CENTER ADMINISTRATIVE AND TECHNICAL SUPPORT SERVICES (CATSSII)

PERFORMANCE WORK STATEMENT

March 12, 2015
Revision 1

REVISIONS

Revision Number	Date	Brief Summary of Changes
1	03/12/2015	See SF30 Continuation Sheet

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1.0 INTRODUCTION

The Neil A. Armstrong Flight Research Center (AFRC) is the National Aeronautics and Space Administration's (NASA) primary center for atmospheric flight research and operations. NASA Armstrong is critical in carrying out the agency's missions of space exploration, space operations, scientific discovery, and aeronautical research and development (R&D).

Located at Edwards, California, in the Western Mojave Desert, Armstrong Center is uniquely situated to take advantage of the excellent year-round flying weather, remote area, and visibility to test some of the nation's most exciting air vehicles. Armstrong Flight Research Center plays a vital role in advancing technology and science through flight. Here, we demonstrate America's leadership in aeronautics and space technology as we continue to push the envelope to revolutionize aviation and pioneer aerospace technology.

NASA-AFRC employs a complement of civil service and contractor personnel to execute its mission of flight research operations. Along with a varied fleet of research and support aircraft, NASA-AFRC has facilities for high temperature and loads calibration, flight instrumentation, flight systems development, flight simulation, flow visualization, data analysis, and systems integration.

This Performance Work Statement (PWS) provides the requirements for technical and administrative services in support of directorates, programs, offices, and other Government agencies located at or supported by NASA-AFRC.

2.0 SCOPE OF WORK

The contractor shall perform Center Administrative and Technical Support Services (CATSS) functions to support NASA-AFRC activities. The primary facility is located at Edwards Air Force Base. Two additional facilities are located in Palmdale, California – the AERO Institute and Building 703, Site 9, Palmdale, California (hereafter referred as Building 703). Some temporary work or support may be required at local communities or other locations.

3.0 BACKGROUND INFORMATION

The contractor shall perform high quality administrative and technical support services to assist NASA-AFRC to fulfill its missions. These services include functions that support NASA-AFRC through ongoing requirements and special projects.

The Government will issue Task Orders (TOs) to support the requirements under Sections 4.1 through 4.10. The TOs issued against this contract will contain references to applicable sections of the PWS and describe in specific performance-based terms the work to be accomplished, cost, milestones, metrics, schedules, deliverables and completion dates. The specific performance-

based standards will be included in each task description. TOs will be issued for authorized performance in accordance with Task Ordering Procedures to be described in the TO request for proposal.

4.0 FUNCTIONAL REQUIREMENTS

The contractor shall perform the functions described in the following sections. Performance standards are provided for each functional area (see PWS Section 12.0). A written evaluation will be performed on a semi-annual basis.

4.1 RESOURCES MANAGEMENT OFFICE

The NASA-AFRC Resources Management Office (RMO) has oversight responsibilities for all budget activities. Resources Management functions primarily assist in coordinating the development and submission of AFRC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding including Center organizations, programs and projects. In some cases additional support may be required for fluctuations in the requirements that may be caused by changes in Center organizations, programs and projects being supported.

It is anticipated the functions in this section of the PWS will not require a security clearance.

4.1.1 Tasks

Duties constituting support to the RMO are identified below; however, the Task Monitor (TM) may identify specific tasks to the contractor's site manager or RMO group lead. The nature of the work is continuous and is needed during normal AFRC operating hours. Some tasks may require limited non-duty hour support on an as-needed basis.

The contractor must support all budget activities to include: running queries using current NASA-AFRC or Agency software; preparing and updating reports, including end-of-month, ad-hoc, and presentation charts required by the RMO civil servants; and tracking labor, procurement, and travel budgets from commitment to disbursement.

The standard software currently used is Microsoft Office (including Word, Excel, Outlook, and PowerPoint), Systems Applications Products (SAP) (financial software), Business Objects (BOBJ), Project Management Tool (PMT), and Center mainframe systems. Other Government directed and approved software may be introduced during the performance period. Specific tasks are as follows:

- Provide assistance to the RMO civil servants in their preparation of Planning, Programming, Budgeting and Execution (PPBE) deliverables.

- Assist RMO civil servants in: tracking multiple documents and reports; loading databases with formulation data; and tracking of planned (budgets) vs. actual data (obligation and cost).
- Process requisitions using SAP. The contractor will create requisitions in accordance with NASA-AFRC guidelines. Requisitions will be tracked to ensure commitment, obligation, costing and disbursement.
- Coordinate pre-travel requests and track travel authorizations, vouchers, and the travel budget. Final products must be checked thoroughly.
- Process end-of-month reports and charts using SAP and BOBJ. Update budget worksheets to keep current with Center financial and procurement actions and data.
- Monitor reports and identify variances and discrepancies to RMO civil servants.
- Identify discrepancies and notify RMO civil servants. Notification will include recommended changes, solutions, and possible fixes.
- Perform routine administrative functions such as filing, photocopying, and faxing. Attend meetings and present information and reports as needed.

4.1.2 Resource Assistant

- Support the development of budgets, in accordance with the Agency Program Planning and Budget Execution (PPBE) process.
- Gather, organize, consolidate, and maintain budget information and databases (including but not limited to historical costs, contracts, and workforce) in accordance with various Agency and Center requirements.
- Research pertinent information to assist in projecting estimated costs of budget requests, requirements and revenues in support of the formulation of the budget levels.
- Analyze trends, costs, and rates to identify problems or potential need for modifications and report findings to the Resources Analyst.
- Support the preparation, monitoring, and posting of budget elements including travel, training, procurement, workforce plans and labor requirements.
- Support preparation of budget submissions and responding to calls from Agency and Center organizations for various financial plans, such as monthly phasing plans and budget submissions.
- Organize and coordinate budget information from programs and projects and/or performing organizations/cost centers.
- Develop, analyze, and maintain real-time spreadsheets/databases of full-cost budgets including supporting documentation of budget adjustments and detailed records of budgets by mission, theme, programs and projects, organizations, cost centers, and/or work breakdown structure (WBS).
- Perform review of budget data to assure consistency by detecting and recommend correcting budget errors.

- Review and track monthly commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
- Monitor budgets to identify budget exceed errors, analyze cause and recommend the resolution to resolve errors.
- Assist in the creation of cumulative and monthly spending plans for commitments, obligations and costs at appropriate levels applying budget-forecasting techniques.
- Prepare routine and ad-hoc budgetary reports and presentations for AFRC managers as directed by the Resources Analyst.
- Create monthly reports detailing budget status, identifying issues and potential solutions
- Provide recommendations for improvements to data entry procedure.
- Provide support in creating, populating and maintaining spreadsheets, databases or other forms of documentation necessary for efficient budget formulation, execution, and operation within the customer organizations.
- Analyze actual commitments, obligations and costs versus the plan to report variances and recommend to the Resources Analyst corrective actions to meet financial metrics.
- Assess the financial and budgetary status of operations and programs and assist in analyzing the impact of budget/guideline changes on programs, projects and organizational elements.
- Support the preparation of budget analyses, including preparation of periodic activity reports and reviews.
- Perform project planning and scheduling.

4.2 FINANCIAL MANAGEMENT OFFICE

The Financial Management Office operates the Armstrong Centralized Travel Office (ACTO) for NASA-AFRC. All work performed by the contractor must be in compliance with Government financial rules and regulations. The following are examples of the governing rules:

- NASA Procedural Requirements (NPR)
- Treasury Financial Manual (TFM)
- Federal Travel Regulations (FTR)
- Federal Acquisition Regulations (FAR)

It is anticipated the positions in this section of the PWS will not require a security clearance.

4.2.1 Armstrong Centralized Travel Office (ACTO)

The contractor shall manage and operate the ACTO. The ACTO will perform travel related services to include domestic and international travel. The office will be open throughout normal duty hours each day, including the lunch period.

The contractor shall create, monitor, and reconcile travel authorizations; uses traveler inputs to make reservations (e.g. airlines, rental cars, hotels, etc.); uses traveler inputs to prepare travel vouchers and route for approval; establish accounts receivable for cancelled travel; and assist travelers with Gain-sharing. The contractor shall monitor the travel system batch process interface to the business system. The contractor shall correct and document any discrepancies promptly.

4.2.1.1 Centralized Travel Office Tasks

a. Travel Authorizations:

- Prepare correspondence.
- Prepare Service Requests (SR) to Competency Center (CC) as required.
- Review travel questionnaires provided by traveler to ensure all conference related travel has the appropriate approval as required by Agency and Center policy.
- Submit data to a Government-wide, web-based, end-to-end travel management system, from questionnaire.
- Make travel reservations through the Government-wide, web-based, end-to-end travel management system as appropriate. Reservations may include airline, hotel, rental car, and shuttle pick-up/drop-off, etc.
- Prepare travel authorization in accordance with regulations and Center policy.
- Provide travelers with their travel itinerary.
- ACTO will process cancelations as appropriate and will provide travelers with a cancellation confirmation number.
- Monitor travel questionnaires for participation in Gain-sharing. Input information utilizing AFRC Form D-WK 705-9 to ensure minimum savings are met. Maintain NASA Form C-632 to calculate yearly savings for each traveler.
- Collect data (travel metrics) e.g., number of calls required to complete/confirm reservation etc. Provide reports and metrics as requested.
- Generate and maintain a spreadsheet that tracks each travel request received from the time the traveler's questionnaire is received in the ACTO until the traveler has been ticketed.
- Generate and maintain a spreadsheet from the time the traveler's voucher is submitted to ACTO until the time that the traveler is reimbursed.

b. Travel Vouchers:

- Prepare correspondence.
- Prepare Service Requests (SR) to Competency Center (CC) as required.
- Submit travel voucher information provided by the traveler into the Fed Traveler System.

- Process vouchers in a timely manner to NASA Shared Services Center (NSSC) for payment in the business system.
- Check on status of vouchers until paid.
- Resolve any and all disputes pertaining to disbursements.
- Collect data (travel metrics) e.g., number of calls required to complete/confirm reservation etc. Provide reports and metrics as requested.
- Generate and maintain a spreadsheet that tracks each travel request received from the time the traveler's questionnaire is received in the ACTO until the traveler has been ticketed.
- Generate and maintain a spreadsheet from the time the traveler's voucher is submitted to ACTO until the time that the traveler is reimbursed.

c. Credit Card:

- ACTO Team Lead will perform duties as "Alternate Center Agency Program Coordinator" (Alternate A/OPC). These duties include assisting the primary A/OPC in the maintenance of the government travel card program. Administering the new card application process to include monitoring required training is complete by each new card applicant. Assisting in opening, closing, and updating credit card holder accounts using travel card program's web based database. Running reports when necessary. And providing customer service when holders or travel card program office has a question or requirement.

The ACTO will be used for official business travel only.

Of primary concern are final products that are sent out of the various offices and serve as source documents for other functions or offices. The goal is to have zero errors in completed work and to meet all deadlines.

4.2.2 Accounts Payable

The contractor shall provide voucher examination and payment services including assembling, reviewing, processing, recording, reporting, and reconciling commercial and government invoices.

4.2.2.1 Accounts Payable Support Tasks

a. Fee Invoices:

Submit fee invoices received from the NSSC to the contracting officer. Submit the approved or rejected fee invoice to the NSSC Accounts Payable representative for NASA-AFRC.

b. Other Invoices:

The contractor must submit all other invoices received from the NSSC to the appropriate technical representative. Upon return of the invoices, submit them to the NSSC.

The contractor must generate reports, collect and enter data in Accounts Payable Work Management System (AWMS), Invoice Concurrence System (ICS) and Systems Applications Products (SAP). The contractor shall monitor the status of invoices.

4.2.3 References

The following additional references are applicable to the Financial Management Office section of the Performance Work Statement:

- DCP-C-001, Core Financial Property Accounting;
- DCP-C-002, Vendor Invoice Approvals and Costing;
- DCP-C-020, Travel: Pre-Travel Process;
- DCP-C-021, Travel: Post-Travel Process;
- DCP-C-023, Emergency Official Government Travel;
- DCP-C-024, Local Travel;
- DCP-C-025, Gain-Sharing Travel Savings Program;
- DOP-C-0006, Core Financial Operation Manual;
- NPR 9010.1, Financial Management Requirements Overview (Revalidated w/change 1 - 7/10/12);
- NPD 9010.2A, Financial Management;
- NPR 9010.2A, The Continuous Monitoring Program and Financial Management Operating Procedures;
- NPR 9010.3, Financial Management Internal Control;
- NPR 9050.1A, Official Representational Fund w/Changes 1 - 5 (Revalidated 05/10/2012);
- NPD 9050.1B, Official Representational Fund w/Changes 1-2 (Revalidated 05/10/12);
- NPR 9050.2A, Advances and Prepayments;
- NPR 9050.3, The Anti-Deficiency Act (Revalidated May 21, 2013 w/change 1);
- NPD 9050.3F, Administrative Control of Appropriations and Funds (Revalidated with change 1 on 6/8/12);
- NPR 9050.4, Cash Management and Improper Payments;

- NPD 9050.6J, NASA Exchange and Morale Support Activities;
- NPR 9060.1, Cost Accruals;
- NPD 9070.1A, Business Cards (Revalidated 11/09/11);
- NPD 9070.2, Government Charge Cards;
- NPD 9080.1G, Review, Approval, and Imposition of User Charges (Revalidated w/ admin changes 8/28/09);
- NPR 9090.1A, Reimbursable Agreements;
- NPR 9095.1, Working Capital Fund Policies and Requirements;
- NPR 9130.1, NASA Financial Information Systems;
- NPR 9200.1, Accounting General Overview (Revalidated 3/27/13 with Change 1);
- NPR 9210.1A, Fund Balance with Treasury;
- NPR 9220.1A, Journal Voucher Preparation and Approval and Intergovernmental Transactions;
- NPD 9250.1A, Capital Asset Identification and Treatment;
- NPR 9250.1B, Property, Plant, and Equipment and Operating Materials and Supplies;
- NPR 9260.1, Revenue, Unfunded Liabilities and Other Liabilities;
- NPR 9290.1A, Special Accounts;
- NPR 9310.1A, Financial Management Reports - Accounting;
- NPD 9310.1D, Delegation of Authority - To Submit the Agency Report on Fund Status and the Agency Certification of Obligations and Expenditures;
- NPR 9311.1, External Reports – Budget;
- NPR 9420.1, Budget Formulation;
- NPR 9470.1, Budget Execution;
- NPD 9501.1I, NASA Contractor Financial Management Reporting System;
- NPR 9501.2E, NASA Contractor Financial Management Reporting;
- NPR 9610.1, Accounts Receivable;
- NPR 9615.1, Accounts Payable;
- NPR 9620.1, Payroll;
- NPD 9630.3F, Designation of Authority to Render Advice on Questions Involving the Propriety of Certain Payments (Revalidated 08/31/2011);
- NPR 9631.1, Disbursements;
- NPR 9635.1, Billings and Collections;
- NPR 9640.1, Financial Management of Contractor Claims Against NASA;
- NPR 9645.1, Claims for Erroneous Payment of Pay and Allowances, Travel and Transportation, Relocation Expenses and Allowances;
- NPD 9645.2E, Delegation of Authority-To Waive Claims for Erroneous Payment of Pay and Allowances, Travel, Transportation, and Relocation Expenses and Allowances-Revalidated (3/27/2013) with Change 1;
- NPR 9660.1A, Vital Financial Records for Emergency Operations;

- NPR 9680.1A, NASA's Management of Grants and Cooperative Agreements;
- NPR 9690.1, Investments (Revalidated, November 10, 2011);
- NPR 9700.1, Travel (w/change 3);
- NPD 9710.1W, Delegation of Authority - To Authorize or Approve Temporary Duty Travel on Official Business and Related Matters;
- NPD 9741.1B, Delegation of Authority-To Grant Exemptions from the Mandatory Use of the Government Contractor-Issued Travel Card (Revalidated 11/2/10).

4.3 ACQUISITION MANAGEMENT OFFICE

The main function of the Acquisition Management Office (AMO) is to award and administer contractual instruments in support of the NASA-AFRC mission. Contractual instruments include contracts, purchase orders, delivery orders, task orders, interagency purchase requests, grants, and cooperative agreements. The contractor's responsibilities include providing the following support:

- Prepare and maintain contractual instrument files, in particular files for Interagency Purchase Requests, purchase orders and orders placed against other Government contracts (e.g. General Services Administration (GSA) schedules, NASA Scientific and Engineering Workstation Procurement (SEWP) contracts, unsolicited proposals and Blanket Purchase Agreements);
- Collect and input data and prepare reports using NASA and NASA-AFRC Business Systems (e.g. Systems Applications Products (SAP), the Federal Procurement Data System-New Generation (FPDS-NG), Accounts Payable Work Management System (AWMS), Invoice Concurrence System (ICS) Contracting Management Module (CMM); Wide Area Work Flow (WAWF); and NASA Aircraft Management Information System (NAMIS)
- Provide general administrative support to the AMO such as word processing, filing, reproducing, e-mailing, scanning and distributing documents;
- Run reports as requested (e.g., comparing FPDS-NG and CMM data entry, BOBJ reports, etc.);
- Prepare Service Requests (SR) to Competency Center (CC) as required; and
- Submit reports to the NASA Competency Center on service requests (SR).

4.3.1 Specific Tasks

Specific tasks constituting acquisitions management office support are, in general, identified in the following paragraphs. On occasion, the AMO will assign the contractor special one-time tasks that fall within the general scope of a specific task description but are not identified in the paragraphs below.

4.3.1.1 Bankcard, Data Processing, and Office Administration Support

The contractor is responsible for performing the following functions:

a. Word Processing:

Prepare documents (forms, letters, envelopes, labels, etc.). Final versions of all documents must comply with NASA and NASA-AFRC policies and procedures.

b. Bankcard Support:

The Contractor shall provide administrative support for the NASA-AFRC Bankcard program in accordance with NASA and NASA-AFRC policies and procedures to:

- Assist in establishing Cardholders accounts with purchase-card contractor;
- Assist cardholders with monthly reconciliation;
- Import and Export Bank Transactions;
- Provide Bankcard Manager, Cardholders, and Approving Officials with reconciliation status and reports;
- Assist in maintaining records of cardholders and approving officials, training histories and closed accounts;
- Assist with running reports;
- Assist with Data Calls from NASA Headquarters and NASA Shared Services Center;
- Submit reports to the NASA Competency Center on service requests (SR); and
- Participate in working group activities.

c. Data Processing:

Enter data into Federal Government, NASA and NASA-AFRC Business Systems. Data entry includes, but is not limited to, requisitions, contractual instruments, receiving reports, and invoices. Any incomplete information must be coordinated with the originator for completion of required data.

Verify the data provided has been entered as submitted. If any errors are generated, resolve those errors with the data originator.

The contractor shall perform FPDS-NG verification and validation in accordance with DPL-5000.1 entitled, "Dryden Plan Code A Procurement Data Quality Plan."

Provide super user, testing, training, and report generation support and maintenance for bReady modules (e.g. CMM, SAP) and other related procurement business systems (e.g. Enhanced Procurement Data Warehouse (EPDW)) that are in production.

d. Document Distribution:

The contractor shall distribute documents generated in the AMO.

4.3.1.2 Interagency Purchase Request

The contractor must process requisitions designated as being for an interagency agreement, except for contracting officer signature, as delineated in Federal Acquisition Regulations (FAR) Part 17.5 and NASA FAR Supplement (NFS) Part 1817.5 and 1817.70.

4.3.1.3 Simplified Acquisition Procedures (SAP)

The Contractor shall accomplish simplified acquisition procedures, commonly referred to as "small purchases," or "simplified procedures," in accordance with applicable regulatory and statutory requirements. The contractor shall have a thorough knowledge of Federal Acquisition Regulation (FAR), and other acquisition related guidance or familiarization with other agency supplemental procurement regulations (i.e. NASA FAR Supplement (NFS) or Defense FAR Supplement DFARS). All procurement actions, files, documentation, and administration shall comply with the FAR, NFS, NASA-DFRC Dryden Organizational Procedures (DOP), and other guidance specific to each action. Typically, purchases made using SAP do not exceed the Simplified Acquisition Threshold, as defined by FAR 2.101, in value and comply with FAR and NFS Parts 8, 12, and 13. However, in accordance with FAR Part 13.5 using the Test Program for Certain Commercial Items, the threshold for this requirement may include commercial item purchases.

In addition to purchase orders, the contractor will be required to prepare orders against existing Agency or Government-Wide Acquisition Contracts (GWACs) such as Solutions for Enterprise-Wide Procurement (SEWP), General Services Administration (GSA) and Blanket Purchase Agreements (BPAs).

The contractor shall administer the resultant orders from award through physical completion. Administration includes: (1) document distribution; (2) ensuring on-time delivery of procured supplies in coordination with AFRC's Receiving Department; (3) preparing modifications as required to formally reflect procurement administration; and (4) transferring the physically complete folder to the closeout contractor. The contractor will be provided access to AFRC's acquisition systems to facilitate performance of these tasks.

The contractor shall closely coordinate with the CO to ensure that the purchase will be prepared, executed, and administered in a manner which accurately represents the Government's needs and is in the Government's best interests. The CO may require assistance in preparing communications with vendors, potential vendors, contractors and customers.

The contractor shall maintain an aircraft parts order log that government personnel can access.

4.3.1.4 Procurement Pre–Award Processing

The contractor shall perform the following activities:

- Review requisition package, (statements of work, information technology waivers, sole source justifications, etc.) to ensure the package is complete and recommend an appropriate course of action to acquire the product or service;
- Prepare procurement file;
- Conduct market research to identify potential sources and contract vehicles. Potential sources should include socio-economic program participants (i.e., small businesses, 8(a) Business Development firm, Historically Underutilized Business Zone (HUBZone) small businesses, women-owned small businesses (WOSB) and Service Disabled Veteran-Owned Small Businesses (SDVOSB);
- Prepare Synopses of Proposed Contract Actions, Request for Quotes (RFQs), Request for Proposals (RFPs), Combined Synopsis/Solicitations and synopses of contract award;
- Publicize contract actions on the NASA Acquisition Internet System (NAIS) Electronic Posting System (EPS) and upload documents from NAIS to the Federal Business Opportunities (FedBizOpps) website or display in a public place;
- Document actions leading to instrument award in accordance with FAR and NFS;
- Prepare award instrument for CO's signature;
- Ensure property quality assurance requirements are obtained and issued with solicitation and award documentation, as required; and
- Ensure awards are made to vendors on the Qualified Vendor's List or appropriate waivers are obtained, in accordance with DCP-058, as required.

Prior to release of (1) synopsis; (2) solicitation; (3) orders; and (4) modifications to items (1), (2), and (3) outside of the AFRC AMO, the contractor shall submit all documentation to the CO for review and/or signature.

Selection of firms for award and signing of obligating documents shall remain the responsibility of a NASA-AFRC CO.

4.3.1.5 Procurement Post-Award Processing

The contractor shall perform the following activities:

- Prepare appropriate documentation for the exercise of options, incremental funding and other modifications.
- Track and maintain incremental funding profiles (such as value, cumulative obligated dollars, and future Program dollars to fully fund) in order to ensure timely obligations.
- Perform follow-up actions on all delinquent orders as soon as possible in order to protect the Government's interests.
- Serve as the focal point for collecting, delivering, transferring, tracking, photocopying/scanning, and returning procurement files (e.g., contract, purchase order, grants/cooperative agreements) to and from Contract Specialists, Contracting Officers, or the file room for internal or external audits, surveys and special requests.

4.3.1.6 Construction Support

- Review contractor payroll against the Wage Determination in the contract and identify to the Contracting Officer incorrect wage classifications, incorrect hourly wages, fringe benefits problem, and apprentice program compliance. Draft correspondence to have any discrepancies corrected.
- Monitor the receipt of the payrolls to ensure that they are being submitted within the required time frames.
- Setup and prepare reports, letters, mailing labels, and other text materials.
- Respond to inquiries from customers and provide information about the procurement status.
- Process visitor requests and escort visitors.
- Enter data from documents into CMM, FPDS-NG, and other procurement systems.
- Assist with the filing and reproduction of procurement documents.
- Assist with the logistics and coordination of preconstruction orientation and site visits.
- Attends construction meetings and records action items.

4.3.2 AMO Lead

The AMO lead shall be responsible for:

- Assigning work;
- Tracking work assignments from inception until close-out with particular emphasis on ensuring customer deadlines are met and are in accordance with the Federal Acquisition Regulations and NFS;

- Preparing various reports related to workload, i.e. requisitions received, orders placed, delivery received, invoices paid, etc.), competition goals, procurement lead-times/milestone tracking, etc.;
- Maintaining currency on office policies, processes, and procedures;
- Coordinating and reviewing acquisition related documents to formulate a recommended acquisition strategy to the Acquisition Management Office's assigned CO; and
- Training or obtaining training for staff so they are current on office policies, processes, and procedures.
- Ensuring all personnel working under this contract are fully trained, competent, and experienced in the acquisition disciplines necessary to perform the tasks assigned.

The AMO lead shall possess the following qualifications:

- Bachelor of Arts (BA) or Bachelor of Science (BS) degree or higher (Business or Business related field is preferred), or a minimum of 6 years of federal acquisition related experience;
- General knowledge of the Federal Acquisition Regulation, with specific knowledge related to FAR Part 13, Simplified Acquisition Procedures; and
- Have the ability to manage office workload for a staff of 3-7 people.

4.3.3 References

The following additional references are applicable to the Acquisition Management Office section of the Performance Work Statement:

- DCP-A-001, Using the Procurement System;
- DCP-A-007, Purchase Card Process;
- DCP-A-012, Identification of Vendor Sources;
- DCP-A-014, Aircraft Parts Purchasing;
- DOP-A-004, Socioeconomic Programs;
- DOP-A-005, Non-Competitive Procurement;
- DOP-A-006, Past Performance Information;
- DOP-A-011, Purchase Card Program Coordinator;
- DPD-5101.1-001, Requirements for Legal Review of Acquisition Matters;
- NPD 5000.2C, Small Business Subcontracting Goals;
- NPD 5101.1E, Requirements for Legal Review of Procurement Matters;
- NPD 5101.32E, Procurement, Grants, and Cooperative Agreements;
- NPR 5101.33A, Procurement Advocacy Programs;
- NPR 5200.1D, Industrial Labor Relations Manual;
- NPD 9070.2, Government Charge Cards.

4.4 TECHNICAL PUBLICATIONS OFFICE SERVICES

The NASA-AFRC Technical Publications Office's (TPO) function is to provide specialized publishing services in support of the NASA Scientific Technical Information (STI) Program.

4.4.1 Primary Technical Publications Functions

The primary functions include technical editing and related assistance such as formatting to pertinent STI and other applicable specifications. In addition, the contractor shall perform all related functions, such as work control and scheduling; customer support; development, documentation, and maintenance of internal operating procedures and systems; data gathering; records maintenance; productivity and project status report preparation; and problem follow-up and resolution.

The TPO shall accommodate walk-in customers and requirements that occur throughout the business day. Extended hours may be required to promote operating efficiencies and ensure that deadlines are met.

The contractor shall respond to customer contacts, especially over the telephone and e-mail systems.

The contractor shall also be periodically asked, and expected, to provide input to assist NASA in streamlining the reports and publications process. These may be formal or informal (verbal, interview, e-mail, up to and including, creating or editing of process documents).

Printed reports shall contain no proofreader-caused errors.

All required files shall be obtained and ready for use by editors by the final document stage.

The quality of the finished products shall meet or exceed those of professional technical publications, such as Institute of Electrical and Electronics Engineers and American Institute of Aeronautics and Astronautics (IEEE and AIAA) journals and proceedings.

Some work assignments may require personnel to have a SECRET security clearance.

Specific tasks constituting technical publications office support are, in general, identified in the following paragraphs.

4.4.2 Editing and Formatting

The contractor shall provide technical editing; proofreading; editorial assistance, formatting (including manual and/or electronic format, layout, and graphic art and photograph placement); and document distribution services.

The contractor shall review, edit, rewrite, and prepare for publication manuscripts dealing with advanced technical subject matter in the areas of aeronautical or physical science, mathematical theory, engineering disciplines, and computer science; and shall ensure that said reports comply with applicable standards, policies, and procedures, including those pertaining to Greek and mathematical notation. The Contractor shall coordinate all aspects of editorial production (on-line and hard copy), resolve questions arising from author review and proofreading, and ensure that printing and distribution requirements are met.

The contractor shall proofread draft and produce draft and final versions of technical reports, reading for clarity, grammar, punctuation, spelling, capitalization, usage, and format to ensure compliance with good writing standards and NASA publication standards and policies; and shall examine documents for obvious errors and appropriate layout, comparing them with previous versions to ensure that the revised versions comply with editor and author modifications. The Contractor shall facilitate all necessary changes to the final version and ensure that the document is ready for duplicating, printing, and electronic distribution (electronic Document Availability Authorization) to the AFRC STI Manager; shall ensure that front matter is correct, and that appropriate restriction notices are properly included; and shall prepare instructions for the duplicating machine operators and/or printing specialist.

The contractor shall edit and determine the size of computer-generated illustrations and line drawings as well as adding crop marks for photographs appearing in formal NASA series reports, journal articles, and meeting papers; and shall prepare work orders and collaborate with the Graphics and Photo/Imaging departments to facilitate the production and integration of figures into reports during all phases of report preparation. In cases in which graphic art or photographs have been used in previous publications, the contractor shall retrieve these items from the NASA AFRC archives and integrate them into the current document when possible.

The contractor shall process incoming drafts and electronic files from authors for editing and production preparation; and shall modify electronic files containing peer-reviewed versions to conform to editor and author revisions. The contractor shall archive and prepare electronic files of finished documents and/or bibliographic citations with abstracts for further electronic distribution; and shall check reference citations for accuracy.

The contractor shall provide information management services for the AFRC Technical Publications functions in compliance with applicable standards. The contractor shall produce on-line products from database records for electronic distribution and print-on-demand processing.

The contractor shall provide electronic publishing support for various documents, such as NASA Series reports, journal articles, and meeting papers. Document preparation consists of producing electronic files for on-line dissemination and printing using an electronic publishing print-on-demand system. The electronic publishing software package used is Microsoft Word on a

Windows platform; limited support for Word on a Macintosh platform is also available. Adobe Acrobat is used for creating Portable Document files (PDFs) to archive the final version of edited documents. The Graphics and Photo/Imaging Departments typically provide illustrations products using Adobe Illustrator and Adobe Photoshop; however, these documents originate in the software packages provided by authors and may have been originated using Windows or UNIX operating systems. Such computer files shall be created, modified, transferred, converted, and saved into Microsoft Word formats on appropriate platforms to allow integration into electronic documents. While the software programs mentioned are currently used at AFRC, new AFRC or Agency software programs may be introduced as needed.

The contractor shall ensure that the final output meets publication requirements, including good electronic publishing and typesetting standards and principles.

The contractor shall archive electronic copies of published documents in original production format (currently Word) and in PDF on the local server backup system.

The contractor shall create PDF files for incorporation into the AFRC Technical Reports Server, using Adobe Acrobat software.

The contractor may occasionally assist the NASA-AFRC authors in submitting a final document to a conference or a journal. If the conference or journal Web site requires a password or an account (or both) in order to upload a document, the primary author or coauthor assumes full responsibility for the password, the account, and the task and success of the upload. The TPO neither creates nor maintains these types of accounts. There is no circumstance under which a TPO staff member would share any type of password(s). The contractor shall perform all tasks necessary to produce a submittal-ready final manuscript that the author will submit to the conference or journal before the required deadlines.

4.4.3 Visual Information

The contractor shall plan and create visual materials in support of the Technical Publications Office. Examples of office support tasks include, but are not limited to, the following:

- Assemble and analyze information to write and design technical and business presentations, reports, briefs, and related technical and administrative publications in support of all AFRC Mission Directorates to be given to Headquarters (HQ), Partners, and other very important persons (VIPs) about AFRC Programs, Projects, and technical capabilities.
- Effectively communicate both orally and in writing, in order to prepare documentation and instructions on how to conduct design projects; interpret information; and present visual summaries of data to establish technical specifications and to develop the subject material for publication.

- Incorporate existing or coordinate the development of multimedia materials with AFRC Photo, Video, and Graphics departments in development of these presentations.
- Develop and maintain a library of presentations of various projects and capabilities to rapidly re-use or assemble key leadership presentations on short notice.
- Support AFRC Office of the Director in presentation development (AFRC 101, Administrator and Associate Administrator (AA) briefings, etc.).
- Establish and manage a standard, unified "look and feel" template for all presentations to ensure consistent high quality communications.
- Arrange material including photographs, drawings, sketches, diagrams, and charts to illustrate material for production, duplication and distribution.
- Track and respond to action items from various sources.
- Assist with the development and maintenance of documentation to include desktop procedures and continuity folders.

4.4.4 Specialized Office Support

The Contractor shall provide specialized office support for the TPO. Examples of office support tasks include, but are not limited to, the following:

- Order copies of reprints of AFRC-generated technical reports;
- Prepare historical and administrative files and records for storage or archive;
- Close out, destroy, or send electronic and paper records and files to storage, archive, or both, as required by Agency recordkeeping ruling documents.

The contractor shall create, maintain, modify, augment, test, and document conventional and electronic databases, files, and records used to administer, log, and track activities of the NASA AFRC STI editing, publishing, and document preparation. The contractor shall ensure that the database and file administration is reliable, timely, accurate, and not corrupt. The contractor may use the data contained in these databases to generate the following, as required:

- Productivity, job status, and progress reports;
- Publication production elements, such as research report art numbers, document designators, and number of pages, equations, and figures in the original draft manuscript versus the final STI document;
- Mailing and distribution lists;
- Inventories, maintenance requests, and repair status records for equipment;
- AFRC Technical Reports Server: URL http://dtrs.AFRC.nasa.gov/;
- Historical files for each finished report.

The contractor shall provide the TPO Task Monitor (TM) a weekly publications productivity and project status report regarding all assigned products. Cumulative productivity and project status

reports for the fiscal year shall be submitted to the TPO TM within the first 3 working days of each month and shall contain data for the previous month.

4.4.5 Visual Information Position Requirements

Knowledge of the theories, principles, and concepts of artistic design and display and visual communication in order to apply the most recent technical advances in the field of graphic arts in the development, design, and projection of a wide variety of visual materials (e.g. booklets, pamphlets, brochures, reports, Power Point presentations, posters, event programs, certificates, etc). Knowledge of a range of technical and creative methods and practices relating to the design, development, and production of visual materials including computer hardware, software, and applications in order to develop, design, and produce visual materials. Ability to conceptualize and design products and develop contents for visual materials and develop visual products.

4.4.6 References

The following references applicable to the Technical Publications Office section of the Performance Work Statement:

- DCP-R-001, Technical Publications Development and Approval;
- DCP-R-005, Approval Process for Formal Oral Presentations;
- DCP-R-006, Publishing, Distributing, and Archiving Scientific and Technical Information (STI);
- DCP-R-008, Patents;
- DCP-X-002, Export Control Program;
- NASA NPD 2200.1, Management of NASA Scientific and Technical Information (STI);
- NASA NPR 2200.2, Requirements for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information;
- NASA Scientific and Technical Information: Scope and Subject Category Guide, URL http://www.sti.nasa.gov/sscg/subcat.html;
- NASA SP-2006-2114, "NASA Scientific and Technical Information Standards," October 2006;
- NASA SP-7084, Grammar, Punctuation, and Capitalization: A Handbook for Technical Writers and Editors, 1990;
- NASA SP-2005-7602 (Rev.1), NASA Publications Guide for Authors, July 2005;
- NASA TM 105419, Technical Report Writing;
- NPR 1441.1, NASA Records Retention Schedules;
- NPR 2190.1, NASA Export Control Program;
- NPR 1600.1 NASA Security Program Procedural Requirements;

- NPR 2810.1, Security of Information Technology;
- ANSI/NISO Z39.18-2005, Scientific and Technical Reports-Preparation, Presentation and Preservation;
- ANSI/NISO Z39.23-1997 (R2009), Standard Technical Report Number Format and Creation;
- David F. Fisher, "The Dryden Publications Guide for Authors, Procedures for the Writing and Approval of NASA Series Reports, Conference Papers, and Journal Articles," January 2008;
- Van Buren, Robert, and Mary Fran Buehler, The Levels of Edit, Second Edition, Jet Propulsion Laboratory, Pasadena, California, January 1980;
- Swanson, Ellen, Mathematics into Type: Updated Edition, American Mathematical Society, Providence, Rhode Island, 1999;
- Style sheets with precise instructions from numerous professional associations and journal publishers.

4.5 RESEARCH LIBRARY SERVICES

The mission of the NASA-AFRC Research Library is to identify information resources that support research in science and technology information and deliver those resources to all AFRC personnel, regardless of the medium in which that information is stored. Media of information available through the AFRC Library include printed materials such as reports, books, journals, subscriptions, and reprints and non-print materials such as microfiche, Read Only Memory (CD or DVD-ROM), and electronic information.

The contractor must acquire a working knowledge of NASA Galaxie/Workflows, NASA Center for AeroSpace Information (CASI), Scientific and Technical Information (STI) files, Online Computer Library Center (OCLC) systems, Interlibrary Loan (ILL) systems, the NASA Digital Library (NDL), Ask-a-Librarian (AAL), Defense Technical Information Center (DTIC), and other databases as needed.

The contractor must be able to acquire a SECRET security clearance with a working knowledge of Controlled Unclassified Information (CUI) and Classified National Security Information (CNSI) procedures, as not all documents are available to all library patrons.

To complete this mission, the contractor must be available to cover the library during normal operational hours which is currently accessible from 7:30 AM to 4:00 P.M., Monday through Friday, and will perform tasks in four primary areas: support the STI Office, circulation, reference, and acquisitions.

4.5.1 Tasks

4.5.1.1 Supporting the STI Office

The contractor shall shepherd the NASA Document Availability Authorization (eDAA or NF-1676B) process, with can include collecting, filing, distributing, and entering data into eDAA form.

4.5.1.2 Managing Circulation of Holdings

The contractor shall be responsible for circulation management. Circulation management involves maintaining accountability of all library holdings that are loaned to patrons. Circulating items will be inventoried annually. Items circulated typically include subscriptions, books, and mixed media.

4.5.1.3 Providing Ready Reference Service

Ready Reference services involve obtaining and providing information requested by patrons. Service begins when a patron requests information and provides the library with sufficient bibliographic data to search for the item.

In turn, the contractor shall satisfy the request with the aid of manual or on-line computer searching methods. Upon locating the requested information, the contractor determines the quickest and most cost-effective method for acquiring it.

4.5.1.4 Acquiring Library Holdings

The acquisition duties involve the contractor obtaining an Inter Library Loan (ILL) that requires sending or returning materials to a lending library. Requests requiring purchase and / or special access are identified by the contractor and transferred to the government librarian. They also can be ordered through NASA document service with approved deposit accounts for a varying fee per document.

4.5.1.5 General Overall Responsibilities

The contractor is responsible for performing the following tasks:

- Greet patrons and answer phones; record and distribute messages; respond to both routine and time-critical or urgent messages.
- Familiarize patrons with the Research Library systems and services.
- Escort, assist and refer customers to appropriate staff members.
- Foster good customer relations and publicize library services via a monthly newsletter.

- Keep statistical records of patron's usage of the library, records of documents requested, journals circulated, and library cards.
- Receive, sort, and distribute incoming mail.
- Shelve new and returned library material. Organize and straighten shelf holdings as needed. This may include lifting heavy objects.
- Designate surplus circulation materials per policy.
- Maintain interlibrary relations with NASA and other libraries.
- Prepare shipping documents and mailing labels.
- Participate in telephone and videoconferences pertaining to library issues as directed by the Government librarian (or Library Task Monitor (TM)).
- Attend training as directed.
- Provide monthly reports (statistics) and other reports as required to management.
- Develop and maintain general office files, functional procedures, and specialized files and archives systems as directed.
- Provide administrative support for special events or visitors, including gathering data; copying reports; escort; delivery including shipping; other clerical functions as required.
- Safeguard classified documents, information, and systems. A safe will be provided for classified reports.
- Update Research Library Procedures Manual every October.

4.5.2 Library Position Requirements

Completion of a California college level approved course in basic library skills or two years full time recent equivalent experience. The Contractor shall be knowledgeable of and remain proficient in Microsoft Office Products, Word, Excel, Access and Power Point. Accurate correspondence, charts, and reports shall be completed to meet the requirements of the office.

4.6 REPRODUCTION CENTER SERVICES

The Reproduction Center services the needs of NASA-AFRC. The general requirements for the Reproduction Center and Government Printing Office (GPO) printing support services at AFRC are set forth in this section.

The Reproduction Center has a number of machines that if not properly operated or monitored, could cause damage or injury. As a minimum, two qualified contractor personnel must be present during high-speed machine operations, including punching, binding and stitching operations. Safe Operation checklists must be adhered to in all operations. The contractor must update the Safe Operation checklists as needed to maintain a safe working environment.

The customer will identify to the contractor the expected outcome, including the quantity and quality of work to be provided.

Some work assignments may require personnel to have a SECRET security clearance.

4.6.1 General Support Tasks

The contractor shall reproduce documents, perform work control and scheduling; customer support; development, documentation, and maintenance of internal operating procedures and systems; data gathering; records maintenance; productivity and project status report preparation; and problem follow-up and resolution.

The contractor shall prepare materials generated within the reproduction facility for distribution, mailing, and shipment. Activities include stuffing envelopes, preparing mailing labels and shipping forms for materials requiring internal, national, and/or international distribution via the AFRC Mailing/Receiving Facility, U.S. Post Office, and commercial shipment vendors, such as Federal Express. The contractor shall also deliver these packages with appropriate mailing and/or shipping documents to the designated Center drop-off point when necessary.

The contractor shall create, maintain, modify, augment, test, and document conventional and electronic databases, files, and records used to administer, log, and track activities of the duplicating machine operation, and GPO printing processes. The contractor shall ensure that the database and file administration is reliable, timely, accurate, and not corrupted. The data from these databases may be used to generate the following as requested:

- Productivity, job status, and progress reports.
- Mailing and distribution lists.
- Report consumption of general office supplies and materials used in the completion of duplicating work.
- Inventories, maintenance requests, and repair status records for Government-provided equipment.

The contractor shall operate equipment in accordance with manufacturer's specifications. Contractor shall initiate and track maintenance calls and/or service requests according to the manufacturer's recommended schedule. Contractor shall initiate and track repair requests and ensure that all repairs performed are complete. Contractor shall notify the Reproduction Task Monitor (TM) of any repair needs and/or problems with maintenance/service contractor activities within 24 hours of each occurrence.

4.6.2 Reproduction Center Support Tasks

Contractor shall duplicate, assemble, bind, and prepare for distribution unclassified technical reports, administrative documents, and public communication documents/notices. Contractor

shall assemble, bind, and prepare for distribution classified technical reports, administrative documents, and public communication documents/notices. Jobs may be in the form of hardcopy; electronic network files or removable electronic media.

The contractor shall maintain records in conformance with the Joint Committee on Printing (JCP), NASA Headquarters, and AFRC reporting requirements. The Contractor shall submit to the TM data requirements for the JCP and NASA reports. This data shall be provided by October 5th each year. Government-supplied, forms, spreadsheets, and database systems shall be used to manage the information and maintain records sufficient to respond to specific JCP and other NASA reporting requirements.

The NASA AFRC Reproduction Center is open Monday through Friday from 7:30 a.m. to 4:00 p.m. Contractor shall accommodate walk-in customers and requirements that occur throughout the business day. Extended hours may be required to promote operating efficiencies and ensure that deadlines are met.

The contractor shall operate equipment according to manufacturer's specifications. The contractor will attend training on new equipment and systems as necessary or as directed.

4.6.3 Government Printing Office Support Tasks

The contractor shall support the Installation Printing Management Officer in the performance of various tasks. Contractor shall prepare and send out print orders for GPO printing. Tasks include assistance in preparing previously duplicated original materials for compilation into bound volumes ensuring source material is suitable, itemizing quantities and dates, and filling out the required forms.

The contractor shall maintain up-to-date database of GPO printing orders. A file containing a hard copy of each GPO print order and associated documentation shall be compiled and maintained by year for a minimum of 3 years.

4.6.4 Reporting Requirements

Submit to the Task Monitor duplicating and printing data requirements for the Joint Committee on Printing (JCP) and NASA reports on a monthly basis. A cumulative report for the fiscal year (October 1 through September 30) is due by October 5th of each year.

The contractor shall provide the NASA TM a duplicating and printing productivity and project status report regarding all assigned products on a weekly basis. The number of duplication and printing work orders, copies or impressions accomplished, and amount saved via use of the AFRC "Save-A-Tree" program will also be included. Cumulative productivity and project status

reports for the fiscal year shall be submitted to the TM within the first 5 working days of each month and shall contain data for the previous month.

The contractor will notify the NASA TM orally and in writing within 1 working day of receipt of the assigned task if difficulties arise in meeting the requested due date.

4.6.5 References

The contractor shall comply with the requirements specified in the following guidance and with applicable NASA AFRC policies and procedures:

- GPO Publication 305.1, GPO Agency Procedural Handbook, 1988
- GPO Publication 310.2, as revised; GPO Contract Terms
- S. Pub. 101-9, Joint Committee on Printing (JCP) Government Printing and Binding Regulations, 1990
- NPG 1490.1H, NASA Printing, Duplicating, and Copying Management
- Public Law, Section 207 (a) of the Legislative Appropriations Act of 1993, as revised
- Sections 106-118 of the Copyright Act

4.7 OFFICE OF STRATEGIC COMMUNICATIONS

The Office of Strategic Communications provides a comprehensive suite of products and services designed to provide for the widest practicable and appropriate dissemination of Center information to employees, the public, and media. The office is responsible for developing, reviewing, approving and distributing time-sensitive information to a broad and diverse audience. Accurate and clear oral and written communications is critical in all aspect of the contract work.

4.7.1 Strategic Communications Office and Administrative Support

The Contractor shall:

a. Provide administrative support for office staff, which includes (but not limited to):

- Create, update and maintain on a regular basis office management and technical files.
- Provide presentation ready graphics from databases, drawings, and notes.
- Technical support and administration of fiscal reports for office projects, submission of month-end activity reports, maintenance and submittal of outreach and media events calendar, and tracking and compilation of office performance metrics.
- Provide support for the development and implementation of computer technology-based systems.

- Perform needs assessments and developing computer-based solutions to assist in the development and tracking of office-related tasks.
- Provide technical support for office workshops and special events.
- Provide support for the implementation of electronic technology systems to support office operations as defined by the Chief of Strategic Communications.
- Identify and coordinate logistics for facility support requirements for office operations.
- Support Center and office outreach activities through information gathering and reporting using electronic media.

b. Serve as office technical representative on various computer systems related teams and processes.

c. Staff front desk, greet public, answer phones and follow through with information requests as needed.

d. Attend and record minutes of weekly office staff meetings, and other meetings as required.

e. Assemble media and other information packet requests for special functions.

f. Place photographic and video orders as needed to support media and outreach activities.

g. Receive and respond to public and electronic mail as needed.

h. Coordinate office supply orders and maintain working inventory of necessary products in support of office functions.

i. As time allows, provide transcription services in support of multimedia products, interviews, oral histories and related products.

4.7.2 Media Relations and Public Affairs

The Contractor shall:

a. Ensure that all material released to the public by the Strategic Communications Office is appropriately reviewed and approved for technical accuracy and sensitivities related to NASA Policy, proprietary issues, classification, Export Control, etc.; are technically accurate; and approved in accordance with regulations.

b. Maintain database of information products, fact sheets, and collateral materials for distribution in support of media and outreach functions for the Center. Maintain working inventory of collateral products and order new products in coordination with office management.

c. Maintain currency with AFRC programs and schedules by attending program/project staff meetings, planning meetings, reading reports and program plans, and through direct interaction with technical staff and crew chiefs. Prepare weekly and monthly reports as needed.

d. Attend and participate in numerous weekly and monthly program and public affairs conference calls and video teleconferences related to center activities.

e. Develop and distribute news releases, media advisories, b-roll, photographs, graphic files and related products to print and electronic media, documentary and entertainment media, production houses and related industry entities as required/requested. Serve as escort for media visits and tours. Facilitate and coordinate phone and on-site media interviews and provide background information in support of center news stories.

f. Assist in the identification of AFRC team members and support staff (Civil Servant and Contractor) for media and outreach events identified by the Chief of Strategic Communications. The Chief, Strategic Communications will coordinate actual participation in accordance with appropriate policies and procedures.

g. Support office with special media events when needed, and provide Public Affairs Products as necessary (e.g. write press releases, escort media and other tasks) as identified by the AFRC News Chief.

h. Provide Public Affairs Products related to assigned research products, this includes News Releases, articles for the X-Press, story captions, Fact Sheets, and Information Summaries.

i. Provide editing services to ensure all material released to the public is grammatically correct and conforms to NASA Style Guide, NASA Communication Material Review standards, and Associated Press (AP) style guide standards as appropriate. Material could include: written communications and letters, manuscripts, award nominations, grant proposals, brochures, articles, white papers, event proceedings, projects summaries, monographs, speeches web material news releases or other products as requested.

j. Develop talking points, response to questions (RTQs) and similar backgrounders in support of programs, projects, and administrative functions conducted at the center with high media and public visibility.

k. Coordinate Public Affairs outreach activities involving AFRC projects with other NASA centers, Mission Directorate public affairs staff at NASA HQ, Office of Communication Staff, partner agencies, academic, and commercial entities.

l. Provide office with support and products by coordinating with project managers, engineers, Flight Operations, and other personnel as required.

- Provide weekly report of media contacts and other significant events.
- Coordinate with photo and video departments for visual record of aerospace projects flights or significant events/milestones.
- Set up interviews with project personnel regarding AFRC milestones and events as requested.

m. Support office leadership in formulating strategic direction and content management for AFRC web page.

- Maintenance of center Fact Sheet and Information Summary web pages
- Maintenance of Press Release web pages
- Development and maintenance of Public Affairs, History, and other office supported web pages and web-related products as defined by the Chief of Strategic Communications
- Write feature stories, photo caption, fact sheets, and updates.
- Development and validation of products delivered to AFRC for incorporation on the NASA public WWW site.
- Support the development, review, editing and approval of all web content to ensure material is technically accurate.

4.7.3 Exhibits and Public Outreach

The Contractor shall:

a. Develop a promotion and exhibits plan for each fiscal year (Oct-Sept) for approval by Chief of Strategic Communications. The plan should include, but not be limited to, event dates, sponsor, exhibit type, estimated cost (materials, travel, staff), and attendance.

b. Coordinate AFRC communication and exhibits functions that may include the development and implementation of specific marketing plans.

c. Oversee the development of brochures; exhibit support materials, and exhibits as well as printed, video, and electronic-based products as approved by Chief of Strategic Communications.

d. Attend designated conferences, workshops, events, and trade fairs in support of center and agency exhibit events.

e. Provide overall management, oversight and implementation of the Agency Air Show Exhibit in coordination with Office Chief and NASA HQ ARMD Exhibits and outreach lead. Attend designated air shows, events, and other venues to conduct communication and staffing of exhibits per NASA HQ requests.

- Develop proposed list of events and activities for leadership approval.
- Coordinate with the AFRC exhibit staff and management to report attendance numbers.
- Coordinate with the AFRC exhibit staff and management to develop, maintain, and ship exhibit materials per NASA HQ requirements.
- Coordinate with AFRC, other centers, cooperating agencies, and event venue staff to provide logistic support for exhibits including shipping to/from venues, booth logistical requirements, labor, set-up requirements and product services.

f. Serve as executive editor for X-Press and publish newsletter on a monthly basis and as time allows, produce Special Delivery, and other AFRC publications. Research and write articles and coordinate supporting functions such as:

- Conducting interviews;
- Obtaining supporting documents and materials;
- Editing stories;
- Providing assistance and supporting in the layout of the hard-copy and web versions of X-Press;
- Creating new features; and, refining design and content of publication.
- Creating and maintaining computer file
- Assigning photos for stories and selecting prints, scanning and resizing photos.
- Making duplicate versions and modifying both for use with the hard copy and Web versions of the X-Press.
- Preparing necessary documents and updating instructions on the X-Press subscriber list for the printing vendor.
- Responding to inquiries from news media requests for reprint X-Press Articles or photos.

- Assisting other NASA Centers with stories they would like to run that have appeared in the X-Press and obtaining informative pieces for the X-Press from other Centers using the Internet and NASA Center resources.
- Filing older X-Press editions and keeping edited content on file for two years, including an updated file of photos.
- As necessary, providing guidance and assigning work to the assistant editor or other support personnel.

g. Design and prepare electronic layout for prepress of special publications, such as monographs, brochures, flyers, fact sheets and others as assigned. Provide printer's dummies of special publications for Government Printing Office (GPO) requests. Publications must meet NASA and AFRC graphic standards. Final design, layout, and art approvals rest with the Center Art Coordinator.

h. Provide limited support of Center tours and special guest visits including: facilitating security credential process, developing agendas, coordinating with project leads, preparing advance materials, and escorting visitors on tours.

4.7.4 History and Archival Services

The Contractor shall:

a. Serve as AFRC Chief Historian gathering documents, conducting oral history interviews, and obtaining other sources of information about the history of the Center for inclusion in the archive and generation of historical publications. This includes:

- Researching, planning, and conducting oral history interviews with identified people.
- Coordinating transcription of audio and video interviews.
- Editing returned transcriptions in accordance with standard oral history practices and providing transcriptions (with required review/approval agreements) to interviewees for review.
- Making corrections as necessary and archiving the corrected interview, with audiotape and agreements in the AFRC Historical Reference Collection.

b. Research, write, and edit articles and historical monograms in coordination with the Chief of Strategic Communications.

c. Review recent and historical documents on the AFRC Website, and elsewhere, and submit updates/corrections to the Chief of Strategic Communications to ensure historical accuracy and quality control of information in accordance with AFRC web policy and procedures.

d. Assist with developing scripts for video projects.

e. Review history manuscripts for NASA HQ, academic journals, and other organizations as requested by the Chief of Strategic Communications.

f. Organize history office symposia and other engagements as requested.

g. Research and write history papers for presentation at professional societies and other venues as requested.

h. Coordinate and/or research and write monographs, books, papers and related historical publications as defined by Chief of Strategic Communications and funded by NASA HQ Aeronautics Research Mission Directorate or other entities.

i. As time allows, organize documents (both electronic and paper) and store archival documents by topic. Create/maintain an electronic database to serve as a finding aid for all archival materials.

- Collect (and generate if possible) flight logs of research aircraft assigned to the Armstrong Flight Research Center.
- Review archival films and videotapes, catalog their contents, and prepare electronic finding aids. The review includes the review of archival films and coordinating the shipment of films for preservation and content transfer to electronic or other mediums by specialists.
- Organize converted film electronic/video media and other video resources. Create an electronic database to serve as a finding aid for all archival materials in such a way that it will enable users to search for video materials by airplane, pilot (if identifiable), and project.
- Prepare reports on the status of holdings, their organization and their inclusion in the electronic index.

4.7.5 Social Media

The Contractor shall:

a. Manage and coordinate social media initiatives for the Center in coordination and collaboration with NASA HQ Social Media strategy.

b. Maintain and coordinate content development for Social Media accounts including but not limited to FaceBook, Center Blogs, Twitter, YouTube, Google+ and other similar efforts as directed by Strategic Communications Chief.

c. Approve new sites/accounts consistent with Agency guidelines.

d. Propose topics appropriate for social media events and work with local and HQ management to seek approval for conducting such events. In coordination with office staff and other center personnel, coordinate all outreach and logistical activities for implementing social media events such as NASA Socials and Google+ Hangouts.

e. Provide in-house consulting and training on best practices and strategy for social media use throughout the Center and occasionally, external audiences.

f. Work in close coordination with Public Affairs Specialists and program/project leads to proactively develop content and align content with larger strategic communication priorities and campaigns.

g. Monitor and moderate chat rooms, message boards, and comment sections of center social media accounts and reply as appropriate.

h. Maintain situational awareness of other official NASA accounts and collaborate with account owners to leverage local activities for broadest public reach. Provide periodic support to other NASA Centers and Mission Directorates for related social media events.

i. Track and report weekly and monthly metrics in accordance with best practices and NASA requirements. Analyze metrics and implement strategies to maximize reach within available resources.

4.7.6 New Hire Guide

The Contractor shall provide a New Hire Employee Liaison who will:

a. Act as a resource for providing information to newly hired Civil Service employees or coop programs employees at the Center. Such information will include: general project and program information, key Center organization contacts, surrounding community information related to relocation, and other related items related to job satisfaction. It is expected that this activity will work in close coordination with AFRC's Human Resources Office and Office of Education.

b. Be responsible for assisting new hires through the full spectrum of processes required for a successful onboarding such as assisting new hires with relocation requirements for human resources, security, and information technology needs. This will include follow-up and assistance with transition issues up to the first year of employment at AFRC. This service is a comprehensive one. The Liaison will be available to answer questions and

occasionally assist during non-business hours. The essence of the job entails customer service and education.

4.7.7 Special Requirements

a. Flightline access and a current Flightline Driver license are required (some employees will also be required to have Air Force Test Center Flightline Photography Escort Badge).

b. Travel and training may be required. Attendance may be required at conferences, workshops, and other specified events as identified by the NASA TM.

c. Operate standard computer system and software programs needed to accomplish tasks, which include word processing, spreadsheets, presentations, database, and calendar programs (currently Microsoft Office, PhotoShop, InDesign).

d. Programs are subject to change and may require specialized training for maintaining currency.

e. Hydrazine and other training as required to escort guests in hangars.

4.7.8 Strategic Communication Position Requirements

4.7.8.1 Chief Historian/Supervisor

Ph.D. in History and knowledge in Aerospace technology is required plus 10 years of practical experience documenting and publishing recorded history of federal organization from a local and national perspective/5 years management experience overseeing a fast-paced public outreach and media organization. About 50% of this position is spent on Historian functions and 50% on supervisory functions. As Historian, must be well published and an authority in aerospace topics including authoring books, journal articles, web material and served as peer review committee member. Must have expert knowledge in aerospace history and ability to document historical significant events and maintain historical archives systems. Historian is responsible for accessioning of artifacts and historical collections as well as interactions with museums to track artifact loans. Supervise public affairs and outreach contractor staff and provide direction, resolve conflicts, prepare reports and track accomplishments.

4.7.8.2 Public Affairs Specialist

Bachelor Degree in Communications, Journalism, Public Affairs, English or closely related field required plus 5 years specialized public affairs and media relations experience preferably working in the aerospace industry. Individual must have strong interpersonal and relationship

building skills. Support development of news items and write compelling feature stories consistent with Associated Press style guide and the ability to adapt to the NASA style guide. Must have exceptional oral and written communication skills sufficient to effectively communicate with a technologically sophisticated media audience. Must have expert knowledge of aerospace topics and ability to convey communication themes in internal and external communications. Public Affairs Specialist often represents the center in frequent interactions with key leadership within the center and across other NASA centers and NASA HQ.

4.7.8.3 Social Media Program Manager

Bachelor Degree in Journalism, English, Public Relations, Marketing or closely related field required with minimum of 3 years professional experience in high-paced news or social media environment communicating to a national audience. Must be experienced in promoting technological content to multiple audiences from school age children to technical subject-matter experts. Serve as resident expert in social media platforms and developing trends. Assists management to develop center strategy for interaction with public via social networks. Coordinates policy and strategic messages delivered via social platforms. Interacts with all levels of organization at Center and NASA HQ for message and content development. Works independently to solicit stories and content with minimal approvals. Must have exceptional English and grammar skills. Provide tours of Center for new employees.

4.7.8.4 Exhibit and Outreach Specialist

Bachelor Degree in Public Relations, Marketing, Communications, Journalism, or closely related field and 5 years specialized exhibit management and staffing experience. Manage the Agency Aeronautics exhibit program establishing schedules, coordinating staffing, and managing all logistical items related to events. Must have expert knowledge of aerospace topics and policy issues and an ability to effectively communicate with audiences at large-scale public events. Must have exceptional interpersonal skills and the ability to recruit and train staffing volunteers. Must have organizational skills sufficient to simultaneously balance and coordinate multiple high-level events. Coordinate special events and tours of the Center. This position requires mechanical abilities sufficient to personally set-up displays and exhibits; it often requires heavy lifting of exhibit cases and publication boxes.

4.7.8.5 Senior Writer/Editor

Bachelor Degree in Journalism, English, or closely related field and 10 years professional experience in a fast-paced news environment. Serve as Senior Editor and Writer of center newsletter often coordinating assignments, setting deadlines and tracking progress of multiple stories for publication. Works closely with customers to balance content of publications consistent with key Agency messages. Ensures written products are developed consistent with AP Style Guide and journalistic style. Expert knowledge and ability to develop innovative and creative layout, design and printing sufficient to complete entire publication process

independently and of high-quality. Contribute to web writing efforts. Has ability to work independently with local program representatives, senior center leadership and key offices at HQ to write and develop publication content. Have sufficient historical center knowledge and research skills to maintain working knowledge of all program and project areas.

4.7.8.6 Outreach specialist/Administrative Specialist

At least 5 years experience in a high-stress news or media environment. Responsible for general office management functions including scheduling conference rooms, maintaining calendars, coordinating office supply order, answering phones and coordinating reply to public inquiries. Serve as primary interface with public, center guests, and media personnel to complete security credential requirements. Serve as IT liaison with technical support offices. Record meeting minutes of staff meetings and provide transcription services for office staff as needed. Must have excellent oral and written communication skills. Coordinate and develop weekly and monthly media tracking reports. Coordinate with Strategic Communications subject matter experts to collect and analyze data for office performance metrics.

4.7.9 References

The following additional references are applicable to the Office of Strategic Communications section of the Performance Work Statement:

- National Aeronautics and Space Act of 1958;
- 14 CFR Part 1213 – Release of Information to News and Information Media;
- NPR 7120.5 - NASA Space Flight Program and Project Management Requirements;
- Section 508 of the Rehabilitation Act of 1973, as amended;
- NPD 1388 Employee Participation in NASA Education and Outreach Activities;
- NPR 1387.1 NASA Exhibits Program;
- 14 CFR 1221 Use of NASA Seal, Logo and Visual Communications Systems;
- NPD 2521.1A Communications and Material Review;
- NPD 1490.1H NASA Printing, Duplicating, and Copying Management;
- NPD 1383.2C Release and Management of Audiovisual Products;
- NASA Policy on the Release of Information to News and Information Media, http://www.nasa.gov/audience/formedia/features/communication_policy.html;
- NPD 2540.1, Personal Use of Government Office Equipment Including Information Technology;
- NPR 2810.1, Security of Information Technology: Chapter 11, Section 3.9, Internet Publishing Content Requirements;
- NPD 2810.1, NASA Information Security Policy;
- NPR 1600.1, NASA Security Program Procedural Documents, Section 5.24 Sensitive But Unclassified (SBU) Controlled Information;
- NM 1382-42, NASA Principles and Policies on Scientific Openness;
- NPR 1382.1, NASA Privacy Procedural Requirements;

- NASA Linking Policy (HQ), http://www.nasa.gov/about/highlights/HP_Privacy.html#links;
- NASA Image Use Policy (HQ),
- Section 508 of the Rehabilitation Act of 1973, as amended (Electronic and Information Technology Accessibility Requirements for Federal departments and agencies), http://www.section508.gov/Section-508-Of-The-Rehabilitation-Act;
- OMB Memorandum 10-23, Guidance for Agency Use of Third-Party Websites and Applications
- OMB Memorandum OMB Memorandum on Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act, http://www.whitehouse.gov/sites/default/files/omb/assets/inforeg/PRAPrimer_04072010.pdf.

4.8 OFFICE OF INTERNAL CONTROLS AND MANAGEMENT SYSTEMS

The Office of Internal Controls and Management Systems (OICMS) is responsible for the development, implementation, verification, maintenance, improvement, and management review of the Armstrong Management System (AMS). The AMS implements the management systems necessary for the fulfillment of AFRC's vision, mission, and objectives in adherence to standards, regulations, policies, specifications, and procedures. The underlying goal of the AMS is to create a naturally evolving, high performance, and measurable management system. In order to comply with NASA's Management System Policy (NPD 1280.1), the AMS is certified to the ISO AS 9100 and 9001 Standards.

Security Clearance not required. Training and Travel will be required.

4.8.1 Special Projects, Studies, and Investigation Requests

The contractor shall perform assessments and studies involving the existing and projected AMS. These studies shall consist of feasibility assessments; projections of future AMS requirements; and recommendations on methodologies to acquire, develop, or enhance AMS processes, disciplines, or core capabilities.

It is anticipated that work performed in this section will be of a close-ended nature, although there is also the possibility for ongoing, long-duration projects or studies.

4.8.2 Internal Controls and Management Systems Support

a. In consultation with the Government audit manager, develop a draft of the annual AFRC Program Audit Plan. The plan shall be developed and delivered according to DOP-X-002.

b. Develop draft internal audit plans according to DOP-X-002.

c. Conduct internal audits of AFRC organizations in conjunction with Government internal auditors according to the requirements of DCP-X-002. Number and scope of audits is according to internal audit plan. Audit will include special audits such as Safety Management, Environmental Management, and Export Control.

d. Support follow-up and resolution of AMS improvement opportunities and previous audit findings according to DCP-X-002.

e. Support the Integrated Corrective Action System (ICAS) Working Group through analysis and presentation of corrective action data. Analysis of data will include identification of both positive and negative risks to the AMS. Work will be performed in accordance with DCP-X-037.

f. Plan, coordinate, and document the various AMS related meetings, such as the Armstrong Management System Board (AMSB). Work will be performed in accordance with DCP-X-030.

g. Maintain and provide application administration of the AFRC online-document information exchange (ODIE) in accordance with DOP-X-103.

h. Specify and oversee implementation of requirements for AMS web pages that are both internal and external to the "firewall."

i. Develop and maintain statistical and graphical representations of internal performance measurements for the AMS. Work will be performed in accordance with DCP-X-037.

j. Maintain and provide application administration for the Integrated Corrective Action System and Opportunity for Improvement (OFI) applications.

k. Provide support for process flowcharting and document development, including providing limited training to the Government process managers, and development of formal flowcharts from rough drafts supplied by the Government according to DCP-X-007 and DOP-X-103.

l. Analyze, develop, and document Center wide policies, processes and procedures. Facilitate analytical discussions of these processes according to DCP-X-007 and DOP-X-103.

m. Support forms development and control according to DCP-X-038.

n. Support the OICMS in conducting the following documentation archive and library organization tasks. Sort, classify, and help determine if material is historically significant or value added reference material, is a duplicate or original of historically significant information, is potentially sensitive material that needs an additional level of review or additional protection, or is material that can be destroyed. Work will entail sorting through boxed, stacked, or otherwise stored material. Assist in the development of a classification/archival electronic system.

o. Support activities necessary, or help coordinate the interfaces with other scanning resources, to scan the sorted and classified historical and reference material into an electronic format. Support the upload of the scanned material into a digital library.

4.8.3 NASA Directives Support

a. Assist in identifying and assessing AFRC processes and documentation that are affected by proposed and newly approved Agency Directives.

b. Assist in developing and modifying AMS documentation that is impacted by proposed and newly approved Agency Directives.

c. Assist in preparing AFRC responses to Agency Directive solicitations for comment.

4.8.4 NASA Environmental Standards Support

a. Support the development and adoption of NASA Environmental Standards where existing standards are not adequate for NASA needs.

b. Assist in analyzing, developing, and documenting Environmental Management System (EMS) policies, processes, and procedures. Facilitate the integration of the EMS policies, processes, and procedures into the AMS.

4.8.5 Lessons Learned Support

Contractor shall provide a Center liaison for the Lessons Learned (LL) process, establishing and documenting the LL process, collecting Center LLs, performing initial analyses and providing a recommendation for local implementation and documentation on the Agency LL database. Contractor shall ensure that an appropriate Subject Matter Expert for validity, readability, clarity, and accuracy, editing and rewriting as required, prior to entering LL into Agency database, reviews each LL. Contractor shall also provide interface with local organizations process owners and the Center Chief Engineer's Office and provide data analysis and reporting of trends.

4.8.6 Integrated Corrective Action System

Contractor shall provide Center liaison for the Integrated Corrective Action System (ICAS) to include: Inputting of non-conformances in to ICAS; ensuring that root cause is accurately determined by assignee; ensuring that the corrective action answers the root cause; updating the ICAS database and following up on corrective action plans to ensure timely closure. Contractor shall interface with NASA management to develop corrective action plans for non-conformances assigned to their organization. Contractor shall be an active participant in the ICAS working group, analyzing data from several corrective action systems to determine systemic trends and develop reports.

4.8.7 Process Technical Writing

Contractor shall provide Technical Writing support, interfacing with organizations' process owners and interviewing subject matter experts (SME) about their current processes to ensure that processes conform to the current Armstrong template. Contractor shall research the requirements, interview subject matter experts, work with document authors, draft and updates documents, and attend team meetings. Contractor shall produce original flow charts to graphically present steps in procedures, using text and verbal information and generate graphics or tables to display information in presentations that clearly convey the appropriate technical information.

4.8.8 Internal Controls and Management Systems Position Requirements

4.8.8.1 Technical Writing and Editing

Successful completion of a full 4-year course of study in *any field* leading to a bachelor's degree, in an accredited college or university, which includes a total of 15 semester hours in an appropriate scientific, technical, or social science field(s), and at least one course above the introductory level in the field(s) covered by the position. For technical manuals and specifications writers or editors, the equivalent of 15 semester hours may have been gained through vocational or educational training above the high school level at a public, private, or Armed Forces school. Without a degree, experience that requires substantial subject-matter or technical knowledge of the field. This experience must demonstrate the ability to acquire and present technical information through independent reading, interviews with subject-matter specialists, observation of tests and experiments, interpretation of blueprints or diagrams, or other appropriate methods. Such experience may be acquired as a writer or editor of technical reports, articles, manuals, or specifications.

4.8.8.2 Auditor

Successful completion of a full 4-year course of study in *any field* leading to a bachelor's degree, in an accredited college or university, with a major study of quality assurance, statistics, mathematics, production management, industrial management, computer science, engineering, engineering technology, physical sciences, textiles, or other fields related to the position. The auditor must also be AS9100 certified. Without a degree, experience that demonstrates a practical knowledge in monitoring, controlling, or maintaining the quality of products or services in quality assurance, procurement, inspection, production, or related areas. Examples include:

- Reviewing production activities and capabilities in light of contract quality requirements.
- Reviewing written quality or inspection procedures for adequacy, and evaluating the implementation and effectiveness of quality/inspection systems, including sampling plans.
- Analyzing quality data to detect unsatisfactory trends or weaknesses in the quality/inspection system.
- Verifying by test or inspection, using sampling inspection or intensive product inspection techniques, that products comply with requirements prior to acceptance.
- Identifying inadequacies and requesting corrective action.
- Computing data, summarizing results, and preparing reports or charts depicting pertinent relationships using statistical methods.
- Investigating customer complaints and deficiency reports, and providing identification of causes to appropriate authorities.
- Reading, interpreting, and applying technical data such as blueprints, engineering drawings, product specifications, or technical manuals.
- Reviewing and evaluating supply systems operations and procedures through periodic audits and surveillance inspections.

4.8.8.3 Data Analyst

Successful completion of a full 4-year course of study in *any field* leading to a bachelor's degree, in an accredited college or university or 3 years of experience with databases and software used to mine the data and creating reports used by management to make decisions and take actions. Analyst must be proficient in using in the following databases Oracle, Sequel, and Access. Analyst shall be proficient in Microsoft Suite (i.e. Excel, Word, and Power Point), SharePoint and C++.

4.8.9 References

The following references applicable to the Office of Internal Controls and Management Systems section of the Performance Work Statement:

- NPD 1280.1, NASA Integrated Management System Policy;
- DCP-X-002, Export Control Program;
- DCP-X-007, Documentation Management;
- DCP-X-037, Corrective and Preventive Action Procedure;
- DCP-X-038, Forms Management: Creating, Revising, and Cancelling;
- DCP-X-030, Dryden Center Management Council (DCMC) Reviews;
- DCP-X-103, Document Preparation and Control;
- DOP-X-002, Audit Scheduling Planning and Execution.

4.9 ADMINISTRATIVE OFFICE SUPPORT

The contractor shall provide administrative support functions to assist in the day-to-day operations of the directorates, divisions, branches, and individual projects. While the bulk of the duties are similar in nature, each project or office has a number of unique tasks that are performed only in that project or office. The Contractor shall be knowledgeable of and remain proficient in Microsoft Office Products, Word, Excel and Power Point. Accurate correspondence, charts, and presentations shall be completed to meet the requirements of the office.

4.9.1 Tasks

The Contractor's tasks shall include correspondence, data processing, and other administrative functions. Positions may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Some work assignments may require personnel to have a SECRET security clearance. The Contractor shall perform varied duties including or comparable to the following:

a. <u>General Office Services:</u>

- Answer phones, and records and distribute messages; respond to both routine and time critical or urgent messages.
- Receive sort and distribute mail.
- Maintain electronic scheduling (e.g., Outlook).
- Prepare, produce, and send faxes.
- Receive, read, reproduce, distribute, and file letters, memos, messages, briefings, and other documentation (including paper and electronic documents).
- Obtain signatures for documents, route documents, and prepare routing documents as required.
- Survey and gather requirements for supplies to ensure the office has sufficient stock to avoid work interruption, orders, receive and distribute office supplies.
- Research and respond to requests for information.

- Anticipate and prepare materials needed by the NASA personnel for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs NASA organizational representative on matters to be considered.
- 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.
- Attend meetings, take notes, and write and distribute minutes.
- Develop and maintain general office files, functional procedures, and specialized files and archives (including mission and program files, photo files, and publications archives).
- Review, maintain, and archive office files/records in accordance with AFRC policy and NASA procedures.
- Track and respond to office action items from various sources.
- Operate and maintain a variety of office equipment to include: printers, scanners, copiers, video-teleconference, teleconference, and projectors.
- Prepare, coordinate, and submit badging and visit request; escort visitors.
- Oversee administrative procedures and identify ways in which the procedure can be made more effective and efficient.
- May serve as Convenience Copier Key Operator, coordinating maintenance and repairs and ordering and stocking necessary supplies.
- Track credit card transactions for cardholders. Reconcile end of month credit card statements. Contractor personnel shall not place credit card orders.
- Serve as coordinator for computer, peripheral reassignments as well as office and furniture moves.
- Perform other specialized support duties as necessary to ensure performance of the contract.

b. <u>Data Management Services:</u>

- Compile and prepare various papers and reports from raw data.
- Prepare letters, memos and messages (including email), miscellaneous forms, reports, briefings, and other documentation.
- Scan and alter documents and graphics.
- Create, input data into, and maintain authorized office tracking systems and/or action logs, electronic spreadsheets, and other office electronic systems, including web-based documents.
- Identify variances and discrepancies and recommend changes as needed to prevent recurring issues.
- Update/maintain electronic and hardcopy libraries to include signatures, assigning document numbers, document version control, management of documents, etc.

- Upload/download documents and presentations to official websites as required.

c. Meeting Services, Teleconferencing Services, and Scheduling Conference Rooms:

- Coordinate logistics for meetings, technical briefings, conferences, and special events, including arranging and setting up conference rooms, other facilities, and equipment.
- Provide administrative support for special events, including gathering data, coordinating and preparing guest lists, invitations, brochures, programs, and handouts; and providing reception/check-in services.
- Facilitate tours, events, and employee resource group functions.
- Coordinate with all participants on meeting related issues and keep attendees informed.
- Coordinate videoconferencing, teleconferencing and Webex meetings.
- Assist in setting up and running computer-generated presentations.

d. Travel Coordination:

Serve as POC for travelers and coordinates travel questionnaires/vouchers in accordance with AFRC travel processes. The contractor shall not prepare documentation related to Personal Travel.

4.9.2 Export Control Representative

In addition to the tasks listed for Administrative Office Support, the Export Control Representative shall:

a. Coordinate with the Center Export Administrator (CEA) to ensure that all Program/Project staff has the requisite training and awareness to perform their responsibilities in accordance with US Export Regulations and NASA Policies.

b. Create, maintain, and distribute, as needed the following Program Documentation.
   - Technology Transfer Control Plan (TTCP);
   - Export Control Plan/Export Compliance Plan/Handbook;
   - Individual Security Plans.

c. Implement the Program/Project Export Compliance Processes.
   - Ensure that appropriate process safeguards are in place;
   - Maintain surveillance of these processes to ensure compliance;
   - Provide oversight where needed to ensure that Export Control procedures are adhered to.

d. Coordinate with the CEA to ensure that key Export Control Activities are completed in a timely fashion.

e. Adjudication of Export Classifications under the International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR).
   - Jurisdiction Reviews;
   - Classifications;
   - Licensing where necessary {if applicable}.

f. Monitoring Data/Technology Transfers.
   - Ensure that Access Controls to Technology are in place and adhered to for both Physical and Logical access.

g. Coordinate the Export Reviews and Item Classification for Program/Project related Shipping and Receiving.

h. Coordinate to ensure that all paperwork required conducting International Deployments is completed in a timely fashion, and all Deployment staff are briefed and trained appropriately for the deployment {if applicable}.

i. Maintain Export Control Records and documentation.

4.9.3 Human Resource Management and Development Office

The Contractor shall provide general and specific administrative support tasks as defined under section 4.9.1 Administrative Office Support Specialist in addition to supporting the NASA Training Officer in the following tasks:

- Provide evaluation feedback on training programs delivered as received from students
- Determine need for supplies, services and equipment to conduct training classes.
- Conduct market research regarding specific training courses and submit to Human Resources/Training Office.
- Provide prompt and accurate assistance to customers.
- Coordinate training courses as necessary.
- Enter and update training courses and student registration data in the System for Administration, Training, and Educational Resources for NASA (SATERN).
- Provide technical support and liaison services for SATERN.
- Maintain client database of training vendors and instructors.

4.10 BUSINESS SYSTEMS SUPPORT

The primary role of the business systems coordinator is to act as a central point of information for different business modules by managing the flow of information between the various branches and organizations. The coordinator must know how to communicate effectively with co-workers and employees in other organizations concerning policies and procedures in the area of records management, information services, and data management.

Strong computer skills are a plus given that most of the duties of a systems coordinator involves data processing. The coordinator must also be able to troubleshoot office systems. Some positions may involve some travel. It is anticipated the positions in this section of the PWS will not require a secret security clearance.

The business coordinator shall provide general and specific administrative support tasks as defined under section 4.9.1 Administrative Support Specialist in addition to the tasks listed below:

4.10.1 Tasks

Contractor personnel knowledgeable in functional areas will participate in various activities including testing, change management, data cleanup, and instruction in use of new, upgraded, or modified systems.

a. <u>Technical Meetings:</u>

- Attend meetings: provide reports as requested by Task Monitor of any salient points or discussions at meetings, teleconferences, and videoconferences; maintain and report on action items assigned; obtain input from team members on any issues or concerns.
- Serve as point of contact for contractor employee meetings: prepare presentations as needed at meetings, maintain contact with NASA-AFRC organization points of contact (POCs) and keep them informed of any crucial discussions concerning Business Systems.
- Assemble and analyze information to design and layout, and prepare conventional and computer-generated presentations. Provide assistance in setting up and running computer-generated presentations.
- Update project status charts. Interview project personnel to gather accurate data.

b. <u>Concept Analysis:</u>

- Participate in risk management activities to help determine project risks and what can be done to mitigate risks.
- Participate in Center Change Management team and Transition team in developing communications and change management strategies and plans as requested.
- Analyze data that is common between business systems.

c. Change Management:

- Communicate with individuals within NASA-AFRC concerning the activities surrounding any new Business System being implemented, upgraded, or modified. Outside contacts include interfaces with other Project-related personnel in NASA, other Government Agencies, and industry.
- Participate in reporting requirements gathering; create reports, bookmarks, and job aids to meet customer requirements; identify shortfalls and recommends for upgrades; and coordinate training efforts as needed.

d. Testing and Sustainment:

- Assist with continuous data cleanup efforts. Process functional scripts/scenarios for data input and testing.
- Collect information from technical contract support personnel regarding design and construction development.
- Record, discuss, and resolve discrepancies and re-process as necessary.
- Ensure all data is consistent from Facilities Configuration Control Board (FCCB) tool, to Facilities Project List (FPL), to status slides, to Share Point and X-net reports. Reconcile all transactions that are unique to the business system, research any discrepancies, and correct the abnormal conditions.
- Keep the data clean as actions are processed by running pre-established queries to verify the data, research the discrepancies, and take corrective actions. Work with the individual functional areas Subject Matter Expert (SME) or Center Business Process Lead (CBPL) on resolutions and actions to be taken.
- Create, establish, maintain, test, and document conventional and electronic documentation files using a variety of Center and Agency software programs.
- Manage document libraries, work areas and numbering too.
- Act as a data administrator. Create and maintain databases; enter and retrieves data; analyze, create, and present reports from databases; monitor recordkeeping procedures for accuracy.
- Enter all suppliers in database, updates Qualified Supplier List (QSL) weekly and loads NAMIS daily for acquisition use.

- Track active suppliers and ensure that project/mission expenses are strictly monitored monthly and that monthly expenses are not over budget. Track cost/benefit against BPA procurement data. Expedite procurement process.
- Provide assistance throughout a project/mission/supplier life cycle from concept/initial vetting through design/qualification to support project planning and acquisition. Identify project requirements issues, potential solutions, and recommend appropriate action and solutions. Coordinate with Quality Assurance Lead and acquisitions to ensure supplier's risks meet project/mission needs. Assist with the preparation of budgets for supplier on-site assessments. Prepare in-depth analysis of supplier's performance against planned.

e. <u>User Training and Support:</u>

- Provide support for deployment of applications or systems to NASA-AFRC activities.
- Document, report, and track issues that occur during deployment and provide training for deployed applications and systems
- Implement, modify and maintain web based information systems and links.
- Participate in the development and maintenance of documentation to include, desktop procedures and continuity folders for systems that have been implemented, upgraded, or modified.
- Provide contract management support to ensure contract/project documentation is complete.
- Promote NASA-AFRC employee awareness of the transition of all existing business systems to the new, modified, upgraded, or changed system and of the impact and benefits of the new Business System.
- Provide support for Business Objects (BOBJ) reporting and other report databases (legacy). Support customer requirements to define reports and queries. Provide analysis and expertise.
- Provide expertise in business process support and functional administration of processes. Maintain knowledge of business reporting requirements and tests updates and version releases. Provide support for implementation on new processes and systems. Disseminate knowledge of Business Systems through training, instruction, workshops, and individual assistance.

4.10.2 Dryden Aeronautical Test Range (DATR) Configuration Control Board (CCB)

- Track all Configuration Change Requests (CCRs), Discrepancy Reports (DRs), and System Test Reports (STRs) associated with the DATR, using the DATR CCB Tool (in the Business Information Tracking System [BITS]).
- A monthly accounting of open DATR CCRs and DRs will be provided to the DATR Business Manager.

- A monthly accounting of open/aging CCRs and DRs will also be provided to the various DATR Management team members.
- This task includes running and sending the desired reports to the DATR Management team members.
- BITS CCB support to include meeting minutes and distribution to team members.

4.10.3 Program Analyst

In addition to the tasks listed for Administrative Office Support and Business Systems Support, the Program Analyst shall:

- Assist the Engineering and Technical Services (ETS) COR in performing all the responsibilities that are assigned to the COR in the ETS COR Delegation Letter.
- Notification of issues will include recommended changes, solutions, and possible fixes.
- Work with the COR to review contractor requests for labor and other direct charge costs to ensure requirements are fully funded prior to the work being performed. Discrepancies will be reported to the CO, COR, and Resource Analyst for further action. This is being done in support of Center work reporting and management initiatives. Develops, implements, and maintains special reports relating to ETS contract performance.
- Provide administrative support for Contractor Performance Evaluation Boards. To include setting up meetings, distributing evaluation forms to performance monitors and other relevant data to the performance monitors, and filing documentation.
- Attend meetings and present information and reports as needed.
- Provide support for Research and Engineering Directorate in developing their technical requirements based on directorate specifications. This includes coordination with other directorates such as Mission Information and Test Systems Directorate to help with managing research and engineering software requirements and issues.
- Assist Research and Engineering directorate office and branches in meeting directorate objectives and provide the technical interface between the directorate and the Resource Management Office Resource Analyst.

5.0 REQUIREMENTS

The contractor shall provide all personnel, services, and other items necessary to perform business reporting, and management administration support functions as defined in this Performance Work Statement (PWS).

The center will deny access of contractor personnel who poses health, safety, or securityto the center. At a minimum, all contract personnel shall:

- Be citizens of the United States of America.

- Be able to understand, read, write, speak and conduct business in the English language in order to understand and discuss safety and environmental warnings and communicate with customers. (Speaking skills are not required of any contractor employees who are hearing impaired.)
- Have a working knowledge of computers, Microsoft Windows, and Microsoft Office software.
- Present a professional appearance, and wear badges identifying them as contractors.
- Comply with all applicable Government regulations.

5.1 General Requirements

The following are general requirements associated with providing administrative and technical support services to NASA-AFRC:

- The contractor shall provide onsite management and oversight. The point of contact or designee shall be available for discussion with the Government representatives during normal working hours.
- The contractor shall implement appropriate management systems to ensure the quality, reliability, accuracy, and timeliness of all products and services provided to NASA-AFRC.
- The contractor shall document projects and work assignments, and develop status reports and plans as directed by the Contracting Officer's Representative (COR) or Task Monitor (TM).
- Contractor personnel may use Installation-Accountable Property and Services as listed in the contract.
- Contractor personnel may be required to attend specific meetings, training, conferences, or to provide temporary offsite support.
- All work shall be conducted in a safe manner and shall comply with all safety directives, instructions, policies, and regulations and any revisions, updates, or successor documents as listed in this contract. Any safety concerns or potential problems shall be reported immediately to the COR or to the Safety Office directly, as appropriate, based on the nature and magnitude of the problem.
- The Contractor shall furnish a copy of their onsite employee roster for the performance of this PWS. The roster shall contain the Contractor's full name of each employee, job title or position held by each employee, employee's work site, telephone number and TM. The Contractor shall keep this chart updated and notify the COR within seven calendar days, in writing, whenever changes are made. This paragraph shall not relieve the Contractor of the requirements related to the key personnel clause of the contract.
- The Contractor shall maintain continuous performance regardless of vacations, sick leave, or other reasons affecting personnel availability and shall maintain the ability to

respond to and to perform assignments with high quality services and meet the performance standards specified in the PWS.

- The contractor shall provide the reports as required in the contract.

5.2 General Administrative Requirements

5.2.1 Regulatory Requirements. The contractor shall comply with all NASA-AFRC policies, procedures, and regulations in effect during the performance of the contract.

5.2.2 Emergency Procedures. The Contractor shall ensure that their employees know how to report any accident, fire, security or police emergency, and emergency evacuation procedures.

5.2.3 Safety and Health. All work shall be conducted in a safe manner and shall comply with all safety and health directives, instructions, policies, and regulations and any revisions, updates, or successor documents as listed in this contract. The Contractor shall immediately notify and promptly report to the Contracting Officer (CO) or designee and NASA Safety Office any hazard, close call, accident, incident, or exposure or any employee affected person(s) through actions of the contractor. The Contractor shall demonstrate proactive and innovative safety and health practices on a continual basis throughout the contract period.

5.2.4 Fraud, Waste and Abuse. Within the Government there is a strong emphasis placed on detecting and reporting fraud, waste, and abuse. Any such actions shall be reported immediately to the NASA Fraud, Waste, and Abuse Program Hotline; to the contractor's management; and to the NASA COR and CO as soon as possible.

5.2.5 Security Requirements. All personnel must comply fully with all security requirements. Employees are expected to be vigilant and to report suspicious activities or personnel to NASA-AFRC Security immediately. The safe working environment depends on your alertness and determination. Failure to follow security guidelines may be grounds for removal of your NASA badge and your ability to enter both Edwards Air Force Base and the NASA-AFRC.

5.2.6 Identification Badge. During performance of this contract, issued badges shall be worn by contractor employees and prominently displayed at all times while on AFRC property, unless wearing the badge creates a safety hazard. Badges must be worn above the waist, on the outermost garment, with the picture and/or expiration date facing out.

5.2.7 Disclosure of Information. The Contractor shall not disclose or cause to be disseminated any information concerning Government operations, including those performed by other

contractors for the Government, which could result in or increase the likelihood of the possibility of a breach of security or interrupt the continuity of operations. Disclosure of information may result in civil and criminal liabilities. All inquiries, comments, or complaints arising from any matter observed, experienced, or learned as a result of or in connection with the performance of this contract, shall be directed to the COR if the resolution requires dissemination of official information. Access to some NASA programs and databases will require specific COR and/or Systems Manager approval. The minimum number of personnel necessary to accomplish the task will be provided such access.

5.2.8 Keys. The Contractor shall be responsible for the cost of replacing any keys that are furnished to and lost by their employees. If the COR decides that a lock must be replaced because of the loss of a key by the Contractor's employees, the Contractor shall pay the cost of that replacement. Similarly, the Contractor shall pay the cost of changing a combination lock if the COR has reasonable cause to believe that the combination has been compromised.

5.3 Contractor Employees.

Each employee is expected to adhere to standards of competency, conduct, appearance, and integrity that reflect credit to the employee, the Contractor, and the Government. For example, Contractor employees are expected to adhere to standards of appearance that are appropriate for the environment in which the employee shall be working. If in an office environment, office apparel will be worn.

The Contractor is responsible for disciplinary action with respect to their employees as necessary.

5.4 Standards of Conduct.

The nature of the work under this contract will require the Contractor and its employees to have access to data and Information Technology (IT) systems which contain source selection information, sensitive business information, and/or proprietary data. Access to this information subjects the Contractor and its employees to a variety of laws and regulations relating to ethics, conflicts of interest, corruption, and other criminal or civil matters relating to the award and administration of government contracts. Recognizing that this contract establishes a high standard of accountability and trust, the Government will carefully review the Contractor's performance in relation to the mandates and restrictions found in these laws and regulations. Unauthorized uses or disclosures of sensitive information may result in termination of this contract for default, or in debarment of the Contractor for misconduct affecting responsibility as a government contractor.

The Contractor shall comply with the requirements of the following clauses, or the most recent updates of these clauses, when handling any source selection information, sensitive business information, and/or proprietary data or accessing IT systems containing such data:

- NFS 1852.237-72, Access to Sensitive Information
- NFS 1852.209-71, Limitation of Future Contracting
- NFS 1852.204-76, Security Requirements For Unclassified Information Technology Resources

All Contractor personnel shall be required to sign non-disclosure agreements prior to starting work and may be required to sign activity-specific non-disclosure agreements before working on a particularly sensitive project. The Contractor shall provide yearly training to all personnel on the handling and protection of sensitive business information, organizational conflicts of interest, and compliance with non-disclosure agreements.

Contractor personnel shall comply with local, state and federal laws and regulations.

All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the Government installation, shall obey all regulations of the installation. The Government reserves the right to refuse to permit any contractor employee to perform services under the contract. In such cases, the Government will advise the contractor of the reason for requesting an employee's removal or withdrawal of their authorization to enter the installation.

5.5 Customer Service.

The Contractor shall function as an integral team member within the team of their assigned organization. The Contractor shall maintain a professional, courteous working relationship with all civil servants and Contractor support personnel team members to maintain a collaborative, cohesive work environment. The Contractor shall address the needs of all customers within the scope of the PWS in an effective and efficient manner. The Contractor shall ensure its personnel do not perform personal services.

6.0 MANAGEMENT PLAN

The contractor shall maintain an effective management plan to ensure that the requirements of this PWS are met. The plan shall be submitted to and approved by the CO. The CO must approve any changes to the plan.

If a site/program manager is proposed, the duties are: Plans, organizes, directs, and manages the program to ensure all contractual obligations are fulfilled, quality standards are met, and associated expectations of performance are achieved. Key responsibilities include: Managing multiple concurrent functional tasks, providing expert direction and guidance to subordinates, developing schedules, formulating work plans, managing and controlling resources, and serving as point of contact with NASA, Government CO and COR, Task Monitors and/or customer personnel. Authorized to negotiate and make binding decisions on behalf of the company, including signatory authority.

Minimum Requirements: BS/BA; 10 years total; 6 years in management of multiple functional areas with diverse missions **HEALTH AND SAFETY PLAN**

The contractor shall maintain a health and safety plan, which complies with all pertinent Occupational Safety and Health Administration (OSHA) regulations and all safety policies delineated in the Neil A. Armstrong Flight Research Center Management Systems documents for safety.

8.0 HOURS OF OPERATION

Neil A. Armstrong Flight Research Center currently offers two work schedules, a standard tour and a compressed schedule. The future goal is to transition the Center to the compressed schedule. The majority of employees are working a 4/5/9 work schedule. Therefore alternate Fridays are not a part of the normal workweek for work performed at the Center. The majority of the Government offices are closed on alternate Fridays.

Some positions will require occasional instances of unusual working hours, such as requirements for working an extended day, working late (working beyond the mutually agreed ending time for any particular day), or working on a weekend. The contractor is responsible for adjusting work schedules to their employees for such unusual working hours, altering the start time (for support later than the mutually agreed ending time for any particular day), or some other appropriate adjustment or solution.

9.0 OVERTIME

Overtime hours are normally required to respond to emergencies, unusually heavy workloads, and unexpected situations that may occur due to unforeseen service requirements. If circumstances indicate the potential need for overtime in order to accomplish a task, such overtime must be authorized in advance by the Contracting Officer or his/her authorized representative. Overtime will not be authorized to compensate for shortcomings in Contractor performance. NASA-directed overtime will be covered by the Cost No Fee line item(s) of the contract.

10.0 TRAINING

10.1 Contractor Provided Training

The Contractor is responsible for ensuring that all its employees meet customers' minimum requirements in all areas of the PWS and task requests. The Contractor is required to train and mentor personnel focusing on the key requirements and processes of the requesting organization. If government training is available the contractor may negotiate with the government to provide such training. A letter from the CO will document any agreement for the government to provide specific initial job-related training. The contractor shall maintain training and certification records for each employee and make the records available to the CO and COR upon request. The contractor shall provide environmental, health, and safety training to ensure employee compliance with NASA, Federal, State, and local laws, regulations, instructions. This training may be available through government sources. If not, the contractor shall provide it to employees at no additional cost to the government.

10.2 Government Provided Training

In general, contractor employees must attend and complete all training required of government employees. The contractor will be notified of the availability of such training, and of the need for contractor personnel to attend. The contractor shall be responsible for scheduling the attendance of contractor personnel at such training, obtaining government approval, and shall be responsible for minimizing the interruption of necessary governmental functions.

10.3 Training for New Requirements

The government will provide or fund training in cases where new requirements (additional to those delineated in the Task) mandate additional training for the specific job to which the employee is assigned. The government will determine such training requirements. The government may provide training directly or by supplying funds for the contractor to obtain the necessary training. The government will fund actual training cost, per diem, and travel at government rates in accordance with Federal Travel Regulations (FTR). In all cases where the employee of the contractor is provided training locally or at a temporary duty location, the contractor will reimburse the government for costs should the employee fail to successfully complete the training.

11.0 MISSION RELATED TRAVEL

The contractor may be required to travel during the performance of this effort. The Contractor shall provide organizational related travel for Contractor personnel as required. The travel may be for, but not limited to, administrative support for conferences, meetings, and other activities based on specific organizational requirements.

Travel requirements under this contract shall be met using the most economical form of transportation available. If economy class transportation is not available, the Contractor must submit to the CO a request for advance approval to utilize higher-class travel. All travel should be scheduled sufficiently in advance to be able to take advantage of offered discount rates.

Travel will consist of airfare, rental car when required, lodging, meals, and other incidentals (gas, tips, phone calls, parking, tolls, baggage claims, hotel safe charges, etc.) as authorized by Federal Travel Regulations and organization specific guidelines. The Contractor shall provide its proposed travel arrangements and itemized cost estimate for assessment of reasonability to the TM and the COR for CO approval before the contractor incurs the costs. Reimbursement for actual (approved) travel costs incurred during the performance of this contract shall be in accordance with Part 31 of the Federal Acquisition Regulations. The Contractor shall submit travel charges on the next month's invoice.

Local travel will not be reimbursed under this contract. Examples of local travel that will not be subject to reimbursement are: travel to and from normal job site, supervisory personnel traveling to a Government site or alternative facility to oversee operations. Personnel temporarily working at a Government site or alternative facility will consider such facility his/her normal job site.

12.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Performance Requirement Summary (PRS) lists and defines the tasks that the PM, and or COR determine are most important to monitor and evaluate, the acceptable quality and frequency of inspections. It is an attachment to the PWS and also included in the QASP. The PRS form is used for recording the inspections. The same tasks that are listed on the PRS will be defined further in the QASP. A PRS will be attached to each task order.

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.1 Resource Management	Prepare and update reports, including end-of-month, ad-hoc, and presentation charts	Accuracy: Information shall be clearly articulated. Not more than one report/presentation returned for errors per month. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
	Track labor, procurement, and travel budgets from commitment to disbursement	Accuracy: No inaccurate tracking of budget information at any time. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
4.2 Financial Management	Create, monitor, and reconcile travel authorization using traveler inputs to make reservations; prepare travel vouchers; and route for approval with accuracy and in a timely manner.	Accuracy: Travel documents must be 100% accurate. Timeliness: All established deadlines are met 100% of the time in order to meet mission deadlines.
	Provide voucher examination and payment services.	Accuracy: Not more than one misrouted voucher or payment error per month. All invoices and vouchers are routed to the customer and NSSC in 3 days. Timeliness: All established deadlines are met 100% of the time.

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.3 Acquisition Management Office	Ensure compliance with all procurement procedures and regulations.	Accuracy: 100% compliance with Federal Acquisition Regulations and NASA Federal Acquisition Regulations Supplements, Agency, AFRC, Government Printing Office and other government policies and procedures. Timeliness: All procurement milestone timelines shall be met; Not more than one milestone missed per quarter.
	Process procurement actions within established timelines.	Accuracy: All procurement processes shall be met; Not more than one omitted process missed per quarter. Timeliness—action shall be processed by the timeline listed below; not more than three missed awards per month. MIPRS—15 days Purchase Value Processing (Days) Up to $10,000 10 $10,001 to $25,000 20 $25,001 to $100,000 30 Over $100,000 45

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.4 Technical Publications Office	Perform technical editing and related assistance such as formatting to pertinent STI and other applicable specifications.	Accuracy: Contractor shall inspect published products prior to release to customer. No more than one error per month. No more than 3 pieces of correspondence returned for errors each month. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
	Required communication material review approvals shall be submitted to or approved by the Contract Manuscript Review process before completed work is sent for reproduction or released to the customer.	Accuracy: Contractor shall ensure material review approvals are performed prior to reproduction or distribution. No more than one missed review approval per quarter. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
4.5 Research Library Services	Identify information resources that support research in science and technology information and deliver those resources to all AFRC personnel.	Accuracy: Contractor shall ensure all customer requirements are met and there is no more than one customer complaint per month. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.6 Reproduction Center Services	Provide duplicating and printing support and safeguard all sensitive, classified or proprietary material.	Accuracy: Duplicating and printing support shall be provided without errors and handling of classified or proprietary material shall be 100% compliant with Agency, AFRC, Government Printing Office and other government policies and procedures. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.

4.7 Office of Strategic Communications	4.7.1: Weekly/Monthly Media Reports. Due: weekly and monthly when scheduled. Agency events calendar updated on a monthly basis. 4.7.2: Response to written public requests. Due within 3 days of request. Delivery (verbal or written) of major tasks and resource requirements for events. Due: within one week of event initiation. 4.7.3: AFRC promotion and exhibits plan. Due: Baseline due by Oct 1 of each year. Quarterly updates due by 5th day of new quarter (govt. fiscal year). End of year report due September 30.Monthly status report on exhibits program consistent with HQ metrics. AFRC X-Press. Due: Monthly Special Publications. Due: As required and time available in consultation with office Chief News Releases, Articles, Fact Sheets and Info Summaries. Due: As requested Written report (i.e. trip report) on results of attendance at conferences and other off-site activities. Due within 10 working days following completion of travel.	Contractor shall ensure all customer requirements are met and there is no more than one missed report/action per month Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.7 Office of Strategic Communications, Continued	4.7.4: Response to information requests. Due: within 3 working days. Articles and monographs. Due: as identified by the Office Chief. Publications, reporting, plans and milestones: as identified in approved schedule. 4.7.5: Ensure that all content distributed via social media accounts is properly reviewed and vetted prior to release. Track and report weekly and monthly metrics in accordance with best practices and NASA requirements. Analyze metrics and implement strategies to maximize reach within available resources. 4.7.6: New Hire Welcome Package sent within 5 days of hire notification Security Instructions for New Hires: as required by Office Chief. List of AFRC POCs for services: Updated quarterly.	Contractor shall ensure all customer requirements are met and there is no more than one missed action per month Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
4.8 Office of Internal Controls and Management Systems	Performance Measures will be identified by the nature of the deliverable, conformance of deliverable to requirements, and scheduled delivery dates.	Accuracy: Final products shall be free of any errors. Contractor shall ensure all customer requirements are met and there is no more than one customer complaint per month Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.

Performance Work Statement Paragraph	Performance Standards	Performance Requirement
4.9 Administrative Office Support	Prepare various office correspondence; perform data processing and other administrative functions.	Accuracy: Final products shall be free of any errors. No more than 3 pieces of correspondence returned for errors each month. No errors in scheduling appointments. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
4.9.3 Human Resource Management and Development Office	Provide a variety of training services and other administrative functions.	Accuracy: Contractor shall ensure all customer requirements are met and there is no more than one customer complaint per month. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.
4.10 Business System Support	Prepare documentation or presentation material, participate in meetings, etc.,	Accuracy: Information shall be clearly articulated. Not more than one report/presentation returned for errors per month. Timeliness: All established deadlines are met 100% of the time. Projected delays are renegotiated with the requiring organization prior to the original deadline.

Acronyms and Abbreviations
Additional Acronyms and Abbreviations may be found at:
http://xnetapps.AFRC.nasa.gov/acronyms/index.cfm

AA	NASA Associate Administrator
AAL	Ask A Librarian
A/OPC	Alternate Center Agency Program Coordinator
ACTO	Armstrong Centralized Travel Office
AFB	Air Force Base
AFTC	Air Force Test Center
AFRC	Neil A. Armstrong Flight Research Center
AIAA	American Institute of Aeronautics and Astronautics
AMO	Acquisition Management Office
AMS	Armstrong Management System
ANSI	American National Standards Institute
A/OPC	Alternate Center Agency Program Coordinator
APO	Aircraft Part Ordering
AMSB	Armstrong Management System Board
AWMS	Accounts Payable Work Management System
AWS	Alternate Work Schedule
BA	Bachelor of Arts
BITS	DATR Business Information Tracking System
BOBJ	Business Objects
BS	Bachelor of Science
CASI	Center for AeroSpace Information
CATSS	Center Administrative and Technical Support Services
CBPL	Center Business Process Lead
CC	Competency Center
CCB	Configuration Control Board
CCR	Configuration Change Request
CD-ROM	Compact Disk-Read Only Memory
CEA	Center Export Administrator
CFR	Code of Federal Regulations
CFO	Chief Financial Officer
CH	Cardholders
CMM	Contracting Management Module
CNF	Cost No-Fee
CNSI	Classified National Security Information

CO	Contracting Officer
COR	Contracting Officer's Representative
CTO	Central Travel Office
CUI	Controlled Unclassified Information
DAA	Document Availability Authorization
DATR	Dryden Aeronautical Test Range
DCP / DOP*	Dryden Center-wide Procedure / Dryden Organizational Procedures
DFARS	Defense Federal Acquisition Regulation Supplement
DFRC	Dryden Flight Research Center
DMS	Document Management Systems
DR	Discrepancy Report
DTIC	Defense Technical Information Center
DVD	Digital Versatile Disc
DVD-ROM	Digital Versatile Disc - Read Only Memory
EAR	Export Administration Regulations
EMS	Environmental Management System
EPDW	Enhanced Procurement Data Warehouse
EPS	Electronic Posting System
ETS	Engineering and Technical Services
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
FOUO	For Official Use Only
FPDS-NG	Federal Procurement Data System – Next Generation
FTR	Federal Travel Regulations
GPO	Government Printing Office
GSA	General Services Administration
GWAC	Government-wide Acquisition Contract
HQ	NASA Headquarters
HTML	Hyper Text Markup Language
HUB Zone	Historically Underutilized Business Zone
ICAS	Integrated Corrective Action System

* Dryden Center wide Procedures and Dryden Organizational Procedures will continually be used throughout their expected life cycle. As Center operations change or necessitate revisions to these documents, the DFRC-AFRC name change will be incorporated.

ICS	Invoice Concurrence System
IDIQ	Indefinite Delivery, Indefinite Quantity
IEEE	Institute of Electrical and Electronics Engineers
ILL	Interlibrary Loan
IPR	Inter-Agency Purchase Requests
ITAR	International Traffic in Arms Regulation
JCP	Joint Committee on Printing
LL	Lessons Learned
NAIS	NASA Acquisition Internet System
NAIS ICS	NASA Acquisition Internet System Invoice Concurrence System
NAMIS	NASA Aircraft Management Information System
NASA	National Aeronautics and Space Administration
NDL	NASA Digital Library
NFS	NASA FAR Supplement
NISO	National Information Standards Organization
NMSP	NASA Management System Policy
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OCLC	On-line Computer Library Center
ODIE	Online-Document Information Exchange
OFI	Opportunity for Improvement
OICMS	Office of Internal Controls and Management Systems
OMB	Office of Management and Budget
OSHA	Occupational Safety and Health Agency
PBC	Performance-Based Contracting
PCB	Project Control Board
PCL	Product Control List
PDF	Portable Document Format Files
PMT	Project Management Tool
POC	Point of Contact
POV	Privately Owned Vehicle
PPBE	Planning, Programming, Budgeting and Execution
PRS	Performance Requirements Summary
PWS	Performance Work Statement
R&D	Research and Development

RFP	Request for Proposals
RFQ	Request for Quotes
RMO	Resources Management Office
SAP	Systems Applications Products
SATERN	System for Administration, Training, and Educational Resources for NASA
SEWP	Scientific and Engineering Workstation Procurement
SecureID	NASA Pass required for outside access to Neil A. Armstrong Flight Research Center Computer systems
SHEMP	Safety, Health, and Environmental Management Plan
SME	Subject Matter Expert
SR	Service Request
STI	Scientific and Technical Information
STR	System Test Report
STRN	Standard Technical Report Number
TFM	Treasury Financial Manual
TM	Task Monitor
TO	Task Order
TPO	Technical Publications Office
TTCP	Technology Transfer Control Plan
US	United States
VIP	Very Important Person
ViTS	Video-Teleconferencing System
WAWF	Wide Area Work Flow