

National Aeronautics and Space Administration Ames Research Center  
Ames Professional Administrative Support Services (APASS)

**Statement of Work (SOW)**

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## **1.0 INTRODUCTION**

Ames Research Center (ARC) is a field organization of the National Aeronautics and Space Administration (NASA). The Center's primary location is Moffett Field, California. The mission of ARC is to enable exploration through selected development, innovative technologies, and interdisciplinary scientific discovery. ARC manages diverse facilities that include supercomputers, simulators, and wind tunnels.

## **2.0 SCOPE OF WORK**

The purpose of this statement of work (SOW) is to detail the requirements for the administrative services that enable ARC to fulfill its mission. ARC requires a center-wide standardization of administrative services throughout the Center in order to improve efficiency, eliminate duplication, maximize productivity and cost savings.

The contractor shall provide contract management functions, as well as multidisciplinary administrative support to the requesting organizations at ARC. The contractor shall also provide personnel, equipment, materials and facilities (not otherwise provided by the government, see contract Attachment J.1(a)4, Government Furnished Property List) to perform the work described in this SOW. The Government will execute its requirements for administrative services (Section 4.0) by issuance and award of contract task orders (CTOs). CTOs will contain defined requirements (such as deliverables and significant milestone dates), negotiated labor hours and other direct costs, and established performance measurement criteria. Any modification of requirements (increase or decrease) will be executed by modifying the CTO. Individual task plans shall be negotiated and managed on a per task basis. Technical progress and resource expenditures for each CTO shall be reported monthly by the Contractor to the Government.

The contractor shall provide training required for employee development, maintaining existing skills of contractor personnel and ensuring continuity of services in the event of employee turnover. Software systems requiring qualified trained personnel include, but are not limited to, Microsoft Office Applications, SAP, Contract Management Module (CMM), NASA Technology Tracking System (NTTS), and Concur Government Edition (CGE).

The contractor shall ensure that appropriate staff attends meetings, seminars, and other administrative functions. Contractor employees shall clearly identify themselves as contractor employees when attending such events. The contractor shall comply with NASA policy guidelines and standards of Section 508 of the Rehabilitation Act.

The administrative services required under this contract shall be provided primarily at the Moffett Field site. Contractor personnel may be required to travel to temporary off-site locations that will be outlined in the task order and approved by the contracting officer.

ARC's core business hours are 9 a.m. to 3:30 p.m. If hours vary, specifics will be addressed in the applicable CTO.

## **3.0 CONTRACT MANAGEMENT AND ADMINISTRATION**

Effective contract management is essential to the successful execution of this contract. Overall contract management is a primary responsibility of the Contractor and will extend over the entire performance period of the contract. The Contractor shall provide:

### **3.1 Contract Administration**

Maintain communication with each supported organization and alerting the COR immediately of any problems that would prevent meeting established performance standards.

Provide detailed task proposals to the Government, including labor categories necessary to perform the work, number of hours necessary for completion by labor category and by task element, technical approach, and milestone schedule.

Provide property management to ensure accountability for government furnished equipment (GFE) and facilities and maintain responsibility for annual inventory surveys and accountability verification forms.

Be prepared to adjust the staffing level to accommodate the actual workload, i.e., hire and/or lay off staff as required within a reasonable time frame.

Provide the risk management activities that will be used to ensure that the Government has adequate insight into the risks associated with the Contractor's ability to accomplish the required work.

Document and obtain concurrence of the COR and CO for all deviations, waivers and non-compliance to the requirements specified in this SOW.

Attend Conferences and Seminars as directed by NASA. Obtain CO approval for all requests for travel and training (including attendance at meetings and seminars).

### **3.2 Contract Compliance and Quality Assurance**

Provide a well-defined, stable organizational structure with clear lines of authority and a clearly identified single point of on-site contact for interface to the Contracting Officer (CO) and the Contracting Officer's Representative (COR). The on-site point of contact, or designated alternate, shall be available to Government personnel during normal business hours.

Provide procedures and management supervision to ensure compliance with applicable Government policies, regulations, and contractual requirements for all work performed under this contract.

Comply with all Federal procurement regulations and applicable Ames' procedures that are subject to audit, and preparing for and participating in process audits as required by Center and Agency authorities. The Contractor shall attend relevant training, provided by the Government, as required for all on-site employees. Specific procedures will be indicated on each CTO response. These procedures include, but are not limited to, the following documents:

NPD 1280.1 NASA Management Systems

APR 1280.1 Ames Management System (AMS)

NPD 8730.5 NASA Quality Assurance Program Policy

### **3.3 Resource Tracking**

Provide management and administrative functions necessary to manage and to track the labor hours, materials, and other direct costs to perform contract management, and IDIQ task orders under this contract. This contract will require the simultaneous performance of multiple, interrelated tasks.

### **3.4 Resource Acquisition**

Acquire resources (equipment, supplies) as needed, not otherwise provided by the Government, to support the successful completion of all work. The Contractor may purchase, with COR approval, and in accordance with the Subcontracts clause at FAR 52.244-2, any materials (consumables and non-consumables) necessary for the fulfillment of their task requirements

### **3.5 Safety, Health, and Environmental**

The Contractor shall have and maintain current working knowledge of all relevant and applicable Safety, Health and Environmental policies, procedures, and regulations. The Contractor is responsible for providing their professional employees with training to maintain credentials and certifications necessary to perform this SOW. The Government will not directly reimburse the Contractor for this type of training, unless specifically itemized in Contract Task Orders (CTOs).

### **3.6 Security**

A limited number of Contractor personnel are required to have a Secret clearance for some work areas (e.g. Library Services and Management Systems Support). The Contractor is responsible for ensuring

only cleared personnel work on those assigned tasks in accordance with the CTO. Further information is identified within the DD Form 254.

### **3.7 Regulations and Guidance Documents**

The contractor shall comply with Federal, Agency, Center or other comparable regulations and guidance documents applicable to the work performed under this SOW. Applicable regulations and other directive documents will be provided to the contractor by the government. In addition, where appropriate, the contractor shall be required to create, comply with and maintain the currency of standard operating procedures or other procedural guides and related documentation that describe the work being performed in fulfillment of this SOW.

## **4.0 REQUIRED ADMINISTRATIVE SERVICES**

The Contractor shall provide administrative support services to various organizations, programs, and projects throughout ARC as specified per CTOs including, but not limited to, the following:

### **4.1 GENERAL CLERICAL AND ADMINISTRATIVE SUPPORT**

In accordance with CTOs, the contractor shall provide clerical and administrative services, including but not limited to:

#### **Clerical**

- Answering phones
- Arranging meetings and calendar management
- Greeting visitors
- Monitoring visitor reception area
- Filing office documents
- Taking meeting minutes
- Tracking requests for services
- Entering, tracking, and maintaining records, documents, and data
- Maintaining various ARC databases, as specified
- Drafting, processing, and finalizing letters and correspondence
- Sorting and distributing mail
- Preparing travel arrangements, authorizations, and vouchers
- Requesting visitor badges
- Preparing presentations and reports
- Preparing agendas and information packets
- Compiling, copying, and distributing documents
- Scanning documents for electronic mailing
- Managing office supplies

#### **Administrative**

- Assisting in all aspects of Property Management, including performing inventories of both NASA and contractor (ACES) equipment; maintaining list of equipment, property passes, and their owners; coordinating decaling of new equipment; and coordinating all activities associated with disposal of old equipment
- Assisting in all aspects of Project Management, including project scheduling and tracking; maintaining project archives; tracking project inventory; documenting project deliverables
- Assisting ARC employees with System for Administration, Training, and Educational Resources for NASA (SATERN) requests, and other specified training requests
- Submitting required forms for the submittal and retrieval of records from the Federal Records Center and other official records facilities holding ARC's Federal records
- Generating reports, queries, metrics, and letters necessary for Agency-wide and Center-wide data calls; contract, grant, and agreement closeout; assignment of inventions and copyrights

- Conducting day-to-day records management and coordinating related organizational-wide communications
- Preparing end-user procurement documentation (e.g., purchase requests and purchase card support, contract/grant administration)
- Preparing, organizing, and maintaining files and records (includes spreadsheets, charts, graphs, and project documentation)

#### **4.2 EVENT AND CONFERENCE SUPPORT**

As required by CTO, the contractor shall provide staffing support and management of event facilities and support ARC in event management including, but not limited to: administrative, logistical and general event support services to plan and conduct center-wide events, tours, conferences, symposia, colloquia, peer reviews, workshops, seminars, classes, receptions, banquets, award ceremonies and other recognition events, and meetings both on and off-site; staff and manage event facilities. The contractor may also be required to conduct post-event evaluations to determine how future events could be improved.

#### **4.3 TECHNICAL WRITING AND EDITING**

As required by CTOs, the contractor shall provide technical support to create, edit, and update documentation in support of various organizations, programs, and projects. This requirement includes but is not limited to:

- Coordinating input, assembling, compiling, organizing, and editing documentation.
- Conducting professional reviews, assessments and recommendations pertaining to the quality of document content in terms of readability and communication of information.
- Developing and maintaining a clear and comprehensible format and ensuring proper grammar and syntax in the text and figures. Recommendations shall also be made for graphical illustrations to ensure readability and clarity.
- Proofreading all reports, papers, documents, and journal articles for proper spelling, punctuation, capitalization, syntax and grammar, prior to distribution and publication.

#### **4.4 LIBRARY SERVICES**

As required by CTOs, the contractor shall provide support to a library to include, but not limited to:

- Publications processing support for NASA Formal Report Series, publication of documents in technical journals, and presentations at professional meeting.
- Maintaining the publication record document from receipt through distribution and electronic archiving.
- Identifying sources and vendors for word processing and editing support for both non-technical and technical documentation and manuscripts dealing with advanced subject matter such as: aeronautical or physical sciences; mathematical theory, and engineering; non-technical documents intended for administrative support audiences, educational audiences and the general public.
- Ensuring that scientists and the public can readily find and share research results.
- Verifying bibliographic data
- Maintaining ARC's holding records for all electronic journals.
- Processing materials requests; content management; acquisitions/cataloging; digitization; ingest; and dissemination.
- Keeping records current so that materials and library collections are traceable, shelved regularly, routed to customers as requested; and managing an effective material return process.
- Locating information for library customers using the collections and resources at the Center, other libraries outside the Center, and electronic literature searches such as DIALOG Information

Services, World Wide Web, NASA Technical Report Server (NTRS), Defense Technical Information Center, and Online Computer Library Center.

- Obtaining interlibrary loans when materials are not available at the Center, and loaning other libraries needed information and materials

#### 4.5 HUMAN RESOURCES SERVICES

As required by CTO, the contractor shall support in the functions of planning, recruitment and internal placement, position classification, personnel actions, award and recognition, employee development, training, higher education, employee relations, staff relocation, outplacement, function review/integration services and worker's compensation.

#### 5.0 DELIVERABLES AND REPORTS

Contract deliverables and reports are identified and described in the Contract Data Requirements List (CDRL) attachment to this contract. Task specific deliverables will be defined in each CTO. Since tasks are internally funded by the ARC requesting organization, contractor expense accountability must be accomplished on a task basis. All data obtained or developed during this contract must be provided to the Government upon request and in the format specified by the Government.

#### 6.0 PHASE-IN / PHASE-OUT

Phase-In: The phase-in process shall be accomplished as expeditiously as possible, with a maximum phase-in period of 30 days. The phase-in process shall not adversely impact the work being done by the outgoing contractor. It shall be conducted in a manner consistent with safe operation requirements. The incoming contractor is responsible for providing a qualified contractor staff by the end of the phase-in period.

Phase-Out: Upon completion of this contract, the outgoing contractor is responsible for the orderly transfer of duties and records to the incoming contractor. This should be accomplished in an expeditious manner, consistent with any contract phase-in schedule, while minimally impacting ongoing task orders. The contractor shall submit a phase-out plan no later than 60 days before the end of the contract for Government review and approval.

#### 7.0 PERFORMANCE STANDARDS

Performance Objective	Contract Requirement	Performance Threshold
Deliver quality service	As identified in each CTO	Performance is acceptable when the contractor's service meets all contractual requirements with some minor problems and all corrective actions are satisfactory. Quality includes, but is not limited to, timeliness, accuracy, professionalism, and effectiveness.
Customer satisfaction	SOW Sections 2.0 & 3.0 and CTOs	Performance is acceptable when the contractor meets all requirements stated in these sections with no mission impact, and the Task requester accepts all submitted deliverables on

		the CTO.
Develop and submit all required deliverables	SOW Sections 3.0 & 4.0, Contract Attachment J(a)2, and CTOs	Performance is acceptable when 95% of all deliverables are received on time and determined accurate/acceptable (at contract and/or task order level).