

NNX14494502R - NSSC-Nex-Gen  
Attachment J-3  
Performance Requirements Summary (PRS)

Service Level Indicators (SLI) are indicative of overall NSSC performance and most have a component of SP performance and Civil Service performance. The SP will report on NSSC SLI performance in accordance with DRD 2.5-3 and as contained in the NSSC Service Level Agreement . The SP shall support the development of remedial action plans where service standards fall below indicated SLIs and performance measures. The SLIs and performance measures listed represent the Government's intent to verify and validate service provider performance on a routine basis. For Award Term Option determinations, the SP will not be held responsible for factors outside of its control that negatively impacted performance. **No action shall be in-house more than 30 calendar days after its SLI or Performance Measure due date.**

PWS Section	Performance Area	Service Level Indicator or Standard	Performance	SLI (Y/N)	Method of Surveillance
<b>2.0</b>					
2.17	Customer Satisfaction	90% Customer Satisfaction Rating		Y	Review of automated workload system, data warehouse, survey responses and desk audits
<b>3.1</b>					
3.1.1	Accounts Payable Payments	Process 98 % of payments on time		Y	Review of automated workload system, data warehouse and desk audits
3.1.1	Accounts Payable Interest Payments	Pay no more than \$200 in interest penalties per \$1,000,000 in payments		Y	Review of automated workload system, data warehouse and desk audits
3.1.1.2	Grants-Letter of Credit reconciliation	98% of the letters of credit shall be reconciled by the end of the month with the balance reconciled before the end of the following period.		N	Review of automated workload system, data warehouse and desk audits
3.1.2	Process Billings and Collections	Create 98% of bills (billings, write-offs and collections: direct and reimbursable) without error and issued timely based on OCFO monthly calendar.		N	Review of automated workload system, data warehouse and desk audits
3.1.2	Reconcile subsidiary ledger	95% of accounts receivable subsidiary ledger accounts shall be reconciled monthly with the balance reconciled the following period		N	Review of automated workload system, data warehouse and desk audits
3.1.2	Process delinquent payments	Process delinquent demand (dunning) letters with no more than 5 instances per month processed late or with errors.		N	Review of automated workload system, data warehouse and desk audits
3.1.2	Accounts Receivable Billings	98 % of bills will be created without error attributed to the NSSC		N	Review of automated workload system, data warehouse and desk audits
3.1.2	Accounts Receivable Collections Process	Scan and deliver 98% of cash or check payments received before 2:00 pm daily local time to the NASA Collection Agent in time for the daily deposit.		N	Review of automated workload system, data warehouse and desk audits
3.1.4	Fund Balance with Treasury	Submit SF224 to Treasury according to established deadlines.		N	Review of automated workload system, data warehouse and desk
3.1.5.1	Domestic Travel Payments	Validate and process 85% of domestic travel expense reports within 4 business days of receipt of complete expense report (including adequate funding).		Y	Review of automated workload system, data warehouse and desk audits

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3.1.5.2	Change of Station Travel Payments (PCS/TCS vouchers)	Validate and process 85% of PCS/TCS travel vouchers within 15 business days of receipt of complete voucher (including adequate funding)	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.2.1	Change of Station Travel Payments (en route, miscellaneous expense, fixed temporary, house hunting)	Validate and process 85% of en route, miscellaneous expense allowance, fixed temporary quarters, and house hunting vouchers within 6 business days of receipt of complete voucher (Including adequate funding)	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.2.1	Change of Station Travel Payments (actual temporary quarters, realestate, constructive and all others)	Validate and process 85% of actual temporary quarters, real estate, constructive, and all other vouchers within 15 business days of receipt of a complete voucher (including adequate funding)	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.2.1	Change of Station Travel Payments (RITA and ITRA)	Validate and process 85% of RIT Allowance and ITRA vouchers within 30 days of receipt of a complete voucher (including adequate funding)	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.3	Foreign Travel Payments	Validate and process 85% of foreign travel expense reports within 5 business days of receipt of complete expense report (including adequate funding)	Y	Review of automated workload system, data warehouse and desk audits
3.1.5.4	Extended TDY (ETDY) Travel Payments	Validate and process 85% of ETDY expense reports within 5 business days of receipt of a complete expense report (including adequate funding).	Y	Review of automated workload system, data warehouse and desk audits
3.1.8	PCS/TCS Relocation Support	90% of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center	N	Review of automated workload system, data warehouse and desk audits
3.1.12	NSSC Travel Processing	90% of NSSC Travel Authorizations will be entered into the system for approval within 5 business days from receipt of a complete and accurate travel request form.	N	Review of automated workload system, data warehouse and desk audits
<b>3.2</b>				
3.2.1.1	Drug Testing Administration - Random and Voluntary Testing	95% of test results shall be available to the employee and Center no later than 2 business days after receiving the results from the Medical Review Officer.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Random and Voluntary Testing	95% of the employee test notifications shall be delivered to the appropriate Center Personnel no later than 48 hours prior to the scheduled random and voluntary testing.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Random and Voluntary Testing	95% of random, voluntary and deferral testing dates and locations shall be coordinated and scheduled with appropriate Center Personnel no later than 50 calendar days prior to the anticipated testing dates.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Reasonable Suspicion and Post-accident	98% of reasonable suspicion and post-accident/unsafe practice tests shall be scheduled within 2 hours of notification by the Center Management Official.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.1	Drug Testing Administration - Pre-employment Testing	90% of pre-employment packages shall be sent to the selectee within 3 business days of a received request or record being published in WTTS.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.2	Employment Inquiries	95% of inquiries shall be responded to within 3 business days.	N	Review of automated workload system, data warehouse and desk audits

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3.2.1.3	Classification Appeals	95% of all classification appeals are submitted to OHCM within 25 calendar days.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing (HQs Ceremony)	98% of all deliverables for the Agency (HQs) Honor Awards ceremony are accurate and delivered timely as negotiated with the requester.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.4	Employee Recognition and Awards Processing	98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately and on-time as negotiated between the NSSC SP, NSSC Civil Servants and the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.	Y	Review of automated workload system, data warehouse and desk audits
3.2.1.5	Employee Notices	98% of employee notices are published in accordance with regulations by the negotiated timeline.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.6	Information Materials	95% materials developed are finalized and distributed by the due date negotiated with the requester.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.6	Information Materials	95% of materials developed are accurately produced in accordance with the customer requirements and NASA styles.	N	Review of automated workload system, data warehouse and desk audits
3.2.1.7	Suitability (Reciprocity Packages)	Reciprocity packages prepared and forwarded to CS within 14 calendar days.	N	Review of automated workload system, data warehouse, CVS and eQIP
3.2.1.7	Suitability (Investigations)	Investigations initiated within 14 calendar days of new hire's Entry on Duty effective date.	N	Review of automated workload system, data warehouse, CVS and eQIP
3.2.1.7	Suitability (Adjudication Packages)	Adjudication packages will be prepared and recommendations provided to CS for suitability determinations no later than 60 calendar days after receipt of final report of investigation from OPM.	N	Review of automated workload system, data warehouse, CVS and eQIP
3.2.1.7	Suitability (OPM Report)	Report suitability action decision to OPM no later than 30 calendar days after the action was accomplished.	N	Review of automated workload system, data warehouse, CVS and eQIP
3.2.1.7	Suitability (Proposed Action Letters)	Proposed Action letters shall be sent no later than 30 calendar days prior to the effective date of the proposed action.	N	Review of automated workload system, data warehouse, CVS and eQIP
3.2.2.2	Administration and Oversight of the Agency Learning Management System (Post-course data)	98% of post course products (grades, modifications, rosters, etc) are accurate, completed and available no later than 3 business days after completion of the course.	N	Review of automated workload system, data warehouse and desk audits
3.2.2.2	Administration and Oversight of the Agency Learning Management System (course offerings)	90% of course offerings shall be updated on the list of training requirements and schedule of course offerings within 5 business days of completion of vendor procurement action.	N	Review of automated workload system, data warehouse and desk audits
3.2.2.2	Administration and Oversight of the Agency Learning Management System (training data entry)	95% of training data shall be entered accurately within 7 business days of receipt.	N	Review of automated workload system, data warehouse and desk audits

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3.2.3.1	Benefits Processing (claims, enrollments, changes)	97% of claims, enrollments and changes shall be processed within 5 business days after receipt.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (counseling)	90% of counseling requests shall be completed within 3 business days after receipt of request.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (OPM inquiries)	90% of inquiries from OPM regarding Employee Benefits are processed within 5 business days after receipt of required documentation.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (beneficiary forms)	95% of Beneficiary forms shall be signed and maintained in accordance with OPM's Guide to Personnel Recordkeeping within 5 business days.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (DOI requests)	95% of the documents that DOI requests from the NSSC are provided within 3 business days.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (FEGLI certifications)	95% of certifications for FEGLI Living Benefits for Employees (FE-8A) shall be completed within 2 business days.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.1	Benefits Processing (benefit actions)	97% of Benefits actions are accurately processed in accordance with OPM's regulations	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Estimates	90% of retirement estimate requests are completed within 15 business days.	Y	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Estimates	Retirement estimates shall maintain a 97% accuracy rate.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Estimates (expedited)	90% of expedited retirement estimates are processed by COB the next business day after receipt of the request. (Definition of an Expedited Action - Retirement estimates that must be expedited at center request) Meeting this performance measure is conditioned on no break in service refunds involved; a single request for estimate, not multiples; and, availability of view capability in eOPF.  Meeting this performance measure is predicated on receipt of a complete retirement application package (ref. Service Delivery Guide).	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Packages (DOI submission)	95% of completed retirement packages shall be sent to DOI within 3 business days of completion.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Packages (NSSC CS review)	98% of retirement packages are sent to the CS HR Specialist to be reviewed/approved within 5 business days of receiving all documents required for a complete retirement package.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Packages (OPM inquiries)	95% of the inquiries submitted by OPM to the NSSC shall be responded to within 3 business days and reported to CS HR Specialist.	N	Review of automated workload system, data warehouse and desk audits

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3.2.3.2	Retirement Packages	Maintain a minimum of a 97% error free rate for retirements sent to OPM.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.2	Retirement Packages (expedited)	90% of expedited retirement actions are processed by COB the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications that must be expedited because the employee is retiring within 7 business days.) Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package	Y	Review of automated workload system, data warehouse and desk audits
3.2.3.3	On-boarding/In-processing	97% of applicants/employees published in the Workforce Transformation Tracking System (WTTS) shall be contacted within 3 business days of being published in WTTS.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.4	Civilian and Military Deposits	Military and civilian deposits and redeposits shall maintain a 97% accuracy rate.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.4	Civilian and Military Deposits	90% of deposit (military and civilian) and/or redeposit shall be completed within 20 business days from the receipt of required documents.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.5	Leave Programs	95% of Leave Programs requests shall be responded to within 2 business days.	N	Review of automated workload system, data warehouse and desk audits
3.2.3.6	Payroll / Time & Attendance Processing	Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the DOI.	Y	Review of automated workload system, data warehouse and desk audits
3.2.3.7.1	Workers' Compensation	100% of CA-1 Forms, "Federal Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation" or Form CA-2, "Notice of Occupational Disease and Claim for Compensation" must be submitted no later than 30 calendar days of the date of injury or illness. (100% due to Federal Regulation)	N	Review of automated workload system, data warehouse and desk audits
3.2.3.7.1	Workers' Compensation	100% of CA-16 Forms, "Authorization for Examination, and/or Treatment" are to be issued within 48 hours after treatment. (100% due to Federal Regulation)	N	Review of automated workload system, data warehouse and desk audits
3.2.3.7.1	Workers' Compensation	100% of CA-7 Forms, "Claim for Compensation" shall be given to employee no later than 10 calendar days prior to end of Continuation of Pay. (100% due to Federal Regulation)	N	Review of automated workload system, data warehouse and desk audits
3.2.3.7.1	Workers' Compensation	During the period of an individual's disability, a new Form CA-7 shall be submitted every two weeks absent other instructions from Office of Workers' Compensation. (100% due to Federal Regulation)	N	Review of automated workload system, data warehouse and desk audits
3.2.4.3	HRIS User Support (ad hoc reports)	90% of ad hoc reports will be fulfilled within 24 hours.	N	Review of automated workload system, data warehouse and desk audits
3.2.4.3	HRIS User Support (fulfillment requests)	90% of HRIS standard fulfillment requests are completed within 2 business days. Standard Fulfillment Requests are defined as tasks that have work instructions with clear guidance to perform the task.	N	Review of automated workload system, data warehouse and desk audits

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3.2.4.3	HRIS User Support (password resets)	98% of password resets are completed within 4 hours.	N	Review of automated workload system, data warehouse and desk audits
3.2.5.1	eOPF Maintenance (eOPF documents)	90% of documents will be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.	Y	Review of automated workload system, data warehouse and desk audits
3.2.5.1	eOPF Maintenance (OPF files)	90% of OPFs will be purged, validated and indexed in eOPF within 25 business days of receipt by the NSSC.	N	Review of automated workload system, data warehouse and desk audits
3.2.5.2	Personnel Action Processing	97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective date.	Y	Review of automated workload system, data warehouse and desk audits
3.2.5.2	Personnel Action Processing	97% of personnel transactions are processed accurately as defined by regulations and references.	Y	Review of automated workload system, data warehouse and desk audits
3.2.7.1	SES Case Documentation - Candidate Development Program (CDP) Certification Support	90% of finalized ECQ Presentations and Mentor Verification/Evaluation Memos for the SES CDP will be forwarded to the Center within 30 business days after receipt of a completed package.	Y	Review of automated workload system, data warehouse and desk audits
3.2.7.2	SES Case Documentation – Appointment Certification Support	98% of ECQ documents that are received at the NSSC by the established timeline are forwarded to OHCM within 5 business days of the OPM deadline.	Y	Review of automated workload system, data warehouse and desk audits
3.2.11	Financial Disclosures Processing	90% of hard copy submissions of OGE Forms 450, 450A, 278 and 278-T shall be uploaded to EPTS within 2 business days of receipt.	N	Review of automated workload system, data warehouse and desk audits
3.2.11	Financial Disclosure Processing - Identification of employees required to file financial disclosure forms	90% of the updates for employees identified as being required to file a financial disclosure shall be completed within 5 business days of the Center's request.	N	Review of automated workload system, data warehouse and desk audits
3.2.12	Online Course Management Support Services	90% of course updates shall be completed accurately within 5 business days of receipt based on first-funded, first-worked, with the exception of Agency-wide mandated training.	N	Review of automated workload system, data warehouse and desk audits
3.2.13.1	Off-site Training Purchases (documentation)	90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.	Y	Review of automated workload system, data warehouse and desk audits
3.2.13.1	Off-site Training Purchases (notices)	90% of registration confirmation notices shall be sent to the employee, manager and HR POC within 2 business days of completed registration.	N	Review of automated workload system, data warehouse and desk audits

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3.2.13.1	Off-site Training Purchases (SF-182s)	90% of completed SF-182's submitted to the NSSC for reimbursement shall be completed accurately within 3 business days of receipt.	N	Review of automated workload system, data warehouse and desk audits
3.2.13.1	Off-site Training Purchases (information data requests)	90% of completed Information Data Requests (IDR Form 0063) received at the NSSC are forwarded to NSSC Financial Management Division within 3 business days.	N	Review of automated workload system, data warehouse and desk audits
3.2.13.2	On-site Training Purchases Lead time for new award under \$25,000	90% of award packages are prepared for Contracting Officer's action and signature within 7 calendar days of receipt of the complete technical package.	Y	Review of automated workload system, data warehouse and desk audits
3.2.13.2	On-site Training Purchases Lead time for new awards over \$25,000	90% of award packages are prepared for Contracting Officer's action and signature within 25 calendar days of receipt of the complete technical package.	Y	Review of automated workload system, data warehouse and desk audits
<b>3.3</b>				
3.3.1.1	Procurement Training – GS-1102 Training Program	95% of FAC-C applications data shall be accurately updated in Agency FAC-C electronic record within 10 business days of notice of employee data changes.	N	Review of automated workload system, data warehouse and desk audits
3.3.1.2	FAC-COR Program	95% of FAC-COR training course completion records data shall be accurately updated in Agency FAC-COR electronic record within 10 business days of notice of employee data changes.	N	Review of automated workload system, data warehouse and desk audits
3.3.2, 3.3.3 and 3.3.7	Entering obligations and FPDS data into procurement and finance systems	90% of FPDS entries completed accurately within 2 business days from receipt of CO-signed obligating document.	N	Review of automated workload system, data warehouse and desk audits
3.3.2, 3.3.3 and 3.3.7	Transfer to Closeout Contractor	90% of files transferred within 30 calendar days of the physical completion date.	N	Review of automated workload system, data warehouse and desk audits
3.3.2.1	Grant lead times for new awards and augmentations	90% of award packages are prepared within 29 calendar days of receipt of a complete requirements package.	Y	Review of automated workload system, data warehouse and desk audits
3.3.2.2	Grant lead times for funding supplements	90% of funding supplements are prepared for contracting officer signature within 10 calendar days of receipt of a complete requirements package.	N	Review of automated workload system, data warehouse and desk audits
3.3.2.2	Grant lead times for administrative supplements	90% of administrative supplements are prepared for contracting officer signature within 7 calendar days of receipt of a complete requirements package.	N	Review of automated workload system, data warehouse and desk audits
3.3.2.2	Grant lead times for unsolicited proposals and other non-competitive awards	90% of award packages are prepared for contracting officer signature within 29 calendar days of receipt of a complete requirements package.	N	Review of automated workload system, data warehouse and desk audits
3.3.3.1	NASA SBIR/STTR lead times for new awards (Phase I)	95% of the new awards made within the award schedule prescribed by the SBIR PMO and approved by SBA.	Y	Review of automated workload system, data warehouse and desk audits
3.3.3.1	NASA SBIR/STTR lead times for new awards (Phase II)	90% of the new awards made within the award schedule prescribed by the SBIR PMO and approved by SBA.	N	Review of automated workload system, data warehouse and desk audits

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3.3.3.1	NASA SBIR/STTR lead times for new awards (Phase III)	90% of award packages prepared within 60 calendar days of receipt of a complete requirements package.	N	Review of automated workload system, data warehouse and desk audits
3.3.3.2	Unilateral SBIR/STTR Funding Modifications	90% of incremental funding modifications prepared for Contracting Officer's signature within 14 calendar days of receipt of funding document.	N	Review of automated workload system, data warehouse and desk audits
3.3.3.2	Bilateral SBIR/STTR Modifications	90% of bilateral modifications prepared for Contracting Officer's signature within 21 calendar days of receipt of complete requirements package.	N	Review of automated workload system, data warehouse and desk audits
3.3.7.3	Request for Proposals for proposed I3P contract changes or new services on ACES, NICS, WEST, and EAST Contracts or NETWORKX and WITS-3 Orders	90% of Request for Proposals for proposed contract changes or new services are issued within 10 business days of receipt of a complete requirements package.	Y	Review of automated workload system, data warehouse and desk audits
3.3.7.3	Modifications to NETWORKX and WITS-3 I3P Orders to Add New Telecommunications Services	90% of modifications to add new telecommunication services prepared for signature within seven business days after receipt of completed requirements package.	Y	Review of automated workload system, data warehouse and desk audits
3.3.7.3	Unilateral I3P Contract Funding Modifications	90% of incremental funding modifications prepared for Contracting Officer's signature within 5 calendar days of receipt of funding document.	Y	Review of automated workload system, data warehouse and desk audits
<b>3.4</b>				
3.4.2.3	IT Assessment and leadership briefing development	85% of leadership presentations are delivered on the mutually agreed upon date.	N	Review of automated workload system, data warehouse and desk audits
3.4.2.4.1	EA Reference Model updates	90% of updates to NSSC EA Baseline Models are completed within 14 business days after the project or initiative has been completed.	N	Review of automated workload system, data warehouse and desk audits
3.4.2.4.2	EA Artifacts collection and development	90% of EA artifacts are provided for IT projects or initiatives during the formulation stage.	N	Review of automated workload system, data warehouse and desk audits
3.4.2.6	IT Project Management Documents	90% of required IT PM documents/gate products are complete by the respective key decision point review by the applicable IT Governance Board.	N	Review of automated workload system, data warehouse and desk audits
3.4.2.9	IT Project Design Efficiency	90% of IT projects include design efficiency analyses during concept development stage.	N	Review of automated workload system, data warehouse and desk audits
3.4.2.11	Systems/Applications Training and References	For each new IT system developed or adopted by NSSC, 90% of the Knowledge Articles, User Guides, and Training sessions will be delivered to NSSC for review no later than 3 business days prior to the initial software release.	N	Review of automated workload system, data warehouse and desk audits

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3.4.3.1	Application Development, Integration and Engineering	95% of all NSSC developed and adopted applications are updated in the STRAW application registration system within 7 business days of an initial software release or applicable software change.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.1.2	NSSC Website and Portal Development	95 % of all NSSC developed and adopted websites and portals shall be registered and updated in the STRAW web registration system within 7 business days of an initial website or portal release or applicable website or portal change.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2	IT System Availability - ESD, CCC and IT Security Tools/Systems	ESD, CCC and IT Security Tools systems shall be available for use 99.95% of 24 hours per day, 365 days per year excluding scheduled outages. Requirements will be calculated as a percentage of: 24 (hours per day) X 365 (Days per year) = 8760 (hours per year); availability requirement of 99.95% equates to an uptime of 8755.6 hours per year and only permitting 4.4 hours of unscheduled downtime in that same period.	Y	Review of automated workload system, data warehouse and desk audits
3.4.3.2	IT System Availability - Other NSSC IT Systems	NSSC IT systems, except those designated for ESD, CCC or IT Security, shall be available for use 99.95% between the hours of 0700 and 1900 CST, or CDT as applicable, excluding weekends, Federal holidays, and scheduled outages	Y	Review of automated workload system, data warehouse and desk audits
3.4.3.2.1	Problem Management	95% of Urgent IT incident tickets shall be resolved within 24 hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.1	Problem Management	90% of High IT incident tickets shall be resolved within 3 business days.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.1	Problem Management	90% of Medium IT incident tickets shall be resolved within 5 business days.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.1	Problem Management	90% of Low IT incident tickets shall be resolved within 7 business days.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.5	Web Site Administration	95% of Urgent updates are completed within 4 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.5	Web Site Administration	95% of Expedited updates are completed within 24 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.3.2.5	Web Site Administration	95% of Normal updates are completed within 48 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.4	Identification and Response to IT Security Incidents	99% of detected IT security incidents are reported within 1 hour of the incidence detection.	N	Review of automated workload system, data warehouse and desk audits

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3.4.4	Incident Root Cause Analysis	90% of detected IT security incidents have root cause analysis completed within 5 business days of the incident detection.	N	Review of automated workload system, data warehouse and desk audits
3.4.4	Patching and Configuration Changes	Patching and configuration management changes for all critical vulnerabilities completed for 100% of servers and 95% of other devices within 5 business days of notice of a critical vulnerability. All high, medium and low vulnerabilities shall follow NSSC and Agency policy for remediation.	N	Review of automated workload system, data warehouse and desk audits
3.4.4	Compliance Benchmarks and FISMA Requirements	Compliance benchmark management changes completed for 98% of benchmarks for all systems within 15 business days of notice of benchmark.	N	Review of automated workload system, data warehouse and desk audits
3.4.11	Response Time - Desk-side Support	95% of High Priority service-related incidents and/or customer requests are responded to within 8 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.11	Response Time - Desk-side Support	95% of Medium Priority service-related incidents and/or customer requests are responded to within 24 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.11	Response Time - Desk-side Support	95% of Low Priority service-related incidents and/or customer requests are responded to within 48 business hours.	N	Review of automated workload system, data warehouse and desk audits
3.4.11	Third party / Center-specific Software Updates - Desk-side Support	95% of third party / Center-specific software updates occur within 45 days of the patch or upgrade being made publicly available.	N	Review of automated workload system, data warehouse and desk audits
<b>3.5</b>				
3.5.1	CCC First Contact Resolution	85% of routine customer inquiries are resolved on initial contact (call, Tier 0, email) during NSSC business hours. Routine is defined as a knowledge article exists to resolve the inquiry.	Y	Review of automated workload system, data warehouse and desk audits
3.5.1	CCC Call Answer Rate	80% of customer calls are answered within 60 seconds during NSSC business hours.	Y	Review of automated workload system, data warehouse and desk audits
3.5.1	CCC contacts submitted via Tier 0	90% of incidents submitted via Tier 0 are escalated or resolved by CCC within 2 business hours of receipt.	N	Review of automated workload system, data warehouse and desk audits
3.5.1	CCC contacts submitted via email	90% of incidents submitted via email are escalated or resolved by CCC within 12 business hours of receipt.	N	Review of automated workload system, data warehouse and desk audits
3.5.1	CCC Call Abandonment Rate	The call abandonment rate shall be less than 7%	Y	Review of automated workload system, data warehouse and desk audits
3.5.2	Document Imaging	95% of documents received are accurately electronically scanned and routed.	N	Review of automated workload system, data warehouse and desk audits
<b>3.8</b>				

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Attachment J-3  
Performance Requirements Summary (PRS)

3.8	ESD Call Answer Rate	80% of customer calls are answered within 60 seconds	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	ESD Customer Satisfaction (Tier 1)	90% Customer Satisfaction Rating	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	ESD Call Abandonment Rate	The call abandonment rate shall be less than 7%	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	First Contact Resolution - ESD	95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, email). Routine is defined as a knowledge article exists to resolve the inquiry.	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	First Contact Resolution - ALL	65% of routine customer are resolved on the initial contact (call, Tier 0, email) for contract year 1 and 70% for contract year 2 and beyond. Routine is defined as a knowledge article exists to resolve the inquiry.	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	Time to escalate/resolve incidents submitted via Tier 0	90% of incidents submitted via Tier 0 are escalated or resolved by ESD within 2 hours of receipt.	Y	Review of automated workload system, D&A, data warehouse and desk audits
3.8	Time to escalate/resolve incidents submitted via email.	90% of incidents submitted via email are escalated or resolved by ESD within 12 hours of receipt.	Y	Review of automated workload system, D&A, data warehouse and desk audits