Production Line Worker (Food Processing)	15.50
21110 - Shipping Packer	12.52
21130 - Shipping/Receiving Clerk	12.52
21140 - Store Worker I	14.79
21150 - Stock Clerk	16.50
21210 - Tools And Parts Attendant	15.50
21410 - Warehouse Specialist	15.50
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	24.47
23021 - Aircraft Mechanic I	23.29
23022 - Aircraft Mechanic II	24.47
23023 - Aircraft Mechanic III	25.68
23040 - Aircraft Mechanic Helper	18.92
23050 - Aircraft, Painter	22.06
23060 - Aircraft Servicer	20.66
23080 - Aircraft Worker	21.56
23110 - Appliance Mechanic	18.58
23120 - Bicycle Repairer	12.36
23125 - Cable Splicer	22.88
23130 - Carpenter, Maintenance	17.95
23140 - Carpet Layer	14.76
23160 - Electrician, Maintenance	19.75
23181 - Electronics Technician Maintenance I	20.75
23182 - Electronics Technician Maintenance II	21.51
23183 - Electronics Technician Maintenance III	22.25
23260 - Fabric Worker	17.20
23290 - Fire Alarm System Mechanic	20.09
23310 - Fire Extinguisher Repairer	16.49
23311 - Fuel Distribution System Mechanic	21.51
23312 - Fuel Distribution System Operator	16.76
23370 - General Maintenance Worker	14.91
23380 - Ground Support Equipment Mechanic	23.29
23381 - Ground Support Equipment Servicer	20.66
23382 - Ground Support Equipment Worker	21.56
23391 - Gunsmith I	16.49
23392 - Gunsmith II	17.92

23393 - Gunsmith III	19.91
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.90
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.16
23430 - Heavy Equipment Mechanic	18.79
23440 - Heavy Equipment Operator	16.03
23460 - Instrument Mechanic	19.91
23465 - Laboratory/Shelter Mechanic	18.58
23470 - Laborer	11.36
23510 - Locksmith	18.22
23530 - Machinery Maintenance Mechanic	20.21
23550 - Machinist, Maintenance	18.65
23580 - Maintenance Trades Helper	15.22
23591 - Metrology Technician I	19.91
23592 - Metrology Technician II	20.59
23593 - Metrology Technician III	21.20
23640 - Millwright	19.82
23710 - Office Appliance Repairer	16.72
23760 - Painter, Maintenance	15.08
23790 - Pipefitter, Maintenance	18.47
23810 - Plumber, Maintenance	17.40
23820 - Pneudraulic Systems Mechanic	19.91
23850 - Rigger	19.91
23870 - Scale Mechanic	17.92
23890 - Sheet-Metal Worker, Maintenance	18.08
23910 - Small Engine Mechanic	13.96
23931 - Telecommunications Mechanic I	24.20
23932 - Telecommunications Mechanic II	27.78
23950 - Telephone Lineman	20.70
23960 - Welder, Combination, Maintenance	17.57
23965 - Well Driller	18.90
23970 - Woodcraft Worker	19.91
23980 - Woodworker	17.07
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.61
24580 - Child Care Center Clerk	11.40
24610 - Chore Aide	11.01
24620 - Family Readiness And Support Services Coordinator	15.82
24630 - Homemaker	12.19
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	19.60
25040 - Sewage Plant Operator	16.13
25070 - Stationary Engineer	19.60
25190 - Ventilation Equipment Tender	15.23
25210 - Water Treatment Plant Operator	15.97
27000 - Protective Service Occupations	
27004 - Alarm Monitor	13.21
27007 - Baggage Inspector	11.23
27008 - Corrections Officer	12.80
27010 - Court Security Officer	15.40
27030 - Detection Dog Handler	15.38
27040 - Detention Officer	12.80
27070 - Firefighter	17.64
27101 - Guard I	11.23
27102 - Guard II	15.38
27131 - Police Officer I	15.75
27132 - Police Officer II	17.50
28000 - Recreation Occupations	

28041 - Carnival Equipment Operator	11.14
28042 - Carnival Equipment Repairer	12.75
28043 - Carnival Equipment Worker	9.60
28210 - Gate Attendant/Gate Tender	14.28
28310 - Lifeguard	12.19
28350 - Park Attendant (Aide)	15.97
28510 - Recreation Aide/Health Facility Attendant	11.66
28515 - Recreation Specialist	19.61
28630 - Sports Official	12.72
28690 - Swimming Pool Operator	17.32
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	20.56
29020 - Hatch Tender	19.81
29030 - Line Handler	19.81
29041 - Stevedore I	19.70
29042 - Stevedore II	21.36
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	27.16
30021 - Archeological Technician I	17.91
30022 - Archeological Technician II	20.08
30023 - Archeological Technician III	24.82
30030 - Cartographic Technician	26.10
30040 - Civil Engineering Technician	18.35
30061 - Drafter/CAD Operator I	18.63
30062 - Drafter/CAD Operator II	21.06
30063 - Drafter/CAD Operator III	23.45
30064 - Drafter/CAD Operator IV	28.86
30081 - Engineering Technician I	16.25
30082 - Engineering Technician II	18.24
30083 - Engineering Technician III	20.44
30084 - Engineering Technician IV	25.28
30085 - Engineering Technician V	31.68
30086 - Engineering Technician VI	37.41
30090 - Environmental Technician	23.70
30210 - Laboratory Technician	18.70
30240 - Mathematical Technician	25.12
30361 - Paralegal/Legal Assistant I	15.77
30362 - Paralegal/Legal Assistant II	19.54
30363 - Paralegal/Legal Assistant III	23.91
30364 - Paralegal/Legal Assistant IV	28.92
30390 - Photo-Optics Technician	25.12
30461 - Technical Writer I	24.33
30462 - Technical Writer II	27.26
30463 - Technical Writer III	32.98
30491 - Unexploded Ordnance (UXO) Technician I	22.74
30492 - Unexploded Ordnance (UXO) Technician II	27.51
30493 - Unexploded Ordnance (UXO) Technician III	32.97
30494 - Unexploded (UXO) Safety Escort	22.74
30495 - Unexploded (UXO) Sweep Personnel	22.74
30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 2) 23.45
30621 - Weather Observer, Senior	(see 2) 25.12
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	9.59
31030 - Bus Driver	14.48
31043 - Driver Courier	12.79
31260 - Parking and Lot Attendant	8.66
31290 - Shuttle Bus Driver	13.37

31310 - Taxi Driver	10.09
31361 - Truckdriver, Light	13.37
31362 - Truckdriver, Medium	15.35
31363 - Truckdriver, Heavy	18.33
31364 - Truckdriver, Tractor-Trailer	18.33
99000 - Miscellaneous Occupations	
99030 - Cashier	8.64
99050 - Desk Clerk	9.43
99095 - Embalmer	22.74
99251 - Laboratory Animal Caretaker I	13.56
99252 - Laboratory Animal Caretaker II	13.95
99310 - Mortician	22.74
99410 - Pest Controller	12.79
99510 - Photofinishing Worker	11.95
99710 - Recycling Laborer	14.77
99711 - Recycling Specialist	16.34
99730 - Refuse Collector	13.46
99810 - Sales Clerk	11.54
99820 - School Crossing Guard	13.99
99830 - Survey Party Chief	16.49
99831 - Surveying Aide	10.91
99832 - Surveying Technician	14.98
99840 - Vending Machine Attendant	13.25
99841 - Vending Machine Repairer	15.07
99842 - Vending Machine Repairer Helper	12.35

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.81 per hour or \$152.40 per week or \$660.40 per month

VACATION: 1 week paid vacation after 1 year of service with a contractor or successor; 2 weeks after 2 years; 3 weeks after 5 years; and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey

data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by

laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

ACSS CONTRACT PERFORMANCE REQUIREMENTS SUMMARY

Required Service	Performance Standard	Method of Surveillance
<b>SOW 3.1 Telephone Services</b>	<ol style="list-style-type: none"> <li>1. Answer incoming calls, determine the nature of the call, and transfer to appropriate individual, in a courteous and professional manner.</li> <li>2. Take messages, including pertinent information.</li> <li>3. Place telephone calls and/or look up telephone numbers.</li> </ol>	Customer Feedback
<b>SOW 3.2 Appointment and Schedule Services</b>	<ol style="list-style-type: none"> <li>1. Schedule appointments and maintain calendars.</li> <li>2. Make final schedule commitments based on knowledge of workload and priorities.</li> <li>3. Update and maintain MS Outlook calendar for multiple individuals and coordinate with multiple offices.</li> </ol>	Customer Feedback
<b>SOW 3.3 Visitor Services</b>	<ol style="list-style-type: none"> <li>1. Receive, greet, and screen visitors in a courteous and professional manner.</li> <li>2. Determine nature and purpose of visit and refer to appropriate personnel.</li> <li>3. Visitors will be escorted from initial greeting place to their end destination.</li> <li>4. Prepare required documentation for visitors, secure correct badge and maintain records of the documentation. Coordination with Security is required.</li> </ol>	Customer Feedback
<b>SOW 3.4 Meeting Services, Telecommunication Services, and Scheduling Conference Rooms</b>	<ol style="list-style-type: none"> <li>1. Coordinate complete meeting services: (teleconference, ViTS, viewgraph, video, multimedia PC, VCR or other equipment) so that meetings start at the directed times and all invitees are notified to meet the schedule.</li> <li>2. Maintain accurate conference room schedules, logs, and minutes.</li> <li>3. Maintain conference room points of contact with correct telephone numbers.</li> <li>4. Keep current and accurate conference logs and minutes of the meetings and action items.</li> </ol>	Customer Feedback
<b>SOW 3.5 Information Dissemination</b>	<ol style="list-style-type: none"> <li>1. Pick-up mail/packages (Center mail, U.S. Postal mail, express services, and other mail deliveries), open, time stamp and distribute on a daily basis.</li> <li>2. Pick up/deliver mail, packages, information to any building on-site at SSC.</li> <li>3. Distribute flyers, weather information, staff-meeting notices, announcements, safety notices, and other correspondence daily via bulletin boards or e-mail within specified time of requestor. Maintain accurate logs of information.</li> </ol>	Customer Feedback
<b>SOW 3.6 Coordination of Supplies Ordering</b>	<ol style="list-style-type: none"> <li>1. Survey and coordinate supplies orders to maintain a level of frequently used items.</li> <li>2. Consolidate and maintain an orderly supply cabinet to ensure sufficient stock to avoid work delay.</li> <li>3. Coordinate supplies orders with appropriate Government purchase card holders in accordance with current SSC policy, using appropriate sources and SSC Forms.</li> </ol>	Customer Feedback

Required Service	Performance Standard	Method of Surveillance
<b>SOW 3.7</b> <b>Copying/Faxing/</b> <b>Graphics/Photo</b> <b>Services/Mail (Federal</b> <b>Express)</b>	1. Copy or fax information, including looking up fax numbers. 2. Prepare graphics and photo requests services within specified time of requestor. 3. When special services are required, appropriate forms will be processed. (Reference NDP 1490.1F) 4. Submit and follow-up with appropriate office to ensure delivery of material. 5. Shred sensitive contractual and/or personnel documents when services are required. 6. Prepare and ensure shipment of Federal Express Packages.	Customer Feedback
<b>SOW 3.8</b> <b>Records Management</b>	1. Establish, review, maintain, and archive office files/records on personnel, action documents, employment verifications, organization and other administrative records. 2. Maintain official records in accordance with NPR 1441.1D, "Records Retention Schedules". 3. Effectively and efficiently retrieve files/records as requested.	Customer Feedback
<b>SOW 4.1</b> <b>Desktop Processing</b>	1. Prepare accurate correspondence, presentation charts, and other documentation, in the specified timeframe. 2. Comply with grammatical and mechanical conventions based on the Gregg Reference Manual (Latest edition) and current edition of NPR 1450.10D, "NASA Correspondence Management and Communications Standards and Style." 3. Maintain accurate distribution list for the preparation of appropriate data packages for submission to the requestors for signature. 4. Create, maintain, and input data into the office tracking system, electronic spreadsheet or an office electronic system. 5. Be knowledgeable and maintain proficiency in current Microsoft Office Products: Word, Excel, and Power Point.	Customer Feedback
<b>SOW 4.2</b> <b>Travel Coordination</b>	1. Prepare and process travel requests, orders, vouchers, itineraries, schedules, summaries, aircraft, lodging and car reservations for official domestic and international travel, using the current travel manager system. 2. Notify traveler of current status of his/her travel arrangements. 3. Secure and pickup government vehicles if needed. 4. All travel arrangements, orders, and vouchers shall conform to policies as described in the Federal Joint Travel Regulations (JTR) and Section 9700 of the NASA Financial Management Manual. Travel orders shall be completed within 2 working days of notification of intent to travel. Travel vouchers shall be completed within 2 days of receipt. 5. Maintain database of travel budget, allocation by fund code, expenditures, and projected expenditures. 6. Provide a monthly status of the remaining budget for the office.	Customer Feedback
<b>SOW 4.3</b> <b>Correspondence</b> <b>Tracking</b>	1. Maintain accurate and current electronic or hardcopy master action log that includes incoming/outgoing correspondence or actions assigned to the office. 2. Disseminate actions, track pending or late actions and notify the NASA office supervisor.	Customer Feedback

Required Service	Performance Standard	Method of Surveillance
<b>SOW 5.0 Time and Labor Collection</b>	<ol style="list-style-type: none"> <li>1. Assist in collecting time and labor data for SSC civil service employees.</li> <li>2. The contractor will complete data entry for civil service time and attendance, when necessary.</li> </ol>	Customer Feedback
<b>SOW 6.0 Property Coordination</b>	<ol style="list-style-type: none"> <li>1. Serve as or Assist organizational property custodian with moving, replacing, repairing or excess NASA property.</li> <li>2. Initiate actions in an efficient manner in accordance with NPR 4200.1E, "NASA Equipment Management Manual."</li> </ol>	Customer Feedback
<b>SOW 7.0 Move Coordination</b>	<ol style="list-style-type: none"> <li>1. Initiate paperwork to accommodate customer requirements, in accordance with SSC Move Request Procedures, the Information Technology Procedures and in accordance with the appropriate SSC policy for "Facility Space Allocation and Utilization."</li> <li>2. Monitor the progress of the move or modification, ensure deadline compliance of move or office modification, and provide a status of progress to the NASA office supervisor.</li> </ol>	Customer Feedback
<b>SOW 8.0 Training Coordination</b>	<ol style="list-style-type: none"> <li>1. Disseminate training information.</li> <li>2. Prepare and submit training requests and registration to the Office of Human Capital.</li> <li>3. Serve as administrator in SATERN, providing training reports as needed to the manager.</li> </ol>	Customer Feedback
<b>SOW 9.0 Information Services Coordination</b>	<ol style="list-style-type: none"> <li>1. Coordinate and process routing of routine service requests for telephone and personal computer changes, moves, and updates.</li> </ol>	Customer Feedback
<b>SOW 10.0 Special Events Coordination</b>	<ol style="list-style-type: none"> <li>1. Assist in coordination efforts for special events such as office activities, annual inspections, monthly staff meetings, Total Health and Safety Day, and mission-related activities, by performing work such as making signs and posters, obtaining badges, and providing other basic administrative services.</li> </ol>	Customer Feedback
<b>SOW 11.0 Miscellaneous Activities</b>	<ol style="list-style-type: none"> <li>1. Assist in coordinating a variety of office support activities, including serving as Fire Warden, point of contact for the office, or other support to specific Center or organization sponsored functions required by the office.</li> </ol>	Customer Feedback
<b>SOW 12.0 Deliverables</b>	<ol style="list-style-type: none"> <li>1. Deliverables are received in a timely and acceptable manner.</li> </ol>	Customer Feedback

**ADMINISTRATIVE/CLERICAL SUPPORT SERVICES CONTRACT  
PAST PERFORMANCE EVALUATION**

Contract Year: \_\_\_\_\_

Performance Period: \_\_\_\_\_

Task Order: \_\_\_\_\_

The services required under the Administrative/Clerical Support Services Contract include the following:

- General Office Services:
  - Telephone Services
  - Appointment and Schedule Services
  - Visitor Services
  - Meeting Services, Telecommunication Services, and Scheduling Conference Rooms
  - Information Dissemination
  - Coordination of Supplies Ordering
  - Copying/Faxing/Graphics/Photo Services/Mailing (Federal Express)
  - Records Management
- Data Management Services:
  - Desktop Processing
  - Travel Coordination
  - Correspondence Tracking
- Time and Labor Collection
- Property Coordination
- Move Coordination
- Training Coordination
- Information Services Coordination
- Special Events Coordination
- Miscellaneous Activities

Provide evaluation ratings for Quality of Service, Schedule, Business Relations, and Management of Key Personnel. Definitions for each evaluation rating are provided at the end of this form. In assessing each element, consideration should be given to the full scope of work above.

Quality of Service: Assess the contractor's conformance to contract requirements, specifications and standards of good workmanship (e.g., commonly accepted technical, professional, environmental, or safety and health standards).

Ratings:

Exceptional    Very Good    Satisfactory    Marginal    Unsatisfactory    N/A

Narrative:

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Schedule: Assess the timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, and administrative requirements (e.g., efforts that contribute to or effect the schedule variance).

This assessment of the contractor's adherence to the required delivery schedule should include the contractor's efforts during the assessment period that contribute to or effect the schedule variance. Instances of adverse actions such as the assessment of liquidated damages, or issuance of Cure Notices, Show Cause Notices, and Delinquency Notices are indicators of problems which may have resulted in variance to the contract schedule and should therefore be noted in the evaluation.

Ratings:

Exceptional    Very Good    Satisfactory    Marginal    Unsatisfactory    N/A

Narrative:

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**Business Relations:** Assess the integration and coordination of all activity needed to execute the contract, specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor's history of reasonable and cooperative behavior (to include timely identification of issues in controversy), customer satisfaction, timely award and management of subcontracts.

Include, as applicable, information on the following:

- Is the contractor oriented toward the customer?
- Is interaction between the contractor and the government satisfactory or does it need improvement?

Ratings:

Exceptional    Very Good    Satisfactory    Marginal    Unsatisfactory    N/A

Narrative:

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**Management of Key Personnel:** Assess the contractor's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel.

- For example, how well did the contractor match the qualifications of the key position, as described in the contract, with the person who filled the key position? Did the contractor support key personnel so they were able to work effectively? If a key person did not perform well, what action was taken by the contractor to correct this? If a replacement of a key person was necessary, did the replacement meet or exceed the qualifications of the position as described in the contract schedule?

Ratings:

Exceptional    Very Good    Satisfactory    Marginal    Unsatisfactory    N/A

Narrative:

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## EVALUATION RATINGS DEFINITIONS:

### Exceptional

Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Note: To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.

### Very Good

Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Note: To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.

### Satisfactory

Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Note: To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.

### Marginal

Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

Note: To justify a Marginal rating, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).

### Unsatisfactory

Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

Note: To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an Unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports or letters).



**Department of Labor  
Occupation Codes and Job Descriptions  
General Clerk I to III**

Standard Labor Categories (SLC)	Job Description
General Clerk (Occupational Base), Code 01110	The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment, (e.g., mimeograph, photocopy, addressograph or mailing machine).
General Clerk I, Code 01111	This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.
General Clerk II, Code 01112	This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.
General Clerk III, Code 01113	<p>This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.</p> <p>The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.</p>

**Department of Labor  
Occupation Codes and Job Descriptions  
Personnel Assistant I to III**

Standard Labor Categories (SLC)	Job Description
Personnel Assistant (Occupational Base), Code 01260	This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing

	communications to various third party benefit vendors. Excluded are workers who primarily compute and process payrolls.
Personnel Assistant I, Code 01261	This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.
Personnel Assistant II, Code 01262	This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.
Personnel Assistant III, Code 01263	This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

**Department of Labor  
Occupation Codes and Job Descriptions  
Secretary I to III**

Standard Labor Categories (SLC)	Job Description
Secretary (Occupational Base), Code 01310	This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs.

### Classification by Level

Secretary jobs that meet the required characteristics are matched at one of three levels according to two factors:

- (a) level of the secretary's supervisor within the overall organizational structure, and
- (b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

### Level of Secretary's Supervisor (LS)

Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary's supervisor.

- LS-1** Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings.
- LS-2** Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

The presence of subordinate supervisors does not by itself, mean LS-2 applies. For example, a clerical processing organization divided into several units, each performing very similar work, is placed in LS-1. In smaller organizations or industries such as retail trades, with relatively few organizational levels, the supervisor may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in LS-3.

- LS-3** Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive's program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: financial decision-making authority for assigned program(s); considerable impact on the entire organization's financial position or image; and responsibility for, or has staff specialists in such areas as, personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

Level of Secretary's Responsibility (LR)

This factor evaluates the nature of the work relationship between the secretary and the supervisor or staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position's duties span more than one LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)

**LR-1** Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:

- a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
- b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
- c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
- d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

**LR-2** Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name;
- b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings;
- c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
- d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
- e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

**LR-3** Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

- a. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval;
- b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
- c. Read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff;
- d. Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;
- e. Advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

**Excludes secretaries performing any of the following duties:**

Acting as office manager for the executive's organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revising or clarifying procedures to eliminate conflict or duplication; identifying and resolving various problems that affect the orderly flow of work in transactions with parties outside the organization.

Preparing agenda for conferences; explain discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches.

The LR-3 advises individuals outside the organization on the executive's views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or state officials, members of congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgment and discretion.

**CRITERIA FOR MATCHING SECRETARIES BY LEVEL**

Secretary I (01311), Secretary II (01312), Secretary III (01313)

Intentionally blank	LR-1	LR-2	LR-3
LS-1	I 01311	II 01312	III 01313
LS-2	I 01311	III 01313	See Note
LS-3	I 01311	See Note	See Note

**NOTE: Employees whose duties meet this level of responsibility and supervision may be properly classified under the Administrative Assistant category or the class may need to be conformed.**

Standard Labor Categories (SLC)	Job Description
Administrative Assistant, Code 01020	In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.



<b>Contract Year 4, Option Year 3</b>		<b>Offerors equivalent</b>	
<u>Occupational Title</u>	<u>classification title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I		\$	\$
General Clerk II		\$	\$
General Clerk III		\$	\$
Personal Assistant I		\$	\$
Personal Assistant II		\$	\$
Personal Assistant III		\$	\$
Secretary I		\$	\$
Secretary II		\$	\$
Secretary III		\$	\$
Administrative Assistant		\$	\$
<b>Contract Year 5, Option Year 4</b>		<b>Offerors equivalent</b>	
<u>Occupational Title</u>	<u>classification title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I		\$	\$
General Clerk II		\$	\$
General Clerk III		\$	\$
Personal Assistant I		\$	\$
Personal Assistant II		\$	\$
Personal Assistant III		\$	\$
Secretary I		\$	\$
Secretary II		\$	\$
Secretary III		\$	\$
Administrative Assistant		\$	\$

**EXAMPLE** - Offerors shall provide a cost breakout of cost elements (hourly rate, salary related expenses, fringe benefits, other direct cost, G&A, profit, etc) for each labor category illustrating how the fully burdened labor rate was derived. The fully burdened labor rate should match on the classifications used in each CLIN e.g. Organizational as well as TBD. If they are not the same, offeror must include an explanation as to why with its price proposal.

Applicable from: \_\_\_\_\_ date to \_\_\_\_\_ date. An additional breakout is required for any period of time not covered in the timeframe listed.

Classification	
?	
Hourly Rate	_____
Fringe Benefits	_____
Salary Related	_____
Expense (i.e. taxes, insurance)	_____
Other indirect cost (ie. Overhead, if any)	_____
ODC	_____
G&A	_____
Profit	_____
Full Burden Rate	_____

Classification	
?	
Hourly Rate	_____
Fringe Benefits	_____
Salary Related	_____
Expense (i.e. taxes, insurance)	_____
Other indirect cost (ie. Overhead, if any)	_____
ODC	_____
G&A	_____
Profit	_____
Full Burden Rate	_____

Classification	
?	
Hourly Rate	_____
Fringe Benefits	_____
Salary Related	_____
Expense (i.e. taxes, insurance)	_____
Other indirect cost (ie. Overhead, if any)	_____
ODC	_____
G&A	_____
Profit	_____
Full Burden Rate	_____

Classification	
?	
Hourly Rate	_____
Fringe Benefits	_____
Salary Related	_____
Expense (i.e. taxes, insurance)	_____
Other indirect cost (ie. Overhead, if any)	_____
ODC	_____
G&A	_____
Profit	_____
Full Burden Rate	_____

Offeror's may use this Attachment or an Offeror's format containing at a minimum, all the information identified below for each CLIN #. (Basic and Option Years.)

CLIN # XXXX for what organization?	Base Period ?	First Option Period ?	Second Option Period ?	Third Option Period ?	Fourth Option Period ?	Option To extend Services under 52.217-8 (based on 6 month extension for Total Pricing purpose. ?
Total Hours proposed (Productive hours)						
Labor dollars (based on productive hours)						
Fringe dollars (H&W based on productive hours while Vacation, Holidays are based upon Nonproductive hours)						
Salary Related expenses dollars (taxes, insurance)						
Other (OII, G&A, Profit, etc) dollars						
Total Price						

Enclosure to PIC 06-01

**PIV Card Issuance Procedures in accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel**

FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

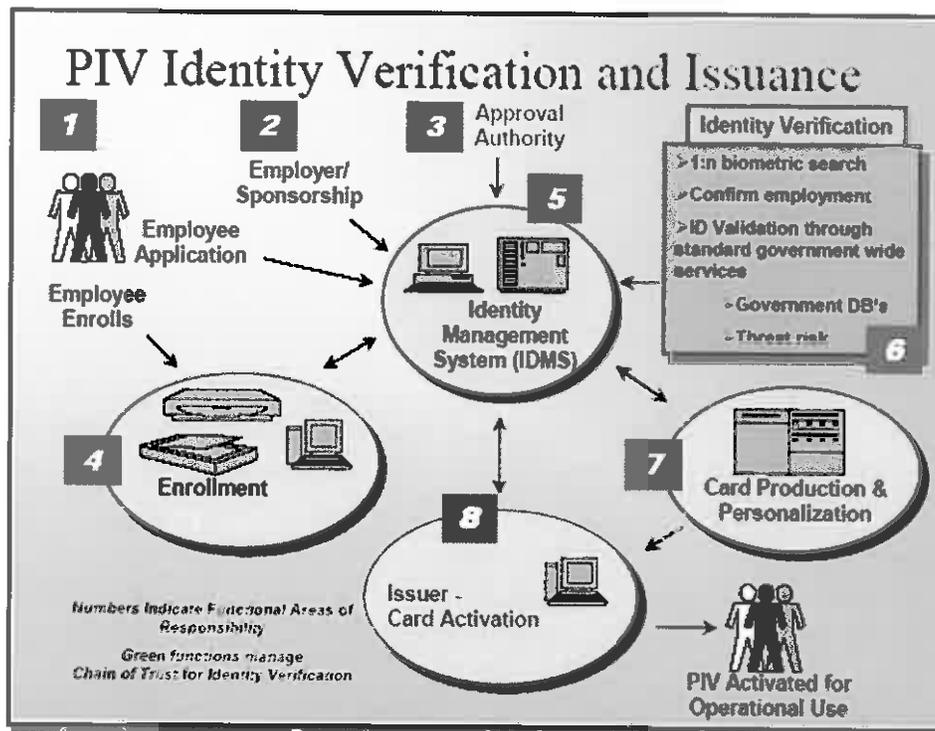


Figure A-1, FIPS 201, Appendix A

The following steps describe the procedures for the NASA Personal Identity Verification Card Issuance (PCI) of a PIV credential:

**Step 1:**

The Contractor's Corporate Security Officer (CSO), Program Manager (PM), or Facility Security Officer (FSO) submits a formal letter that provides a list of contract employees (applicant) names requesting access to the NASA Contracting Officer's Technical Representative (COTR). In the case of a foreign national applicant, approval through the NASA Foreign National Management System (NFNMS) must be obtained for the visit or assignment before any processing for a PIV credential can take place. Further, if the foreign national is not under a contract where a COTR has been officially designated, the foreign national will provide the information directly to their visit/assignment host, and the host sponsor will fulfill the duties of the COTR mentioned herein. In each case, the letter shall provide notification of the contract or foreign national employee's (hereafter the "applicant") full name (first, middle and last), social security number (SSN) or NASA Foreign National Management System Visitor Number if the foreign national does not have a SSN, and date of birth. If the contract employee has a current satisfactorily completed National Agency Check with Inquiries (NACI) or an equivalent or higher degree of background investigation, the letter shall indicate the type of investigation, the agency completing the investigation, and date the investigation was completed. Also, the letter must specify the risk/sensitivity level associated with the position in which each applicant will be working (NPR 1600.1, §4.5 is germane) Further, the letter shall also acknowledge that contract employees may be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication.

After reviewing the letter for completeness and concurring with the risk/sensitivity levels, the COTR/host must forward the letter to the Center Chief of Security (CCS). The CCS shall review the OPM databases (e.g., DCII, PIP, et al.), and take appropriate steps to validate the applicant's investigation status. Requirements for a NACI or other investigation shall be initiated only if necessary.

Applicants who do not currently possess the required level of background investigation shall be directed to the e-QIP web site to complete the necessary background investigation forms online. The CCS shall provide to the COTR/host information and instructions on how to access the e-QIP for each contract or foreign national employee requiring access

**Step 2:**

Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal<sup>1</sup> or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

When the applicant appears, the registrar will electronically scan the submitted documents; any document that appears invalid will be rejected by the registrar. The registrar will capture electronically both a facial image and fingerprints of the applicant. The information submitted by the applicant will be used to create or update the applicant identity record in the Identity Management System (IDMS).

**Step 3:**

Upon the applicant's completion of the investigative document, the CCS reviews the information, and resolves discrepancies with the applicant as necessary. When the applicant has appeared in person and completed fingerprints, the package is electronically submitted to initiate the NACI. The CCS includes a request for feedback on the NAC portion of the NACI at the time the request is submitted.

**Step 4:**

Prior to authorizing physical access of a contractor employee to a federally-controlled facility or access to a Federal information system, the CCS will ensure that a check has been performed with the National Crime Information Center (NCIC) and Interstate Identification Index. In the case of a foreign national, a national check of the Bureau of Immigration and Customs Enforcement (BICE) database will be performed for each applicant. If this process yields negative information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

**Step 5:**

Upon receipt of the completed NAC, the CCS will update IDMS from the NAC portion of the NACI and indicate the result of the suitability determination. If an unsatisfactory suitability determination is rendered, the COTR will advise the contractor that the employee is being denied physical access to all federally-controlled facilities and Federal information systems.

Based on a favorable NAC and NCIC/III or BICE check, the CCS will authorize the issuance of a PIV federal credential in the Physical Access Control System (PACS) database. The CCS, based on information provided by the COTR/host, will determine what physical access the applicant should be granted once the PIV issues the credential.

**Step 6:**

Using the information provided by the applicant during his or her in-person appearance, the PIV card production facility creates and instantiates the approved PIV card for the applicant with an activation date commensurate with the applicant's start date.

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<sup>1</sup> A non-PIV government identification badge, including the NASA Photo Identification Badge, **MAY NOT BE USED** for the original issuance of a PIV vetted credential

**Step 7:**

The applicant proceeds to the credential issuance facility to begin processing for receipt of his/her federal credential.

The applicant provides to the credential issuing operator proof of identity with documentation that meets the requirements of FIPS 201 (DHS Employment Eligibility Verification (Form I-9) documents. These documents must be the same documents submitted for registration.

The credential issuing operator will verify that the facial image, and optionally reference finger print, matches the enrollment data used to produce the card. Upon verification of identity, the operator will locate the employee's record in the PACS database, and modify the record to indicate the PIV card has been issued. The applicant will select a PIN for use with his or her new PIV card. Although root data is inaccessible to the operator, certain fields (hair color, eye color, et al.) may be modified to more accurately record the employee's information.

The applicant proceeds to a kiosk or other workstation to complete activation of the PIV card using the initial PIN entered at card issuance.

**ALTERNATIVE FOR APPLICANTS WHO DO NOT HAVE A COMPLETED AND ADJUDICATED NAC  
AT THE TIME OF ENTRANCE ON DUTY**

Steps 1 through 4 shall be accomplished for all applicants in accordance with the process described above. If the applicant is unable to appear in person until the time of entry on duty, or does not, for any other reason, have a completed and adjudicated NAC portion of the NACI at the time of entrance on duty, the following interim procedures shall apply.

1. If the documents required to submit the NACI have not been completed prior to EOD, the applicant will be instructed to complete all remaining requirements for submission of the investigation request. This includes presentation of I-9 documents and completion of fingerprints, if not already accomplished. If the applicant fails to complete these activities as prescribed in NPR 1600.1 (Chapters 3 & 4), it may be considered as failure to meet the conditions required for physical access to a federally-controlled facility or access to a Federal information system, and result in denial of such access.
2. Based on favorable results of the NCIC, the applicant shall be issued a temporary NASA identification card for a period not-to-exceed six months. If at the end of the six month period the NAC results have not been returned, the agency will at that time make a determination if an additional extension will be granted for the temporary identification card.
3. Upon return of the completed NAC, the process will continue from Step 5.

## PAST PERFORMANCE FORM

This form contains Source Selection Information when completed (See FAR 2.101 and 3.104)

**NAME OF CONTRACTOR:** \_\_\_\_\_

Prime       Team Member       Other (Describe)

1. CUSTOMER/AGENCY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_
2. CONTRACT NUMBER: \_\_\_\_\_
3. CONTRACT TYPE: \_\_\_\_\_
4. CONTRACT AWARD AMOUNT: \$ \_\_\_\_\_
5. FINAL PRICE OF CONTRACT: \$ \_\_\_\_\_
6. VARIANCES: Explain variances from original contract value for the contract(s)  
\_\_\_\_\_  
\_\_\_\_\_
7. ORIGINAL AND MODIFIED PERIOD OF PERFORMANCE:  
From: \_\_\_\_\_ To: \_\_\_\_\_
8. COGNIZANT CONTRACTING OFFICER: (If commercial, customer's business manager):  
NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_
9. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (If commercial, customer's technical manager):  
NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_
10. CONTRACT STATUS (if current, show percent complete; if terminated, explain why; if complete, so state)  
\_\_\_\_\_
11. DESCRIPTION OF THE WORK PERFORMED (use additional page as necessary):  
\_\_\_\_\_