

DRAFT
STATEMENT OF WORK

**GODDARD LOGISTICS AND
TECHNICAL INFORMATION CONTRACT**

October 2015

MISSION STATEMENT AND CONTRACT OVERVIEW

The purpose of the Goddard Logistics and Technical Information Contract (GLTIC) is to support the Centerwide mission responsibilities of the Information and Logistics Management Division (ILMD) by providing logistics support, technical information management and other services to the National Aeronautics and Space Administration (NASA), Goddard Space Flight Center (GSFC), at its Greenbelt, MD location, including some on-site tenant organizations and near off-site Government and contract locations. Selected logistics services will also be provided through the GLTIC to GSFC at its Wallops Island, VA location and NASA Headquarters. Additionally, work is occasionally performed supporting GSFC at other locations (e.g., the NASA Independent Verification and Validation Facility (IV&V) in WV and the Goddard Institute for Space Studies in NY). In accordance with the “commercialization clause” in the contract, the services in this Statement of Work (SOW) may also be provided to other government agencies and commercial (non-government) customers.

Unless specifically stated otherwise, the requirements of this SOW shall apply to GSFC - Greenbelt. These services shall be provided to both institutional and technical programs/projects, and include: project support, supply management, transportation, equipment management, management services, creative services, and audio visual services. Appendix A contains a Work Breakdown Structure of the functions performed in this SOW. Appendix B identifies those services provided for GSFC (Greenbelt and Wallops) and NASA HQ.

All requirements listed in this SOW are considered either “core” services, “reimbursable” services or a combination of both. Core services are services that are provided at no cost to customers. Reimbursable services are services that are paid for by the customer. The majority of the reimbursable services will focus on project mission work. However, the contractor shall pursue opportunities for additional work in all service areas that can potentially and efficiently be performed on a reimbursable basis. The contractor shall provide analysis and recommendations on ways of expanding reimbursable services, in many cases working directly with customers. Reimbursable services may also be provided to other NASA Centers and other U.S. Government agencies when approved by ILMD. Appendix C identifies those services that are core services and those that are reimbursable. The workload data associated with the requirements in this SOW are contained in a separate document.

The contractor will be involved with ILMD in a variety of policy and operational activities. However, as a U.S. Government organization, ILMD has overall responsibility for those activities. These ILMD management functions and responsibilities include, but are not limited to:

- a. Policy and program planning,
- b. Review and approval of Work Instructions,
- c. Approval of management systems,
- d. Quality management/quality assurance policy,
- e. Interagency and intra-agency agreements,
- f. Interpreting federal laws and regulations,

DRAFT

- g. Contract budgeting and funding and allocation of resources,
- h. Direction to support new customers or cease supporting existing customers,
- i. Marketing of services,
- j. Contractor performance evaluation,
- k. Contract management system review and operational audits,
- l. Determining customer service levels, and
- m. Approval of cost reimbursement support to customers.

The intent of this procurement is to obtain logistics and technical information services in an environment in which the contractor manages the daily operations while achieving: maximum cost-effectiveness, highest customer satisfaction; and compliance with applicable federal laws, regulations, and ILMD procedures. The contractor shall establish and administer a joint ILMD-GLTIC quality management program as described in the SOW. The contractor shall maintain a cost accounting system that is also capable of recording and reporting cost by function, by responsible Government organization and by individual GLTIC customer.

The contractor shall manage the day-to-day operations of the GLTIC at GSFC (Greenbelt, Maryland, and Wallops Island, Virginia) and NASA HQ. The contractor shall designate a Program Manager, located at Greenbelt, as the full-time manager responsible for overall administration and supervision of this contract at Greenbelt, Wallops, and NASA HQ. In performing the work of this SOW, the contractor shall coordinate directly with customers and other contractors (e.g., the Wallops Institutional Consolidated Contract at Wallops). Additionally, the contractor shall actively market the services provided in this SOW to potential customers located at GSFC.

1.0 PROGRAM MANAGEMENT

The contractor shall institute and maintain an effective, efficient, and responsive program management organization which is responsible for management and oversight of contractor personnel, other contract resources, and contract performance, deliverables, and cost. The contractor shall promptly alert the Contracting Officer's Technical Representative and/or Contracting Officer of any problems which may adversely impact the timely and cost-effective delivery of quality products or services under this contract.

1.1 Program Management

The contractor shall maintain adequate staffing levels to meet contract requirements, analyze future needs, and develop specific operational procedures and documentation as required. As GLTIC support requirements and workload change, the contractor shall develop plans, communicate analyses and impact assessments to ILMD, and take action to respond to these changes as necessary. All activities shall be appropriately coordinated across functional areas or with other contractors, and all operational issues shall be resolved expeditiously.

DRAFT

Performance Requirements

- a. Milestones identified for studies and analyses shall be completed on schedule.
- b. The quality and timeliness of support to customers shall meet or exceed requirements.

1.1.1 Management Reviews

The contractor shall participate in the following management reviews at GSFC:

Logistics Staff Meeting - The contractor shall provide an overview of GLTIC operations, including accomplishments, problems, corrective actions and other details. The meetings will be held monthly, or as otherwise scheduled, and shall be attended by cognizant contractor and ILMD personnel. The contractor shall also provide a performance indicators summary report for discussion at the staff meeting. The contractor shall provide an agenda in advance of the meetings to ILMD management.

Program Review - The contractor shall conduct a program review on a quarterly basis. The program review shall cover all aspects of GLTIC operations, both technical and business, including a summary of accomplishments in each functional area. The review shall be attended by the ILMD and GLTIC management team, and other division or contractor representatives as required.

Project Support Meeting - The contractor shall conduct a review for ILMD management on a bi-monthly basis to report on the status of support activities for each project supported by the contractor. The contractor shall provide an updated matrix at the review, which includes pertinent information about the project, including type of support being provided, points of contact, schedule dates, and changes since the last review.

Division Staff Meetings - The contractor shall attend these weekly staff meetings with the ILMD managers, and provide status as necessary on current activities/problems that are important to the management team.

1.1.2 Program Analysis

The contractor shall establish the expertise and capabilities to perform in-depth analysis for each major functional area. This analysis shall be required for, but not limited to, the following reasons: responding to changes in laws, regulations or policies; changing or improving operations; taking corrective action resulting from audits, surveys, or other reviews; and implementing new programs and activities. The contractor shall conduct ongoing analysis and conduct studies on logistics and technical information concepts, policies, procedures and application of information technology to enhance processes for each of the major functional areas, and provide reports of findings, conclusions, and recommendations to ILMD.

DRAFT

1.1.3 Personnel Management

The contractor shall provide personnel management capability to maintain the necessary GLTIC staff to meet the requirements of this SOW. Personnel with a “Secret” security clearance are required to perform work supporting export control and NASA HQ records management.

1.1.4 Reporting Requirements

The contractor shall prepare and forward the reports listed in the deliverables clause of the contract schedule as well as those contained in Appendix D.

1.1.5 Hours of Operation

Unless otherwise specified in this SOW, the contractor’s hours of operation for the GLTIC shall be 8 a.m. - 4:30 p.m., Monday through Friday (i.e., the operation shall be continuously open including lunch and break periods, excluding Federal holidays). When the Center is closed, the contractor operation will also be closed, except for those employees identified as emergency personnel. Contractor personnel shall also be available to meet emergency overtime work requirements.

1.1.6 Policies, Directives, and Publications

The contractor shall comply with all applicable federal/local laws and regulations, and NASA and GSFC policies and directives during performance of this contract. A list of the applicable documents for this contract is in Appendix E.

1.1.7 Property Control

The contractor shall establish controls and procedures to ensure the proper control, use and maintenance of government property provided to support GLTIC operations. In accordance with government regulations, serve as the Property Custodian for all Installation Accountable Property provided to the GLTIC.

The contractor shall establish and administer a program for the prevention of losses of Government equipment and supplies managed under the GLTIC or in the custody of the contractor (e.g., property in delivery vehicles or warehouse space). The emphasis shall be on the security of all GLTIC operations. The program shall include educational efforts in these areas for all GLTIC personnel.

1.1.8 Health and Safety Program

The contractor shall establish and administer a health and safety program in accordance with GPR 1700.2, *GSFC Health and Safety Program*. This program shall stress safety in the work place through strict adherence to all applicable health and safety regulations and the development of new procedures, as required. The contractor shall designate Assistant Facilities Operation

DRAFT

Managers (FOMs) for Building 16W and other facilities, as specified by ILMD. The contractor shall designate Building Managers or FOMs for offsite leased space, as specified by ILMD.

The contractor shall maintain and revise, as directed, an ILMD-approved hazardous materials management plan including, but not limited to: procuring, receiving, storing, issuing, delivering, shipping, disposing, and maintaining appropriate data such as Material Safety Data Sheets (MSDS) and Hazardous Materials Management System (HMMS) records or other documentation. The contractor shall incorporate into its plan actions for protecting the health and safety of personnel handling and storing hazardous materials. The contractor shall maintain inspection records of safety devices and stations, and actively participate in the NASA Alerts Program.

1.1.9 Work Order Tracking

The contractor shall develop a work order tracking process for managing customer service requests and work activities under the contract. This process shall include the capability to track status of requests (as appropriate) and provide workload data. The overall process is not required to be a single integrated information system, but may consist of multiple independent systems and processes (including the existing work tracking system used for the Customer Service Office, as well as the various IT systems identified in Appendix F.).

1.2 Quality Management

The contractor shall participate with the Government in developing and implementing a joint quality management program, which incorporates the basic elements of quality management in all aspects of GLTIC management and operations. The contractor shall implement GSFC's Management System (including ISO 9001 and AS9100) as described in GPR 1280.1, *The GSFC Quality Manual*. The contractor shall have an associated quality control (QC) program. This QC program shall provide for simple and practical inspection techniques which provide an effective measure of contract performance, and which encourages working level identification and control of deficiencies, appropriate corrective action, and documentation.

1.2.1 Continuous Improvement

The contractor shall propose to ILMD changes or new ways of doing business that will result in efficiencies, eliminate obsolete or unduly high cost efforts, or provide enhancements or program changes to anticipate future requirements and to improve services to GLTIC customers.

1.2.2 Work Instructions

The contractor shall write, maintain, and revise work instructions (WIs) for all functional areas and operations and deliver them to the Government for approval. These WIs shall document the processes and procedures followed for accomplishing the requirements of this SOW, and shall comply with the ISO 9001 or AS9100 Quality Assurance Standard as implemented by GSFC's Management System. The existing work instructions and Standard Operating Procedures shall

DRAFT

be followed until the new/updated WIs have been approved. Once approved by the Government, the contractor shall operate in accordance with the WIs. During the contract, the contractor shall maintain and revise the WIs, when required, using relevant current procedures as appropriate under this contract.

1.3 Cost Control

1.3.1 Supply Financial Management

The contractor shall perform supply financial management functions necessary to support the supply operation. This requires daily interaction between numerous personnel: customers, NASA financial and resources personnel, GLTIC and ILMD supply personnel, supply vendors and others. These supply financial management functions include, but are not limited to, the following: processing vendor invoices for inventory pool purchases; ensuring that the AMMS general ledger is balanced and daily extracts of the supply transactions to SAP are correct and reconciled; researching discrepancies between the Advanced Materials Management System (AMMS), Funds Control System (FCS), Business Warehouse (BW) and the NASA Systems, Applications, and Products in Data Processing (SAP) financial system; and analyzing supply transactions to ensure compliance with NASA and government policies and procedures.

1.3.2 Inventory Pool Management

The contractor shall provide inventory pool management support to the GSFC. The contractor shall be responsible for working with customers on collection of funds and reconciliation efforts. If a customer is non-responsive after three documented attempts to collect funding or information, the contractor shall notify the ILMD Government Resources Analyst for assistance.

The contractor shall be responsible for providing status reports to the ILMD Government Resources Analyst on a bi-weekly basis and communicating any issues/concerns with funding regularly.

The contractor shall gain access to NASA financial systems (e.g., BW, SAP and FCS to run the above listed reports and any other reports that may be necessary to ensure appropriate operation of the inventory pool.

1.3.3 Cost Reimbursement Support to Customers

The contractor shall be prepared to provide support in all areas of the SOW to GSFC, HQ and other NASA Center customers on a cost reimbursement basis (i.e., either through dedicated work years or via a fee-for-service approach). The contractor shall work with customers to find cost effective ways of providing support. Support provided with dedicated work years will require a reimbursable agreement with the customers detailing the level of support to be provided in the required areas, estimated hours and cost, identification of how to request the support, and a customer Resources Analyst point of contact. The contractor shall have a cost accounting system that will also calculate and track customer charges (identifying both the organizations and

DRAFT

individuals) for work performed, and provide proper identification and reporting of customer charges for each area of requested support. These customer charges shall include all direct and indirect charges such as labor, warehouse leases, supplies, equipment and facility usage fees/costs, and other items.

The contractor shall provide monthly 533 reports to identify hours charged in each support area, any associated other direct costs (ODCs), and any other information to facilitate the financial transactions required and reporting of the costs. The contractor shall provide analysis and recommendations on ways of expanding reimbursable services, in many cases working directly with customers. Implementation of these reimbursable services will come at the approval of ILMD.

1.4 Customer Service Office

The GSFC Management Operations Directorate has a Customer Service Office that serves as the point of entry for requesting many of its services at the GSFC Greenbelt location. These services also include those for Wallops customers that are performed by Greenbelt organizations. The Management Operations Directorate provides support in the following areas: procurement; facilities management; protective services; environmental management; logistics; library services; and technical information services.

The contractor shall operate and maintain the Service/Work Reception Desk, which shall operate during GSFC business/core hours. The contractor shall provide a wide range of services from customer work intake to work tracking and productivity measurement, support concerning forms, data entry and retrieval, work status reporting, handling of customer inquiries, and delivery of work to customers. The Service/Work Reception Desk staff shall be knowledgeable in the services provided by the Directorate in order to provide customers with informed responses to their questions. It is the role of Service/Work Reception Desk staff to provide support to Center users by answering questions and tracking workflow through various computer information systems. These systems include, but are not limited to: eMOD, Maximo, SAP, BW, Studio-8 and AMMS. All data entered into the eMOD work tracking database remains the property of the Government. The requester of a service call made by telephone shall be given a work order number and phone number to call for future status inquiries.

The contractor shall provide support in the planning and execution of marketing and outreach activities to heighten Center awareness and will play an instrumental role in training Center employees on the use of the web-based ticketing system.

DRAFT

The contractor shall provide Service/Work Reception Desk Support that includes, but are not limited to: answering customer inquiries and providing work status; submitting work requests; processing work tickets; providing data entry and routing tickets; and providing immediate technical and training support to customers as needed.

Performance Requirement

eMOD work requests shall be entered into eMOD the same day of receipt. Work requests received after 4:30 p.m. shall be entered the next workday by 10:00 a.m.

2.0 INFORMATION SYSTEMS

The contractor shall operate, maintain, and upgrade existing information systems necessary to support the requirements of this SOW. The contractor shall develop or purchase additional systems through the contract to support new requirements, automate existing requirements, and pursue opportunities to utilize information systems to enhance integration across functions. The contractor shall use and provide support for the hardware and software contained in Appendix F. This support shall include the preparation, maintenance, and issuance of original and revised documentation, such as user's manuals, operator's manuals, system generated forms and reports, and user guides and training materials. The contractor shall prepare and distribute all documents generated by the supported systems. Any programs or source code developed under the contract shall belong to the Government.

2.1 Advanced Materials Management System (AMMS) Operations

The contractor shall operate, maintain, and upgrade AMMS; the system that supports the supply operations at GSFC. The system is capable of performing online inquiry/response and interactive updates. The contractor shall maintain and update the existing system, and participate in the development and implementation of any enhancements. The contractor shall identify, develop and maintain interfaces and all software, necessary flowcharts, narrative descriptions and explanations. The contractor shall maintain and operate the AMMS Web Order Entry System which provides authorized supply support (stores stock) customers with on-line requisitioning, catalog and status inquiry capabilities. Activities include, but are not limited to: processing customer access requests and advising new customers when they have access to AMMS; updating and maintaining customer account information and passwords; publishing, maintaining and distributing an AMMS Web Order Entry User's Manual; and providing specific immediate technical and training support to customers as needed.

2.2 Goddard Directives Management System (GDMS) Operations

The contractor shall operate, maintain, and upgrade GDMS. The GDMS is a web-based system and serves as the GSFC repository for Center Level directives, organizational directives, forms, announcements, and other technical documents. Various GDMS reports and other related functions are included. The GDMS facilitates the review of draft policy documents, document tracking and archival processes. There are approximately 120 Center-level directives and 650

DRAFT

organizational directives in the GDMS library. The contractor shall provide day-to-day maintenance, system development, programming changes as directed by the Center Directives Manager, and sustaining engineering for the GDMS. The contractor shall process user account requests (User ID and password assignments).

2.3 Hazardous Materials Management System (HMMS) Operations

The contractor shall act as the HMMS Help Desk for GSFC customers and coordinate with information systems personnel (external to the contract) to resolve HMMS technical problems. Additionally, the contractor shall propose and test enhancements to HMMS. Other activities include, but are not limited to: processing customer access requests and advising new customers when they have access to HMMS; updating and maintaining customer account information and passwords; publishing, maintaining and distributing HMMS user's manuals; and providing specific immediate technical and training support to customers as needed.

2.4 Information Systems Implementations, Modifications, and Operations

The contractor shall identify and propose, as appropriate, any system improvements and enhancements that benefit operations or provide cost savings achievable through further automation, interfacing with other ILMD or government systems, software development/acquisition or innovation. The contractor shall acquire, develop, and implement improvements in a timely manner. The contractor shall assure adequate, cost effective, efficient and timely computerized support of all functions, elements and requirements specified or implied within this SOW.

The contractor shall ensure complete systems coordination within ILMD and shall ensure that ILMD receives all required management information whether generated manually or by computer. The contractor shall be responsible for interface and coordination of program changes with other elements of GSFC, particularly the Regional Finance Office. The contractor shall implement appropriate security for information systems in accordance with NPR 2810.1, *Security of Information Technology*, and coordinate all information technology security activities with the ILMD computer security official.

The contractor shall ensure that all information systems comply with the requirements of the following Section 508 standards (electronic and information technology accessibility standards):

Section 1194.21 - Software applications and operating systems

Section 1194.22 - Web-based intranet and internet information and applications

Section 1194.23 - Telecommunications products

Section 1194.24 - Video and multimedia products

3.0 PROJECT LOGISTICS

The contractor shall provide the necessary expertise and capabilities required to support GSFC (Greenbelt and Wallops) in all phases of acquisition and operational logistics services, including

DRAFT

planning, coordinating, and implementation, for NASA programs and projects. Requirements may include development, coordination, evaluation, and execution of logistics plans and engineering analyses and studies; life cycle cost analysis, and logistics support analysis, in accordance with specified program policies and procedures, work instructions or other guidance provided by ILMD or ILMD customers. The contractor shall provide support to ILMD in the development and review of logistics support sections of project plans. The major categories of project logistics support provided include: logistics planning and coordination, transportability engineering, project storage, and export control.

Performance Requirement

Logistics and engineering activities shall be completed on schedule.

3.1. Logistics Planning and Coordination [Reimbursable only]

The contractor shall apply various elements of logistics and transportability engineering to GSFC's flight project and engineering offices. These elements are described in NPR 7120.5, *NASA Program and Project Management Processes and Requirements*, NPD 7500.1, *Program and Project Logistics Policy*, and general logistics literature. Logistics and transportability engineering elements supported include:

- a. Transportation and Traffic Management;
- b. Flight Hardware Shipping Container Design, Fabrication and Modification;
- c. Hardware Instrumentation for Shock and Vibration;
- d. Packing and Crating; and
- e. Project Storage.

The contractor, in coordination with ILMD, shall act as the focal point for assigned projects. This includes, but is not limited to: identifying support requirements, coordinating logistics support activities with ILMD and other GLTIC activities, and ensuring an integration and efficient implementation of support activities. Logistics/transportation plans, memorandums of understanding and trip (or after action) reports shall be prepared for major moves in accordance with 270-WI-7060.0.1, *Project Logistics Support*. These documents include roles and responsibilities, equipment lists, detailed schedules, and descriptions of activities to be accomplished. Trip reports include a synopsis of events, descriptions of any significant unplanned events, and "lessons learned."

DRAFT

3.2 Transportability Engineering

The contractor, in coordination with ILM D, shall act as the focal point for transportability engineering reviews and analyses for space flight projects.

3.2.1 Transportation Engineering and Consulting Services

The contractor shall provide transportation engineering and consulting services to support ILM D and space flight projects and conduct studies for GSFC for safe and efficient movement of space flight material. The contractor shall maintain concurrency with state-of-the-art mechanical engineering functional areas and provide guidance to internal organizations that affect or benefit operations. Support shall also be provided for spaceflight hardware shipping container (including environmental control system and isolation system) design, fabrication and modification.

The contractor shall provide mechanical engineering support to ILM D to accomplish space flight project objectives. This includes development and/or technical review of transportation plans, instrumentation (shock and vibration) plans, and other documents associated with the physical movement of space flight material.

3.2.2 Hardware Instrumentation for Shock and Vibration [Reimbursable only]

The contractor shall install monitoring equipment on shipping containers and other items to record shock, vibration, and/or temperature data. The contractor shall also store and maintain this monitoring equipment. The contractor shall provide technical oversight of the instrumentation of shipping containers and space flight vehicles during transportation and on-site movements, escort the shipment in transit, and provide detailed analysis of the instrumentation data. Instrumentation plans and associated instrumentation analysis reports may also be required depending on the customer's requirements. These plans define roles and responsibilities, instrumentation procedures, and provide configuration information and acceptance criteria. Reports contain an analysis of the instrumentation data recorded during the shipment.

3.3 Packing and Crating

The contractor shall direct overall packing and packaging activities at Greenbelt and Wallops to include assigning priorities, scheduling, monitoring activities and handling extraordinary requirements. The contractor shall manage and ensure the following general requirements are followed: Code of Federal Regulations (CFR), Title 49; foreign shipping requirements; International Air Transport Association (IATA); International Maritime Dangerous Goods (IMDG) Code; and NASA Class I, II, III, and IV requirements, per NPR 6000.1.

The contractor shall ensure that packaging shall withstand and protect Government material and equipment from all climatic and environmental conditions; stacking weights; modes of shipment - rail, surface, air, and water; and long term storage.

The contractor shall plan for consolidation of materials and equipment for shipments to like

DRAFT

destinations. When consolidation of items in single containers is possible, the contractor shall ensure that dimension and weight of container contents are compatible.

The contractor shall stencil, mark and label crates, boxes, and other containers in accordance with MIL-STD-129 and NPR 6000.1. The contractor shall label all critical items as identified in NPR 6000.1 with NASA Form 1368. In certain cases, which will be specified by the Government, shipment to NASA or related facilities in foreign countries may require deviations from the marking and labeling specifications.

The contractor shall test packaging of critically sensitive/fragile items, at the Government's discretion, in accordance with MIL-STD-2073-1 and FED-STD-101. The contractor shall develop, process, and maintain appropriate packaging and shipping documentation in accordance with MIL-STD-2073-1.

Performance Requirement

Material and equipment shall be packaged properly to withstand all foreseen climatic and environmental conditions, stacking weights, modes of shipment, and long-term storage by various carriers.

3.3.1 Container Design and Fabrication

The contractor shall design, fabricate, and/or modify crates, boxes, cartons, and other containers as required to facilitate damage-free worldwide shipment by various carriers. These containers must protect many diverse types of material and equipment, which include, but are not limited to: highly sophisticated and fragile spacecraft components and instrumentation, as well as, other electronic, optical, and hazardous materials and equipment. The contractor shall perform an environmental analysis prior to designing packaging as required. Cushioning requirements shall be in compliance with the latest edition of MIL-HDBK-304. The packaging process of cleaning, drying, preserving, packing, marking, and unitization, shall be in accordance with MIL-STD-2073-1, MIL-E-17555, and NPR 6000.1.

Specifically identified special design packaging shall be screened through the Air Force Container Design Retrieval System (CDRS). The contractor shall design, in accordance with NPR 6000.1 and MIL-STD-2073-1, special design packaging not available through CDRS.

3.3.2 Hazardous Materials Packaging [Reimbursable only]

The contractor shall package hazardous materials for military aircraft shipments in accordance with AFJM 24-204 and package hazardous materials shipped on commercial carriage in accordance with Title 49 CFR/Bureau of Explosives Tariff B.O.E. 6000-T/IATA. The contractor

DRAFT

shall package material sensitive to electro-static discharge in accordance with MIL-PRF-81705. The contractor shall also package radioactive material in compliance with Title 49 CFR, Title 14 CFR, and Title 10 CFR requirements.

All hazardous materials packaging shall comply with applicable Performance Orientated Packaging (POP) requirements. Items requiring packaging under POP guidelines shall be in POP certified packaging. POP certified containers for shipping hazardous materials shall be purchased off-the-shelf from Department of Transportation certified manufacturers.

The contractor shall certify handlers and certifiers of hazardous materials as required by CFR Title 49, parts 171-177. The contractor shall prepare and certify the “Shipper's Declaration for Dangerous Goods” used to identify and accompany all shipments of hazardous cargo transported by the military transportation system.

3.4 Project Storage

The contractor shall operate the Center’s inactive equipment storage program (Greenbelt and Wallops), and maintain both on-site and off-site storage facilities (presently located in Laurel, MD) for technical and scientific equipment, traveling exhibits, materials and other property. The program contains an inventory of stored items, which includes sensitive, space flight hardware and associated ground support equipment requiring special handling and temperature controls.

Activities involve shipping/receiving and data entry for equipment and providing customer support for site visits. Activities also include, but are not limited to: initiating, processing, and receiving storage requests; coordinating transportation of storage items to and from warehouses at Greenbelt local off-site and on-site locations; initiating, processing, and coordinating withdrawal requests; coordinating the withdrawal and return of temporary storage removals; inspecting and inventorying property as required; providing research for customer inquiries about stored equipment for reutilization or transfer; initiating survey actions on property lost, damaged or destroyed; coordinating facility repairs and/or modifications with on-site contractor or off-site landlord; planning new facilities and locating additional off-site facilities for specialized storage requirements; coordinating yearly warehouse safety inspections and reconciling findings within specified timeframes; maintaining materials handling equipment (MHE) in accordance with approved Occupational Safety and Health Administration (OSHA) standards ensuring that adequate MHE is available at all locations to meet operational needs; and maintaining manual, automated and photographic records that are accountable and Government approved. Data entry shall be performed for the Storage Information Management System (SIMS), which provides physical and tracking data on all equipment stored. The contractor shall maintain and update, as necessary, Storage Warehouse Layout Plans, the *SIMS User Documentation*, the Storage Work Instruction and the SIMS Standard Operating Procedures for the handling, movement, inventory, receipt and issue of material in the GSFC Inactive Equipment Storage Program. Additionally, the contractor shall provide analysis and recommendations to reduce storage space requirements and costs.

Performance Requirements

DRAFT

- a. Project storage items shall be inspected, labeled, and located within 3 workdays of receipt.
- b. Data entry for project storage shall be completed within 2 workdays from receipt of the source document.

3.5 Export Control

The contractor shall provide support to the Center Export Administrator (CEA) in all aspects of export and import matters. This includes, but is not limited to, the following activities:

- a. Providing support to the GSFC community for both limited and public dissemination of NASA Scientific and Technical Information (STI), NASA software, and other documents.
- b. Providing technology transfer review and assessment of proposed foreign visitors to GSFC.
- c. Providing written response and interpretation of export and import regulations.
- d. Supporting GSFC employees and contractors, when requested, in determining the requirements of U.S. Government regulations for export and import of hardware, software, and technology to and from foreign destinations.
- e. Identifying appropriate justification, classification, and authority for export and/or import of NASA hardware, software and technical data, under the provisions of U.S. Government regulations, and in conjunction with NASA cooperative agreements as required.
- f. Providing support to GSFC transportation personnel in ensuring that the necessary procedures are in place to facilitate movement of material to and from foreign locations.

All activities and reviews shall be conducted in accordance with the *Export Administration Regulations*, the *International Traffic in Arms Regulations*, and the NPR 2190.1, *NASA Export Control Program*.

DRAFT

4.0 SUPPLY MANAGEMENT

The contractor shall provide supply management to GSFC (Greenbelt and Wallops) and NASA HQ. The types of items provided are a wide variety of technical parts (e.g., electrical, electronic, and electromechanical (EEE) parts and flight grade fasteners), materials, and administrative supplies that includes, but is not limited to: electronic components, cables, connectors, hydraulic system components, vehicle parts, administrative supplies, forms, publications, and others as specifically described in this SOW or as listed in the present stores stock catalog system. Customers pay for ordered items through the use of funded requisitions. The GLTIC supply system and processes are comprehensive. They include the functions of requisition processing and reporting the status of requisitions; managing inventories and commodities, including several types of items involving special processes; research and cataloging; purchasing; receiving; warehousing, storing and issuing material; and fabrication planning and coordination.

The contractor shall operate the supply system in accordance with all applicable government regulations, policy documents, procedure issuances and formal instructions governing NASA and GSFC supply management operations. The contractor shall operate a supply customer service desk that provides immediate support in the resolution of supply-related questions and requests received from GLTIC customers. The contractor shall make maximum use of Government (e.g., Department of Defense and General Services Administration) supply sources, when material is available from those sources, except when doing so will prevent meeting specified priorities or delivery deadlines, or when non-Government sources provide material of equal or better quality at equivalent price. The material inventories shall be carefully controlled and their use shall be limited to controlled (documented) issuances to authorized customers, as determined by ILMD.

4.1 Requisition Processing

The contractor shall receive and process requisitions from customers through several requisitioning paths. Requisitions for stores stock materials from Greenbelt and NASA Headquarters are submitted directly through the AMMS Web Order Entry System, on GSFC Form 20-7 or NHQ Form 81 for subsequent entry into the GLTIC supply system, or on NASA Form 2, for forms and publications. Customers at Wallops submit their requisitions using the AMMS Web Order Entry System, WFF Form 929, or the NASA Form 2. If available, Wallops customers will receive their supplies from the stores stock located at Wallops, which is replenished from the GLTIC supply system at Greenbelt. The Wallops supply operation replenishes its stock primarily by submitting requisitions to Greenbelt (i.e., the Wallops logistics contractor forwards requisitions from the Wallops location to the Greenbelt location).

Performance Requirements

- a. JIT-1 items shall be delivered within 2 workdays after electronic customer order is received by AMMS.
- b. For non-emergency requisitions, the material shall be delivered to GSFC within 5 weeks

DRAFT

of the receipt of the requirement in the purchasing section. Does not include JIT items and project parts.

4.1.1 Requisition Priorities and Mission Support

The contractor shall be responsive to mission critical requirements at all times, including periods outside normal GLTIC duty periods, and shall maintain and implement a plan for responding to mission requirements outside normal duty periods. The contractor shall process emergency requisitions, expedite requisitions, or upgrade priorities as necessary to meet mission requirements. These upgraded priorities shall be coordinated with the customer and ILM. Other high priority requirements may be identified by ILM to meet specific or special program requirements.

4.1.2 Backorder Management

The contractor shall develop, implement, and maintain a process for managing backorders and backordered material. This system shall include, but not limited to, the following capabilities: backorder establishment, status reporting and providing estimated delivery dates to the customer, expediting, and follow-up.

Performance Requirement

Stores stock backorders shall not be more than 60 calendar days old.

4.2 Inventory Management

The contractor shall perform inventory management at Greenbelt, utilizing AMMS, of all commodities designated by ILM. Establish and maintain inventory record with identification data, on-hand quantity data, records of all dues-in and dues-out, stock levels and reorder points, demand history, location information, customer and used-on information, sources of supply, cross references, specialized controls required, and other data as necessary to manage the item. The system shall include the financial and accounting and management data to operate a customer-funded requisitioning system. The contractor shall add, delete, review and adjust stock levels, as necessary to meet requirements and increase efficiency and cost effectiveness, in accordance with policy, regulation, and budgetary guidance provided. The contractor shall provide specialized controls over the GLTIC inventory to distinguish between and guarantee appropriate use of stores stock and program stock items, and shall coordinate interagency supply support and initiate supply support requests as necessary through GSFC agreements.

The contractor shall be required to manage Grade 1 and 2 NASA standard EEE parts. NASA standard EEE parts are listed in the NASA Parts Selection List. GSFC preferred parts are listed in the GSFC Qualified Parts List Directory. Grade 1 parts are higher quality, Government specification controlled parts intended for critical applications, including space flight. Grade 2 parts are high quality, Government specification controlled parts for use in applications not requiring Grade 1 parts.

DRAFT

The contractor shall arrange for testing and certification of designated Flight Fasteners with the GSFC Advanced Manufacturing Branch and EEE parts with the GSFC Parts, Packaging, and Assembly Technologies Office before they can be issued to authorized customers. The contractor shall provide requisitions for designated EEE parts to the GSFC Parts, Packaging, and Assembly Technologies Office for review and approval before issuing these parts to customers. The contractor shall manage and track designated EEE parts by manufacturer's lot number and manufacturing date. The contractor shall use an X-Ray Fluorescence Spectrometer to detect and identify prohibited materials in EEE parts when requested by the customer.

4.2.1 Separate Stock Rooms [Reimbursable only]

The contractor shall staff and manage procurements and inventory of both Institutional Stock and Program Stock at Greenbelt as directed. Examples of supply items managed include, but are not limited to: EEE parts, flight fasteners, and cryogenics. Functions include: requisitioning, receiving, and issuing material; maintaining item records; conducting physical inventories; providing required management reports; and validating requirements as necessary. Current inventories that are managed include project parts inventories (EEE Parts) and flight fasteners.

4.2.2 Physical Inventory

The contractor shall conduct physical inventories of materials in accordance with NPR 4100.1, work instructions, and policy provided by ILMD. Inventories are necessary to:

- a. Comply with NASA regulations;
- b. Ensure that the inventory records accurately reflect on-hand quantities; and
- c. Ensure the integrity of the inventory records.

Physical inventories will be of two types, sample and complete inventories. The contractor shall perform sample inventories at least annually, using the technique outlined in NPR 4100.1. The contractor shall perform complete inventories through either the complete lot or cycle count methods. The contractor shall submit an annual plan for ILMD approval.

The contractor shall conduct the inventories, adjust inventory records as needed, prepare inventory adjustment vouchers, and conduct causative research for those adjustments valued at the level specified by ILMD, or in NPR 4100.1. The contractor's causative research shall have the objectives of determining the causes leading to the inventory inaccuracy, and to recommend, for ILMD approval, corrective action that will eliminate those causes.

Performance Requirements

- a. A physical inventory shall be completed on all program stock (project parts) in accordance with NPR 4100.1
- b. Inventory adjustments shall be completed within 3 workdays.

DRAFT

4.2.3 Shelf-Life Management

As part of the annual inventory plan, the contractor shall include a separate shelf-life management plan. The contractor shall ensure that critical material that is time sensitive or subject to deterioration with age is closely monitored for serviceability upon use. Shelf-life data for the Greenbelt and Wallops locations are maintained in the logistics computer. The contractor shall ensure shipment times and stockage requirements at remote customer sites are incorporated into GLTIC shelf-life planning.

4.2.4 Supply Support for Precious Metals

The contractor shall procure precious metals for direct turnover to customers and subsequent management in program stock rooms, in accordance with applicable Government procedures and policies.

4.2.5 Supply Support for Gasoline and Diesel Fuel

The contractor shall procure motor vehicle fuel for Greenbelt and Wallops from vendors selected by the Defense Fuel Supply Center (DFSC). The contractor shall manage, store and distribute gasoline and diesel fuel for Greenbelt. These commodities support the vehicle fleet operations.

4.2.6 Supply Support of Compressed Gases [Reimbursable only]

The contractor shall ensure replenishment of all portable and stationary Government-owned and leased containers of compressed gases on-site. The contractor shall, on occasion, arrange for replenishments to off-site locations. The contractor shall purchase liquid nitrogen, liquid helium, and gaseous helium from the Agencywide contract. The contractor shall purchase other compressed gas requirements from suppliers identified by the contractor.

4.2.7 Vendor-Owned Containers and Government-Owned Compressed Gas Cylinders and Containers [Reimbursable only]

The contractor shall manage Government-owned and vendor-owned (leased) containers for compressed gases. The contractor shall have a process to track these containers while they are in the possession of the GLTIC or its customers. The contractor shall track vendor-owned cylinders from the time of receipt to the time of return to the vendor. The contractor shall track Government-owned cylinders from the time of receipt to the time of disposal or deletion from inventory. The contractor shall ensure that all leased and owned cylinders are tested for safety, in accordance with Government regulations. The contractor shall charge customers for leasing (“demurrage”) costs of vendor-owned cylinders and containers and shall recommend to customers that they convert to Government-owned cylinders when it is technically and economically desirable to make this conversion. The contractor shall conduct a physical inventory of all cylinders at least once every three years as outlined in NPR 4100.1.

DRAFT

4.2.8 Hazardous Materials Management

The contractor shall manage the Hazardous Materials Management Office (HMMO), which is responsible for labeling, data entry (including the updating of HMMS data and maintaining its integrity) and safety data sheet (SDS) archiving of hazardous materials arriving at Greenbelt. For any hazardous materials entering the Center through Greenbelt Central Receiving, the HMMO staff labels and enters all required data, and archives the SDS in the automated Hazardous Materials Management System (HMMS). The HMMO staff is also responsible for labeling, data entry and SDS archiving of any HM not entering the Center through Central Receiving and reported by HM users or custodians as “found on station.” The HMMO also provides technical support, HMMS reports and special data products support to on-Center HM users and custodians.

4.3 Research and Cataloging

The contractor shall provide a research and cataloging capability supporting Greenbelt, Wallops and NASA HQ. Activities include, but are not limited, to the following:

- a. Identifying, establishing and maintaining, in accordance with NASA, DoD, and federal regulations, Military or Federal Specifications and Standards, cataloging data, including: sources of supply for all items requisitioned and all items for which the contractor shall provide research and cataloging support; interchangeability, substitutability, and next higher or lower assembly and those items which qualify as controlled property. The contractor shall provide cataloging, inventory management, inspection, warehousing, and distribution services in support of the Center projects as required.
- b. Screening, via the GSA or the Defense Logistics Information Systems Center (DLISC), to determine whether or not an item of supply or equipment has been assigned a National Stock Number (NSN) or an integrated material manager; and assigning local stock numbers (LSNs) as required.
- c. Providing to authorized customers technical and cataloging support including provisioning and re provisioning processes for new systems, supplies and equipment being acquired by or updated by authorized customers.
- d. Maintaining a reference library for ILMD and GLTIC use of stock catalogs, vendor parts catalogs, technical manuals, Military and Federal Specifications and Standards, and DLSC supply and cataloging publications, and providing catalogs and technical publications to designated customer activities. The contractor shall maintain this documentation using current state of the art storage/retrieval devices for CD-ROM systems, and microfiche or microfilm. The contractor shall participate in the Federal Cataloging System in accordance with NPR 4100.1, *NASA Materials Inventory Management Manual*. The requirements of this program include, but are not limited to: complying with Defense Logistics Information System procedures; collaborating, when requested, on proposed data changes with other registered federal users of an item of

DRAFT

supply; registering, via GSA, of GSFC as Primary Inventory Control Activity or Secondary Inventory Control Activity; and forwarding those items which meet demand criteria specified by NASA or ILMD for registration in the Federal Cataloging System, and assignment of NSNs.

- e. Providing electronic stores stock catalogs for the Greenbelt and NASA HQ locations. The system shall contain listings of stocked items and instructions on how to use the catalog, as a minimum. If requested by ILMD, the contractor shall prepare catalogs and brochures for specific supplies and/or programs or projects.

Performance Requirement

New items shall be cataloged into the stores stock catalog within 3 workdays.

4.3.1 Technical Review (“Screening”) of Purchase Requests (PRs)

4.3.1.1 Screening for Consumable Items of Supply

The contractor shall collect demand data for all items of supply, and shall initiate cataloging or stockage action when demand exceeds thresholds specified by ILMD. When an item is found to be available under a multiple award Federal Supply Schedule, the contractor shall annotate the PR with three sources identified from the schedule.

4.3.1.2 Screening for Equipment

The contractor shall view the In Box in SAP Easy Access, Business Warehouse Workplace on a daily basis to check for pending purchase requests. A purchase request for new equipment having an acquisition value of \$25,000 shall be screened via the DSPL Reutilization Report.

The contractor shall also screen all DD Form 1419s “DOD Industrial Plant Equipment Requisitions,” that are received from NASA contractors and contain equipment items, regardless of value, to determine if the items or appropriate substitutes are available by using the DSPL Reutilization Report. If the model number from the DD Form 1419 is not located the contractor shall sign and add a certification number on the form, indicating the purchased was screened in accordance with NASA policy. The contractor shall maintain appropriate logs and records in the execution of those activities, in accordance with direction from ILMD and NPR 4200.1, *NASA Equipment Management Procedural Requirements*.

DRAFT

4.4 Purchasing

The contractor shall utilize the Government-provided supply (purchasing) system (the Advanced Materials Management System) at the Greenbelt site to support supply operations at Greenbelt, Wallops, NASA Headquarters and other locations supported through this contract. The supply system shall be used to provide institutional and project supplies, parts, equipment and services. This includes providing stores stock and program stock inventories, compressed gases, and other materials, services and equipment (including real property equipment) from commercial sources. This system shall be capable of incorporating general and special provisions, including but not limited to: requisitions requiring prior customer approval, vendor estimated delivery dates, competitive bids, quality assurance requirements, such as special soldering clauses, warranty negotiations, support for emergency purchases, blanket purchase orders, vendor ratings, quantity price breaks, shipments directly to the customer, including Wallops (“drop shipments”), and high dollar subcontracts for both common and unique items. The contractor shall provide purchasing support for furniture that meets customers’ requirements only after the Facilities Management Division has approved them. The contractor shall provide environmentally preferable products and services to the maximum extent practicable.

In addition, the contractor shall follow approved methods for providing items from Government sources using FEDSTRIP and MILSTRIP requisitioning procedures. The contractor shall have FEDSTRIP and MILSTRIP requisitioning capabilities. This will include the capability to: originate, modify, or cancel requisitions; follow up on outstanding requisitions; verify receipts; and certify for payment billings received from other Federal agencies.

As part of the phase-in activities, the Contractor will receive an Outstanding Purchases Report for ongoing orders placed under the predecessor contract, NAS5-01091 with TRAX International. The Report will identify the information, as provided in the paragraph below, for each order for which the Contractor assumes responsibility.

Because this contract is divided in base and option periods of performance, the Contractor shall maintain responsibility for all ongoing orders for all technical parts (e.g., electrical, electronic, and electromechanical (EEE) parts, and flight grade fasteners), materials, equipment, administrative supplies and other items with a delivery date beyond the existing period of performance (e.g., the contract base and option periods), when and if the option is exercised by the CO.

Thirty (30) days prior to the contract end date, the Contractor shall identify ongoing orders in the Outstanding Purchases Report (e.g., by item name, vendor/subcontractor, dollar value expected delivery date, etc.), and submit the report to the COTR and to the CO.

DRAFT

4.4.1 Program Purchasing [Reimbursable only]

The contractor shall provide goods and services of a program specific nature for delivery in accordance with customers' required delivery dates, technical specifications, and the requirements of the Federal Acquisition Regulations (FAR), and the NASA FAR Supplement (NFS).

Program purchasing includes technical items supporting program and project activities, as well as engineering and scientific missions. Items purchased are frequently time-sensitive, involve complex or critical requirements, or include long lead times. Therefore, the contractor shall frequently coordinate with both the suppliers and customers to track progress. The contractor shall utilize bills of material or other methods to track materials. These items include, but are not limited to: EEE parts (for both spaceflight and engineering model use), flight grade fasteners, cryogenics, technical equipment, contracts for delivery of selected commodities, and specialty products/services.

Some EEE or mechanical parts will be furnished by the Government, and the contractor shall provide other parts from commercial or Government sources, using specifications provided by the Government. If the contractor provides EEE or mechanical parts from a commercial source, the Government shall require that the vendor provide certificates of compliance, in which the manufacturer or vendor certifies that its parts meet NASA or other Government specifications. If required, the contractor shall provide Grade 1 or 2 parts from the Defense Logistics Agency, using standard MILSTRIP procedures.

4.4.2 Institutional Purchasing

The contractor shall provide goods and services of a non-program specific nature for delivery in accordance with the customers' required delivery dates, FAR and NFS requirements, and any other Executive Orders or laws that are appropriate.

Institutional materials include items that are typically used by all organizations independent of their mission or used by organizations that provide Center-wide support services. Institutional material frequently includes items that are repetitively provided, stored, and issued on the basis of recurring demand. Additionally, many items are held in inventory or are provided through a "Just-In-Time" approach to expeditiously fill the customer's request. The contractor shall provide institutional material through both commercial and Government sources. These items include, but are not limited to: office supplies and equipment, furniture, industrial supplies, packing and crating supplies, garage supplies, fuel and hand tools.

4.4.3 Developing Procurements and Validating Requirements

The contractor shall develop procurement packages to support specific commercial procurements, validate technical requirements with appropriate requisition originators, and ensure the development and submission of any special technical justifications, such as sole source justifications.

DRAFT

4.4.4 Validation, Award, and Management of Purchase Orders, Blanket Purchase Orders, and Subcontracts

The contractor shall develop and implement a comprehensive set of work instructions covering all phases of the purchasing process and shall ensure integrity, efficiency and protection of the Government's resources in all purchasing actions. Required reviews of certain types of purchases or subcontracts by the Contracting Officer or other Government representative shall be coordinated. The contractor establishes BPAs and subcontracts for products and services at Greenbelt, Wallops, and NASA Headquarters. These BPAs and subcontracts include, but are not limited to: office supplies, garage supplies, packing and crating supplies, motor vehicle fuel, leased warehouse space, office moves, printing and graphics, equipment maintenance, cryogenics and compressed gases, and international mail.

4.4.5 Expediting Follow-up and Status Reporting

The contractor shall develop and implement a set of plans and procedures for follow-up, expediting and status reporting of purchased project parts and services to ensure vendor service performance and delivery according to purchase agreements.

4.5 Receiving

The contractor shall operate central receiving facilities for GSFC (Greenbelt) and NASA HQ. All materials ordered for delivery are received through these facilities except: compressed gases delivered directly to an on-site or off-site cylinder or container; direct deliveries where specified in a contract; non-Government property entering GSFC for test and evaluation; and explosive materials. Hours of operation at the Greenbelt facility shall normally be 7:00 a.m. through 4:00 p.m., Monday through Friday. Hours of operation at NASA Headquarters shall normally be 8:00 a.m. through 4:30 p.m.

The contractor shall provide x-ray services for all incoming material (Greenbelt only), and coordinate or provide escort services (when required) for the direct delivery of equipment and small packages. These services shall be provided on a daily basis, Monday through Friday, in response to schedules provided by the customer.

Performance Requirements

- a. Project parts shall be processed within 10 calendar days of delivery to the Greenbelt Receiving Dock.
- b. GSFC items shall be processed within 3 workdays of delivery to Greenbelt Receiving Dock. Does not include project parts or hazardous materials.
- c. NASA HQ items shall be processed and delivered to customer within 1 workday of delivery to NASA HQ Receiving Dock.
- d. Hazardous materials shall be processed within 1 workday of delivery to Greenbelt Receiving Dock.

DRAFT

- e. GSFC Safety Office shall be notified within 1 hour of receipt of explosive material.

4.5.1 Receipt of GLTIC Purchased Items

In performing the receiving function, the contractor shall, among other activities, inspect, for initial acceptance, the quantity and condition of all property received; ensure that all incoming material being processed for stock, or to satisfy customer demands, is properly documented and correct as to quantity, quality, and identification, and is staged for delivery or warehousing; ensure that any taggable items received are tagged; initiate required follow-up with vendors to resolve discrepancies and report as excess any defect or problem item not returned to vendor; provide status and reporting receipt of material; ensure that any items with hazardous materials are properly handled and have Material Safety Data Sheets attached; and process static sensitive material in accordance with any applicable WIs.

4.5.2 Receipt of GSFC Procured Items

For receipt of materials ordered through the GSFC (Government) procurement process, the contractor shall: inspect for initial acceptance the correctness, quality and condition of all property received, ensuring that all incoming material is properly documented and correct as to quantity, quality, and identification; tag equipment in accordance with NPR 4200.1; prepare load sheets for receipts of tagged equipment, use the NASA property management system (SAP / NPROP) for necessary information to be documented on load sheet; affix NASA Form 1517 to each piece of non-controlled equipment; prepare receiving documentation, obtain Government acceptance, resolve discrepancies, distribute documentation, and maintain a customer service telephone line. The contractor shall report all problem receipts to GSFC Procurement as soon as possible for resolution.

The contractor shall record all receipts at both Greenbelt, and NASA HQ on a daily receiving log that, as a minimum, shows the date received, the GSFC purchase order number, the number of pieces, the delivering carrier, and the shipper.

4.6 Warehousing

The contractor shall warehouse a variety of materials at Greenbelt and the offsite warehouses in Laurel, MD supporting both Greenbelt and NASA HQ, including supply inventories (e.g., office and facilities supplies and forms), publications, furniture and equipment. The contractor shall perform warehousing activities in support of supply operations which include, but are not limited to: warehousing or stowing of replenishment orders, when received; pulling customers' orders and backorders from stock, staging material for delivery or shipment, and ensuring accurate location records for stored items.

The contractor shall perform warehousing activities that include, but are not limited to: revising and maintaining a locator system for each assigned warehouse or inventory that accurately reflects the locations of equipment or materials stored; ensuring most effective use of net warehouse space, including recommending major changes, additions or enhancements for the

DRAFT

ILMD approval; ensuring material and equipment are stored in the proper physical environment to guard against damage or deterioration; ensuring required material handling equipment is maintained and available; and coordinating with ILMD and designated GSFC facilities operations managers (FOMs) for all general maintenance of inside and outside warehousing facilities. The contractor shall kit EEE parts when requested by the customer.

Procedures to prevent electrostatic discharge (ESD) shall be required for warehousing and distribution of EEE parts. These are outlined in ANSI/ESD S20.20 and in implementing plans published by the GSFC Safety and Mission Assurance Directorate. EEE parts are warehoused in two ESD Facilities (one Class 0 Facility and one Class 1A Facility).

Performance Requirements

- a. Pick slips shall be completed within 3 workdays
- b. Data entry for NASA HQ items shall be completed within 3 workdays following receipt, or upon the completion of any NASA HQ support request to deliver, ship, mail, or stage items for pickup.
- c. Delivery, mailing, shipping, and staging for pickup of NASA HQ items shall be completed within 3 workdays of receipt of an NHQ 236 or other approved service request.

4.7 Fabrication Planning and Coordination [Reimbursable only]

The contractor shall provide fabrication planning and coordination support in accordance with 547-WI-5100.1.4, *Outsourcing for Fabrication Services*. The contractor shall receive work requests/packages from customers for fabrication services and determine whether the work should be completed in-house by GSFC or be performed by an outside contractor. Fabrication work requests/packages are generally for the following types of work: machining, printing, electroplating, testing or inspections with the exception of some testing services provided via established contract/task orders. Typical contractor support for fabrication services or requests are conducted via standard purchase orders. The contractor shall track the receiving disbursement, testing &/inspection and storage of technical parts such as EEE parts, flight grade fasteners and associated material.

5.0 TRANSPORTATION

The contractor shall perform a multitude of functions including, but not limited to: traffic management; material handling, vehicle and equipment maintenance; dispatch operations, vehicle management, and interior design. Those activities involve compliance with Federal, state and local statutes, and Congressional reporting requirements. The contractor shall implement work instructions which provide for scheduled requirements, as well as, extraordinary, emergency, or unusual requirements during both duty and non-duty hours. The contractor shall ensure that an adequate number of personnel possess a valid Class A Commercial Driver's License (CDL) in order to operate vehicles requiring an operator with those qualifications.

DRAFT

5.1 Traffic Management

The contractor shall make all necessary arrangements for the movement of materials at Greenbelt, Wallops, and NASA HQ. These arrangements include the use of commercial carrier tariffs, schedules, tenders, services, facilities, rates, charges, and traffic agreements to route NASA traffic and maintain liaison with commercial carriers. The contractor shall plan and coordinate requests for Special Assignment Airlift Missions and test load applications. The contractor shall ensure that only lawfully filed tariffs and tenders are used to route NASA traffic.

The contractor shall manage and perform all activities related to the shipment and receipt of Government freight via commercial transportation in accordance with best commercial practices and regulatory directives. The contractor shall maintain documentation for carriers' payments, transportation discrepancy reports, tracer actions, and any other reporting requirement identified by the Government. The contractor shall provide support to the Information and Logistics Management Division in arranging the movement of material on military or other Government transportation systems.

The contractor shall ensure compliance with laws, regulations, and ordinances, imposed by the local, state, and Federal governments, concerning the movement of material by commercial carriers.

Performance Requirements

- a. Transportation procurements shall be processed and awarded in accordance with transportation regulations and NASA policies and procedures.
- b. Freight shipments and special moves shall be processed to ensure delivery to final destination within the requested delivery date.

5.1.1 Outbound Freight

The contractor shall perform all services required to arrange the shipment of outbound freight. The contractor shall determine the most advantageous mode of shipment and the carrier to be used; consolidate shipments where appropriate; classify cargo being shipped and apply the lowest applicable rate in accordance with the Uniform Freight Classification, and carrier's tariffs and tenders. The contractor shall maintain an outbound freight Tonnage Distribution Record. The contractor shall manage a Small Package Office at Greenbelt for the shipment of "letterpacks" and other small shipments by commercial express carriers.

5.1.2 Inbound Freight

The contractor shall perform all activities required to receive, process, and effect disposition of inbound freight consigned to GSFC and supported activities. The contractor shall receive, arrange for specified delivery points, and document each inbound shipment, including confirmation that each Commercial Bill of Lading (CBL), Government Bill of Lading (GBL),

DRAFT

and carrier's prepaid bill has been receipted by signature and any discrepancies have been annotated.

5.1.3 CBLs and GBLs

The contractor shall prepare, issue, and process CBLs, GBLs, SF 1103, SF 1109, and SF 1200 for the procurement of transportation and related services on behalf of the GSFC Transportation Officer. The contractor shall process requests from commercial carriers to substitute a Freight Way Bill Original, in lieu of a lost or destroyed GBL.

5.1.4 Verification of Freight Charges

The contractor shall, upon receipt of carrier invoices, verify actual charges with the estimated freight charges. The contractor shall certify carrier invoices for payment and forward to the NASA Shared Services Center for payment. The contractor shall schedule and monitor loading and unloading of commercial carriers' equipment to preclude demurrage, detention, or storage charges. The contractor shall, upon receipt of invoice from the carrier, verify or dispute demurrage, detention, or storage charges.

5.1.5 Carrier Selection

For a specific shipment, when two or more modes of transportation or individual carriers within a mode of transportation are in a position to compete, the contractor shall consider three principal factors when selecting the carrier. In their relative order of importance, the factors are: satisfactory service, total delivery cost, and equitable distribution of traffic.

5.1.6 Carrier Service Program

The contractor shall develop a Carrier Service Program (CSP) to ensure that NASA shippers receive the best available service from commercial freight carriers. The CSP shall establish elements of service that are key indicators of carrier performance, establish minimum levels of satisfactory performance for these elements and prescribe procedures for denial of freight shipments to any carrier that fails to provide a minimum level of satisfactory service. The elements to be used in evaluating carrier service include, but are not limited to: claims experience, compliance with the Department of Transportation (DOT) hazardous materials regulations, inadequate or improper equipment, compliance with CBL and GBL instructions, overcharge ratio, failure to pickup shipment, shipment refusal, and transit time.

The contractor shall document carrier failures and provide documentation to ILMD for consideration. Each carrier's documented file shall contain at a minimum a brief description and date of service failure, date carrier was offered the shipment and name of contact, CBL or GBL number, shipment origin or destination.

5.1.7 Commercial Carrier Inquiries

DRAFT

The contractor shall ensure that carriers are furnished with sufficient information, or be permitted access to appropriate supporting records to allow for a determination of applicable charges for transportation services. Information furnished to carriers in response to inquiries concerning shipments that have taken place shall be confined to facts. Inquiries regarding commodity descriptions shall be answered by furnishing information contained in shipping documents, tenders, bills of lading or other supporting records. Inquiries regarding freight classification shall be answered by furnishing the bill of lading description.

To promote competition between and among carriers, the contractor shall provide all interested carriers with information relating to traffic shipped from and to GSFC. Authorized carrier representatives shall be allowed to inspect this information at reasonable hours, except as restricted by security regulations or instructions issued by ILMD. The information shall be maintained in a public file and shall include at a minimum: annual tonnage, tonnage by mode, number of shipments by destination, types of commodities shipped, carrier rate tenders. Classified information or any information, which might result in a breach of security, shall not be discussed, released, or included in a public file.

5.1.8 Maintenance of Publications

The contractor shall maintain a current file of tariffs, tenders, and related publications covering all modes or methods of transportation commonly used by NASA. The file shall be comprehensive enough to effectively perform commercial traffic management activities. The contractor shall use tariffs, tenders, and related publications to rate and route Government material.

5.1.9 International Transportation

For United States Flag Ocean Carriers, the contractor shall arrange for International Ocean Transportation services in accordance with the provisions of Section 901(b) of the Merchant Marine Act of 1936 (46 U.S.C. 1241 (B)), concerning the use of privately owned U.S. - Flag Vessels. The contractor shall maintain a register containing details of ocean shipments.

For United States Flag Certificated Air Carriers, the contractor shall arrange for International Air Transportation services in accordance with the provisions of section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 1517) which requires the use of U.S. - Flag Certificated Air Carriers for International shipments of property.

The contractor shall prepare all required documents and coordinate with U.S. Customs for all imports and exports of cargo shipments.

5.1.10 Claims Processing

The contractor shall report and adjust overages, shortages, losses, damages, and other discrepancies between the quantity or condition of property in shipment received from carriers and the quantity or condition of that property as shown on the covering Bill of Lading or other

DRAFT

transportation document.

The contractor shall process loss and damage claim reports against carriers when any of the above conditions apply. Claims processing includes at a minimum:

- a. Preparation and filing of claim reports and supporting documentation within established timeframes; and
- b. Follow-up with carriers, consignor, consignee, or owner of property, whichever is applicable, to assure timely processing and settlement of all claim actions. If material or equipment is not returned to the vendor it shall be reported through the GSFC excess process.

5.2 Material Handling

Material handling activities occur throughout the contract operations, including: pickup/delivery operations, warehousing and storage activities, and transportation of spaceflight hardware. The contractor shall perform reviews of internal/external material handling processes, and shall recommend areas of improvement in the handling and movement of hardware, which shall include, but are not limited to, warehousing and storage. Results of these reviews shall be provided to the Government. The contractor shall provide complete material handling support. Activities include, but are not limited to: performing material handling using trucks, cranes, slings, forklifts, pallets, jacks, conveyors, and hands; certifying handlers of hazardous materials as required by Title 49 CFR; shipping and handling NASA Class I, II, III and IV category equipment, as well as, other categories of equipment; certifying equipment and handlers of program critical hardware as required by GPR 8719.1, *Certification and Recertification of Lifting Devices and Equipment and Its Operators*; performing handling and transportability in accordance with MIL-STD-2073-1 and NPR 6000.1. The contractor shall ensure that all items packaged for storage by the customer are adequately protected from the environment before the item is accepted into storage. The contractor shall ensure items needing additional packaging and/or protection are routed through the packing and crating shop for that purpose before being sent into storage.

DRAFT

5.2.1 Material Handling for Special Moves [Reimbursable only]

The contractor shall provide support in the movement of space flight hardware and ground support equipment (special moves) as defined by the Government. These moves include both domestic and international locations and are generally between GSFC, contractor test facilities, and launch sites. The contractor shall provide functional representatives familiar with packaging, handling, and transportation support of space related hardware to each NASA special move team, and support in developing a logistics/transportation plan, subject to Government approval, for special moves. The Government will maintain overall approval authority of the logistics/transportation plan and the actual move.

5.2.2 Handling of Electrostatic Sensitive Material

The contractor-developed work instructions shall address the handling of electrostatic sensitive material, to include: receiving, inspecting, packing, packaging, shipping, and storing.

5.3 Fleet Management Operations

The contractor shall manage the GSFC-Greenbelt vehicle fleet consisting of approximately 118 vehicles and maintain approximately 85 pieces of GSFC-owned equipment.

5.3.1 Vehicle and Equipment Maintenance

The contractor shall staff and operate a complete repair and maintenance garage facility at GSFC-Greenbelt. The contractor shall provide repair and maintenance services for the GSFC-Greenbelt vehicles and GSFC equipment. A current list of the GSFC-Greenbelt vehicles is located in Appendix G.

The contractor shall operate the garage facility between the hours of 6:30 a.m. and 4:30 p.m., except in emergency situations, such as snow removal activities. During snow emergency situations, the garage facility shall be continuously operational. Mechanics shall inventory, sign for, and be held accountable for their toolboxes.

5.3.1.1 Preventive Maintenance

The contractor shall maintain schedules for preventive maintenance of GSFC-owned vehicles and equipment. The contractor shall perform preventive maintenance jobs in accordance with the preventive maintenance schedule when vehicles are under the warranty period.

Following expiration of the warranty, the contractor shall perform preventive maintenance on the vehicle fleet every six months and twelve months, or 5,000 miles, whichever occurs first. The contractor shall utilize Preventive Maintenance Checklists to accomplish this activity. Each vehicle/equipment shall receive an oil change at least once a year or every 5,000 miles, whichever occurs first. If the vehicle is in the shop for maintenance or other repairs, and an oil change is due within 500 miles, the contractor shall perform an oil change at that time.

DRAFT

The contractor shall document all labor and material costs associated with performing preventive maintenance. The contractor shall ensure all labor and material costs are separated by individual vehicle or equipment GSFC license tag number or NASA Property Number and maintained in GSFC's automated vehicle management system, ExtraFleet 2000.

5.3.1.2 Emissions

The contractor shall maintain schedules for performing emissions tests of approximately 60 gasoline-driven, GSFC-Greenbelt vehicles, weighing less than or equal to 26,000 pounds gross vehicle weight. The contractor shall ensure vehicles are tested every two years, take vehicles scheduled for emissions testing to the appropriate state testing facility and store the results of the test in the vehicle's glove compartment.

The contractor shall establish a payment method with the appropriate state and maintain a record of these procedures. The contractor shall maintain testing and associated cost data in ExtraFleet 2000.

5.3.1.3 Winterization

The contractor shall maintain schedules for winterizing all GSFC-Greenbelt vehicles and equipment. The contractor shall perform annual winterization on all GSFC-owned vehicles and equipment by November 1 of each year. The contractor shall maintain all costs associated with the winterization of GSFC-Greenbelt vehicles in ExtraFleet 2000.

5.3.1.4 Snow Removal Activities

The contractor shall support the GSFC Snow Removal effort by maintaining a garage capability during regular and after hours snow operations under the direction of the Facilities Management Division. The contractor shall provide towing services as directed by FMD. During snow removal activities, the contractor shall provide access to one garage bay for use by the snow removal contractor in making minor repairs to their equipment. In addition, the contractor may be asked to perform emergency minor repairs to the snow removal contractor's snow removal equipment.

5.3.1.5 Repairs

The contractor shall maintain and repair GSFC-Greenbelt vehicles and equipment. The contractor shall evaluate and repair transient Government-owned vehicles as directed by ILMD. The contractor shall maintain all associated costs for repairs (commercial and in-house) in ExtraFleet 2000.

The contractor shall complete repairs within industry standards documented in the *Parts and Time Guide*, published by Chilton (or use other appropriate manuals), and document the actual time in ExtraFleet 2000. The contractor shall obtain approval from ILMD on any repairs

DRAFT

exceeding \$500.

The contractor shall provide towing service for GSFC-owned vehicles within 10 miles of GSFC, or as specified by ILMD. The contractor shall arrange for commercial towing services for towing beyond our in-house capability or for distances exceeding 10 miles.

The contractor shall inspect commercial carrier vehicles and trailers used for transporting critical space flight hardware in accordance with the Tractor/Trailer Inspection Procedure.

The contractor shall inspect, repair and maintain approximately 12 spacecraft shipping containers and transporter support equipment items as directed by ILMD. Shipping containers vary in size and may include sophisticated environmental control systems.

The contractor shall perform all repair work at the GSFC garage except repairs beyond GSFC in-house capability. The contractor shall arrange for repairs beyond GSFC in-house capability with a local commercial facility.

5.3.1.5.1 In-House Repairs

The contractor shall disassemble, repair, refit and assemble engines, including diesel engines and complete assemblies, such as transmissions, differentials, clutches, transfer cases, front and rear end suspension assemblies. The contractor shall inspect, determine cause for failure and repair, adjust, rebuild or replace any defective component within any of these assemblies.

The contractor shall disassemble, inspect, test, repair and assemble electrical systems, carburetors and fuel injection systems including computerized controls on emission systems. The contractor shall inspect, determine cause for failure and repair, adjust, rebuild or replace any defective electrical or computerized component.

The contractor shall disassemble, repair, refit and assemble brake systems and assemblies, including anti-lock braking systems, computer control units, sensors and control solenoids. The contractor shall inspect, determine cause for failure, and repair, rebuild or replace any defective component.

The contractor shall troubleshoot and repair special-purpose or industrial equipment such as farm tractors, special-use trailers, mobile cranes, front-end loaders, graders, forklifts (gas/electric/liquid propane gas), backhoes, trenchers, snow plows, salt spreaders, auxiliary power generators, air compressors, and others. The contractor shall perform extensive repairs to hydraulic systems, with vane and gear pumps and motors, control valves, holding valves, serviceable filter assemblies, relief valves, lift and hoist cylinders and ram cylinders. The contractor shall obtain approval from ILMD to perform repairs on any crane, tractor crane or aerial lift affecting operations of booms or hydraulics.

The contractor shall maintain and repair electric-powered vehicles, including repairs to drive motor transmissions, gearboxes, wiring, controllers and electric speed control systems, air

DRAFT

conditioner charging devices, suspension and steering systems and accessories. The contractor shall comply with all Federal regulations for recycling and disposing of refrigerants (40 CFR Part 82).

The contractor shall provide maintenance/repair services to designated mobile industrial equipment or power generating equipment being used to supply emergency electrical power to any occupied GSFC building or trailer, or to designated space flight operations.

The contractor shall perform minor automotive body repair and painting to GSFC-owned vehicles and equipment to include, but not limited to, touch- up painting.

5.3.1.5.2 Commercial Repairs

When repair requirements are beyond the GSFC in-house capability, the contractor shall arrange for repairs with a local commercial facility. The contractor shall obtain the approval of ILMD for any repairs in excess of \$500. The contractor shall verify all commercial vendor repairs and obtain a vendor receipt for all work accomplished. The contractor shall maintain and record all commercial repair costs in ExtraFleet 2000.

5.3.1.6 Stock Room

The contractor shall order and issue parts and materials in support of GSFC garage operations. Most repair parts will be ordered as needed and delivered within 24 hours. The contractor shall maintain an appropriately controlled inventory of frequently used parts in stock, to include, but are not limited to: belts, windshield wipers, oil filters, air filters, windshield fluid and spark plugs. The contractor shall provide vehicle and equipment repair parts equal in quality to original manufacturers' replacement parts and used parts must have the approval of ILMD. The contractor shall maintain all inventory transactions in ExtraFleet 2000. Environmentally-friendly products shall be used whenever practicable.

The contractor shall perform an annual inventory of the stockroom and provide the results of the inventory and subsequent reconciliation, as well as any inventory adjustments to ILMD by October 31 of each year. The contractor shall perform the inventory and any required reconciliation in accordance with NPR 4100.1.

5.3.2 Dispatch Operations

The contractor shall provide a complete vehicle control operation that includes scheduling and issuing GSFC-Greenbelt vehicles, scheduling and performing pickup and delivery services, performing shuttle bus operations, coordinating office/lab moves, operating a taxi service, ordering and dispensing fuel, and operating the transportation automated systems. The contractor shall provide dispatch services between the hours of 7:30 a.m. and 4:00 p.m. All services shall be performed at Greenbelt only, unless otherwise noted.

The contractor shall ensure all transportation automated systems are fully operational.

DRAFT

Transportation automated systems currently include, but are not limited to: the Gasboy Fleetkey System, the Dispatch/Automated Fleet Information System (DAFIS), and ExtraFleet 2000.

The contractor shall provide after-hours support to various transportation functions including, but not limited to: shuttle bus services for tours, symposia, and conferences; pickup and delivery of materials and equipment; transporting personnel to and from local airports; and office moves.

5.3.2.1 Motor Pool Operations

The contractor shall manage, issue, maintain and schedule a motor pool fleet at Greenbelt of approximately 15 vehicles. Generally, these vehicles shall only be used by Government employees for official Government business. NASA contractors may also use these vehicles when their contract allows it. The contractor shall ensure that all operators have a valid driver's permit for the type of vehicle to be operated, and issued for the area in which the employee is principally employed or in which the employee lives (FMR 102-34). The contractor shall verify that the traveler is a Government employee (or NASA contractor approved to use the motor pool), has valid travel orders (when the travel destination exceeds 50 miles) and is issued the current U.S. Government Fuel Credit Card.

For distances exceeding 50 miles one-way, the contractor shall identify and perform pre-trip inspections on all vehicles, trucks and equipment to ensure that they are operationally safe and ready to issue to Center personnel. For distances exceeding 200 miles one-way, the contractor shall obtain approval from ILMD prior to issuing the vehicle.

The contractor shall refuel and clean (except for washing) all motor pool vehicles upon return from travel. The contractor shall ensure that all motor pool vehicles are washed at least once every two weeks. The contractor shall refuel transient Government vehicles when requested. The contractor shall inspect the motor pool vehicles at least once per month to ensure each vehicle is equipped with a flashlight, flares and an emergency kit.

5.3.2.2 Rigging Services

The contractor shall review items for pickup and delivery to determine whether rigging services are needed to accomplish the activity. At Greenbelt, the contractor shall coordinate and arrange for rigging services with commercial sources in accordance with ILMD policy.

5.3.2.3 Scheduled Runs

The contractor shall dispatch appropriate vehicles, personnel and equipment to perform scheduled pick-up and delivery services for Greenbelt and NASA HQ as outlined in Appendix H. The contractor shall provide these services both on and off GSFC-Greenbelt and NASA HQ in the Baltimore/Washington Metropolitan Area.

In accordance with schedules specified by ILMD, the contractor shall deliver items from stores stock and receipts processed through Greenbelt Central Receiving, and deliver excess furniture

DRAFT

(on a non-interference basis) to Center customers when needed.

The contractor shall deliver mail once daily to approved Greenbelt mail code destinations and provide daily mail pickup for the GEWA organization.

Performance Requirements

- a. Supplies and materials shall be delivered within 2 workdays from the time the items are placed on the staging line.
- b. Incoming mail shall be delivered within 20 minutes after the posted schedule.

5.3.2.4 Pickup and Delivery Services

The contractor shall dispatch appropriate vehicles, personnel and equipment to perform pickup and delivery services for routine and emergency requests. These pickup and delivery services include support for NASA HQ, the Storage Program (Greenbelt and Wallops), and transportation of other items. The contractor shall pickup excess property at Greenbelt, Wallops and NASA HQ after the labeling has been completed. The contractor shall deliver all excess equipment, materials, and supplies to the Excess Warehouse or as appropriate to the designated outside excess storage lot. The contractor shall enter all of these requests in DAFIS. For Greenbelt and NASA HQ, the contractor shall provide these services within the Baltimore/Washington Metropolitan Area.

As part of these pickup and delivery services, the contractor shall coordinate for handyman services to be performed by commercial sources. These services include the assembly and disassembly of furniture (e.g., major components as opposed to pieces of components), excluding systems furniture; and disassembly of office furnishings. For the purpose of this requirement, furniture includes standard office furniture (wood and metal) and modular furniture. This work includes removing white boards, chalk boards, bulletin boards, pictures, and other similar items from walls as required. The work does not include mounting those boards, pictures, or other items to any wall. When performing these handyman services, the commercial contractor shall leave the work site clean and orderly and transport all packing material/trash/cardboard to the designated area for disposal. Most handyman services are performed as part of an office move. However, handyman services (that are not part of an office move) are also coordinated at Greenbelt.

The contractor shall complete emergency/priority requests in accordance with the customer's requirement. If the customer's requirement cannot be met, the contractor shall work with the customer to develop a mutually agreeable alternate schedule.

Performance Requirement

Routine pickup and delivery requests shall be completed within 5 workdays of receipt of the service call for Greenbelt and 2 workdays for NASA HQ.

DRAFT

5.3.2.5 Bus Service

The contractor shall utilize GSFC-owned resources to provide bus/transportation service for Greenbelt and NASA HQ in support of a variety of events (e.g., tours, symposiums, meetings, training classes, and student programs) sponsored by, but not limited to: the Public Affairs Office, Management Education Center and Equal Opportunity Programs Office. These services may include transportation requirements for high-ranking Government and civilian officials. These bus services shall only be provided for official Government business.

The contractor shall provide support in loading and unloading of passengers, passenger luggage and other materials; operating wheelchair lifts and securing of wheelchairs may be required. The contractor shall obtain the approval of ILMD on after-hours requirements.

5.3.2.6 Shuttle Bus Service

The contractor shall provide an on-Center taxi service on a daily basis Monday through Friday, from 6:00 a.m., to 5:30 p.m. Center customers will have the capability to request direct pick-up and destination drop-off services by placing a call directly to the assigned bus driver.

5.3.2.7 Office Moves Coordination

The contractor shall coordinate for on-site and near site office and laboratory moves at Greenbelt. These moves shall be coordinated with commercial sources to provide move estimates, perform the move, verify bills for payment, and process loss and damage claims.

The contractor shall provide move coordination services for Goddard personnel including, but not limited to: determining move requirements such as size, cost, and timeframe; performing walk-throughs of current and proposed sites; determining any special requirements (e.g., computer moves or carpeting); coordinating any special packing or special handling requirements; supporting customers in completing necessary paperwork, floor plans, and move schedules; working with other service organizations to coordinate ancillary services to ensure necessary schedules are met. Ancillary services include, but are not limited to: mods and rehabs to office spaces, maintenance, phones, excess furniture and equipment, carpeting, key control, property administration functions, relocation of safes, securing equipment, mail services, and location changes.

When required, the contractor shall support customers in preparing for moves, including: ordering supplies, inspecting material to ensure it is properly packed, secured, and clearly labeled; establishing a move coding system; developing schematics to define where material is to be relocated; ensuring all activities are completed by the move date, and arranging with security for the movers to get on Center. When required, the contractor shall also work with the customer to coordinate all activities during the move, including: monitoring the moving contractor's activities; ensuring elevators are available, halls and doorways are cleared, extra trash facilities are available, and electricity is turned on; and performing post-move walk-throughs with the customers. The contractor shall coordinate the scheduling of a moving company.

DRAFT

The contractor shall provide move activity schedules, status reports, workload data, and input to Government reports and presentations, and serve as a source for customer information for move activities and procedures.

The contractor shall track all associated costs for performing office/laboratory moves at both locations. The contractor shall verify that all billing documents received from the mover are accurate before processing for payment.

Performance Requirements

- a. Move requests shall be arranged for and completed within the customer's required date.
- b. Loss and damage claims shall be provided to the moving company within 7 calendar days of completion of the move, interim status reports shall be obtained from the movers every 30 calendar days on pending claims, and claims shall be resolved within 60 calendar days of filing of the claim.

5.3.2.8 Setups

The contractor shall coordinate, arrange for, and set-up conference rooms, classrooms, and auditoriums (chairs, tables, exhibits, etc.) in support of meetings, symposia, conferences and assemblies. The contractor shall receive details of these setup requests from the Directorate Coordinators, to include floor plans.

5.3.3 Vehicle Management

The contractor shall maintain complete files on Greenbelt vehicles and equipment, containing such information as: tag numbers, NASA property numbers, purchase orders, receipt and inspection reports, certificates of origin, warranties, maintenance repair orders, accident reports and repair costs. The contractor shall maintain hard-copy documentation, and operate and maintain all automated transportation management systems. Current systems include: ExtraFleet 2000, DAFIS (Dispatch/Automated Fleet information System), and the Gasboy Fleetkey System. All services are performed at Greenbelt only, unless otherwise noted.

ExtraFleet 2000 is a vehicle management software system that maintains vehicle cost and inventory data. The contractor shall maintain all vehicle cost and inventory data daily to include, but are not limited to: vehicle specifications, work order assignments and related costs, mileage data, and preventive maintenance and emissions schedules.

Our automated dispatch system, DAFIS (Dispatch/Automated Fleet Information System), tracks vehicle usage and customer requirements for functions performed by the contractor, including: motor pool operations, pickup and delivery requirements, shuttle bus services and set-ups. The contractor shall maintain and operate DAFIS and use it to record every customer requirement.

The contractor shall maintain and operate the automated fuel dispensing system, Gasboy

DRAFT

Fleetkey System. The Gasboy Fleetkey System is an automated fuel dispensing and recording system. The contractor shall ensure that all Gasboy fuel transactions are imported into ExtraFleet 2000 daily.

The contractor shall participate in annual Motor Vehicle Utilization Reviews (MVUR). The contractor shall provide vehicle use and assignment information to the MVUR Board when requested. The contractor shall serve on the MVUR Board if requested by ILMD.

5.3.3.1 Credit Cards

The contractor shall issue, control and maintain a U. S. Government Credit Card for select GSFC-owned vehicles (identified by ILMD) in accordance with FMR 102-34. The contractor shall also maintain and enter credit card purchases in ExtraFleet 2000.

The contractor shall turn-in to ILMD any credit cards no longer needed. The contractor shall immediately inform ILMD of any lost or stolen credit cards.

5.3.3.2 License Plates

The contractor shall issue, control and maintain official U. S. Government license plates in accordance with Federal Management Regulation (FMR) 102-34.

The contractor shall turn-in to ILMD any license plates no longer needed. The contractor shall immediately inform ILMD of any lost or stolen plates.

5.3.3.3 Vehicle Identification and De-Identification

The contractor shall ensure that each vehicle/equipment is adequately identified as a GSFC asset. The contractor shall apply a U.S. Government license plate, NASA equipment barcode tag, and appropriate agency and operating logos as directed by ILMD. The contractor shall ensure that a U.S. Government Credit Card and two sets of keys are available for each vehicle.

The contractor shall maintain a record of and ensure that all agency identification is completely removed prior to disposal of vehicle/equipment and that the U.S. Government tags and U.S. Government Credit Card are shredded.

5.3.3.4 Keys

The contractor shall order, maintain, secure, and issue vehicle/equipment keys. The contractor shall order, maintain, secure, encode, and issue Gasboy Fleetkey System keys. The contractor shall maintain a list of the Gasboy Fleetkey System encoded keys in ExtraFleet 2000. The contractor shall ensure that all keys are maintained in a secure location.

5.3.3.5 Motor Vehicle Fuel

DRAFT

The contractor shall store and distribute motor vehicle fuel for Greenbelt. At Greenbelt, the contractor shall maintain a record of fuel deliveries, ensuring the current price is recorded on the gas/diesel pumps and in ExtraFleet 2000. The contractor shall be present and supervise all fuel deliveries at Greenbelt in accordance with safety requirements.

At Greenbelt, the contractor shall check the gas tank monitoring system to ensure the inventory is accurate. The contractor shall accomplish this check weekly by measuring the fuel in the tank and comparing those results with the printout from the Veeder-Root System located in Building 27, Room 120C.

The contractor shall ensure appropriate inventory management procedures are established and followed in accounting for fuel used in all reimbursable agreements between GSFC and its contractors as specified by ILMD.

5.3.3.6 Accident Reporting

The contractor shall ensure that personnel using Greenbelt vehicles/equipment are fully informed of the proper accident reporting procedures. The contractor shall promptly report accidents to their supervisors and ILMD.

The contractor shall ensure that on-base accidents are promptly reported to the GSFC Protective Service Division, and that off-base accidents are reported to the local police.

The contractor shall ensure that accident reporting forms, Standard Form 91 (Motor Vehicle Accident Report), Standard Form 94 (Statement of Witness) (if applicable) and GSFC Form 23-14A (GSFC Motor Vehicle Accident Report) are completed at the scene of an accident, if possible, or as soon thereafter as possible. The contractor shall ensure that accident reports are promptly submitted to ILMD. The contractor shall ensure that the damaged vehicle is brought to the GSFC garage, if possible, or that garage personnel are notified of the accident.

5.4 Interior Design

The contractor shall support the GSFC (Greenbelt and Wallops) furniture program by providing interior design services to Goddard customers requiring new furniture or office/laboratory reconfiguration for existing furniture.

The contractor shall provide interior design services to Goddard personnel; perform workflow analysis; develop block diagrams and detailed floor plans and furniture layouts; define furniture, and other furnishings requirements; provide furniture recommendations; support customers in developing and processing acquisition paperwork; coordinate meetings between vendors and customers; review vendor drawings and parts lists; and coordinate furniture installations and perform post-installation walk-throughs. The contractor shall provide these services for all types of furniture including systems, modular, and standard furniture.

The contractor shall support customers in coordinating all ancillary services for large systems or

DRAFT

modular furniture buys such as phones, mods, maintenance activities, establishing move plans, carpeting, excess equipment/furniture, or computer hookups. The contractor shall provide visual presentations to customers as required; prepare activity schedules; provide status reports, work load data, and inputs to Government reports and presentations; and participate in automating efforts for Computer Aided Design (CAD) and tracking workload.

6.0 EQUIPMENT MANAGEMENT

The contractor shall provide support to GSFC (Greenbelt and Wallops) and NASA HQ to control and manage equipment, to include utilizing Government provided computer systems to track and maintain Government-owned, loaned and leased property, capital property and contractor-held property. The contractor shall be involved in all facets of property control, including identifying and tagging equipment and conducting inventories.

6.1 Equipment Control

The contractor shall provide support to control all property at GSFC (Greenbelt and Wallops) and NASA HQ. This includes approximately 37,000 items (\$420 million) at Greenbelt, 3,000 items (\$16 million) at Wallops, and 3,000 items (\$13 million) at NASA HQ. This control is initiated when the contractor identifies controlled equipment and tags the items with barcode tags. The contractor shall also provide support in monitoring contractor-held property.

6.1.1 Tagging

The contractor shall tag and document controlled and leased equipment at GSFC and NASA HQ, and occasional local off-site locations as required by the Government. This includes equipment purchased on GSFC and NASA HQ contracts and purchase orders, transfers from other centers, returned Government Furnished Property (GFP) from contractors, direct deliveries, vendor installed property, fabricated property, Found On Station (FOS) property, controlled equipment received for NASA HQ accounts or other NASA Centers, and items for inventory that meet the criteria for capitalization or control. The contractor shall maintain the required equipment control number register, account for all tags received for use, and prepare the initial automated equipment record.

Performance Requirement

Equipment shall be tagged and data entered within 8 workdays from receipt of tagging request, document or telephone call from the customer. Capital equipment shall be tagged and entered within 30 calendar days.

6.1.2 Integrated Asset Management (IAM) Property Plant and Equipment (PP&E) System, SAP, and Business Warehouse

The contractor shall provide cataloging services, and receive, review, correct and process all equipment transactions for the NASA IAM PP&E system by: handling inquiries, conducting

DRAFT

research, running and printing equipment reports; maintaining an audit trail of transactions affecting equipment records; retaining source documents; and maintaining the official file for the loan and lease programs and capital equipment.

The contractor shall maintain the quality of the equipment databases, including, but not limited to: information accuracy and timeliness of data updates. The contractor shall reconcile all monthly and semiannual exception reports received from Accounting.

Performance Requirement

Data entry into the equipment database shall be completed within 4 workdays from receipt of the request or source document.

6.1.3 Contractor-Held Property

The contractor shall provide contract property control support to ILMD to accomplish the management of Government property provided to GSFC (Greenbelt and Wallops) contractors. Activities include, but are not limited to: establishing contract property files and maintenance of files, reviewing grants and cooperative agreements awarded at the NASA Shared Services Center (NSSC) for government property requirements, entering contract property data into the NF1018 Electronic Submission System, providing administrative support to process plant clearance case from Plant Clearance Automated Reutilization Screening System and preparing property files for contract closeout.

6.1.4 Physical Inventory

The contractor shall schedule, hold pre-inventory briefings, support walk-through, conduct, scan, reconcile, and report annual inventories of controlled personal property and special inventories at Greenbelt, Wallops and NASA HQ, and occasional local off-site locations using Government supplied optical scanners, microcomputers, and a Government approved inventory module. When required, the contractor shall provide data to support reports.

Performance Requirement

Equipment inventories shall be conducted in accordance with NPR 4200.1, GSFC procedures and the government-approved schedule.

6.2 Excess Program

The contractor shall support excess property processing at GSFC (Greenbelt and Wallops) and NASA HQ for all excess transactions including exchange sale transactions. The contractor shall be responsible for data inputs, special moves, emergency requests, delivery ticket processing, receipt, cancellations, storage, expedited screening, and redistribution and disposal of Greenbelt, Wallops and NASA HQ excess/surplus property, including identification, segregation and disposal of scrap and hazardous materials. The Greenbelt excess warehouse shall be open for

DRAFT

operations from 7:30 a.m. - 4:30 p.m. Monday through Friday, and open for customers screening equipment, 8:00 a.m. - 3:00 p.m. Monday through Friday. The Wallops excess warehouse shall be open for operations from 8:00 a.m. - 4:30 p.m. Monday through Friday, and open for customers screening equipment, 8:30 a.m. - 3:30 p.m. Monday through Friday.

Performance Requirements

- a. Processing of Greenbelt excess property shall be completed within 17 workdays from receipt of the excess request.
- b. Processing of Wallops excess property shall be completed within 7 workdays from receipt of the excess request.
- c. Processing of NASA HQ excess property shall be completed within 10 workdays from receipt of the excess request.

6.2.1 Labeling Excess Property

The contractor shall affix labels to excess equipment, materials, and supplies, interfacing as appropriate with Property Custodians and Government property disposal personnel. The contractor shall identify and document excess equipment containing hazardous material content, previously cannibalized or in scrap condition.

6.2.2 Excess Property Warehousing

The contractor shall receive, inspect and locate incoming excess equipment, materials and supplies, including equipment containing hazardous material contents, and ensure physical and environmental protection. In addition to the Greenbelt and Wallops excess warehouses, the contractor shall store excess property in the Government's outside excess storage lots at Greenbelt and Wallops, as appropriate. The contractor shall ensure the most effective use of warehouse space, store property to facilitate screening by customers, and recommend major changes, additions or enhancements to ILMD for approval. The contractor shall store equipment and material in the proper physical environment to guard against damage or deterioration. The contractor shall ensure required material handling equipment is maintained and available, and arrange and coordinate with appropriate GSFC organizations all general maintenance of inside and outside warehouse/storage facilities.

Performance Requirements

- a. A cyclic excess inventory of ten sections at Greenbelt shall be completed every 30 calendar days.
- b. A cyclic excess inventory of one section at Wallops shall be completed every 30 calendar days.

6.2.3 Locator System

The contractor shall establish and maintain a warehouse locator system; file source documents

DRAFT

by case numbers; and provide a copy to ILM. The contractor shall initiate survey actions on lost, damaged, or destroyed excess property and materials at the time the loss or damage is discovered and provide them to ILM.

6.2.4 Disk Cleaning

The contractor shall provide services to ensure that the hard drives of all Greenbelt and Wallops desktop computers are cleared of all data and software prior to disposal via internal redistribution, federal transfers, donation, or sale. In the event that the hard drive cannot be cleaned, the contractor shall remove and destroy the hard drive. The contractor shall also install an operating system (as designated by ILM) and maintain a Disk Cleaning Log with the results of the disk cleaning.

6.2.5 NASA Property Disposal System (DSPL)

The contractor shall receive, review, and process all DSPL transactions for Greenbelt, Wallops, and NASA HQ as provided by the ILM. The contractor shall maintain accurate and complete DSPL database, and update the database in a timely manner. On occasion, the contractor shall be required to make inquiries into the NASA equipment management system (SAP / NPROP) active or history files to complete specific DSPL transactions. The contractor shall conduct research to obtain additional information not provided on the transaction document.

6.2.6 Reutilization

The contractor shall coordinate redistributions at Greenbelt and Wallops of excess property through pickup, delivery, scheduling, and packing and crating as appropriate. The contractor shall provide escort service to screeners as required. The contractor shall release equipment to customers with documented authorization from ILM.

6.2.7 Executive Order 12999

The contractor shall support ILMD in meeting the requirements of Executive Order 12999 by performing the following activities for all desktop computer systems at Greenbelt and Wallops donated to educational activities:

- a. clearing all data and software from the hard drive;
- b. installing an operating system as designated by ILMD; and
- c. identifying system configuration information (e.g., type of processor and amount of memory).

6.2.8 Sales

The contractor shall provide property sales support at Greenbelt and Wallops. The contractor shall segregate, lot, tag, and display property for inspection to the public sector. The contractor shall stage equipment in a designated sale area of the Excess Warehouse. The contractor shall lot items flagged “exchange/sale” separately from all other items. On occasion, the contractor shall be required to provide limited disassembly capability for precious metals, (e.g., remove printed circuit cards from surplus computer related equipment prior to sales disposition). This disassembly consists of routine operations not requiring any high degree of technical proficiency. The contractor shall also schedule the pickup of sold property with the successful bidder.

Performance Requirements

- a. Greenbelt sale preparation shall be completed and submitted to GSA within 20 workdays from receipt of the pull list provided by the GSFC Property Disposal Officer or designee.
- b. Wallops sale preparation shall be completed and submitted to GSA within 7 workdays from receipt of the pull list provided by the Wallops Property Disposal Specialist.

6.2.9 Physical Inventory

The contractor shall conduct a wall-to-wall inventory of all excess property and material located in the Greenbelt and Wallops Excess Warehouses and the outside lots once every 3 years, or as directed. The reconciliation, including inventory adjustments involving accountable records for excess property, will be completed by ILMD. The contractor shall review over-aged cases on a quarterly basis and provide findings to ILMD.

6.2.10 Cooperative Administrative Support Unit (CASU) Program [Reimbursable only]

The contractor shall provide Greenbelt warehouse support to receive shipments of property received from Agencies under the CASU Program. The contractor shall be required to check manifests of incoming property to ensure accuracy. If any discrepancies are found, the contractor shall report them to ILMD immediately.

7.0 MANAGEMENT SERVICES

DRAFT

7.1 Forms Management

The contractor shall provide forms management support. Forms management involves maintaining an accurate inventory of approximately 800 GSFC, NASA, and other Government agency forms in either an electronic or paper format. The contractor shall maintain a central database of electronic forms for Centerwide use and facilitate updates.

The contractor shall design forms in two formats: (1) Agency wide e-forms software and (2) fillable PDF.

Performance Requirement

Requests to create and revise forms shall be completed and returned to customer for acceptance within 10 workdays of receipt.

7.2 Records Management

The contractor shall provide records management at Greenbelt and NASA Headquarters. This involves the storage, disposal, and retrieval of retired Government records for customers. The contractor shall support customers in the correct preparation of newly retired records for storage at the Washington National Records Center (WNRC) in Suitland, MD or a private storage facility if required. Upon receipt from the customer of GSFC Form 22-41, "Records Retirement," the contractor shall complete the Standard Form 135, and coordinate transportation of records to and from Suitland or other locations. Upon receipt of the box contents list and SF 135 from the customer, the contractor shall review and complete the SF 135 and coordinate transportation of records to and from Suitland or other locations.

The contractor shall coordinate disposal, retrieval, or renewal notices from WNRC with the NASA Headquarters Records Manager and contact the appropriate customer to determine if the records are to be terminated or renewed, and maintain logs and files for all records and records transactions. In addition, the contractor shall support NASA Headquarters customers in the use of the Agency Filing Scheme (AFS), support the NASA Headquarters Records Manager in training current and new employees in records management, and provide support in the review, approval, and denial of file and storage cabinets. The contractor shall support the NASA Headquarters Records Manager in the declassification effort on all classified documents 25 years of age or older as required by Executive Order 12958, including maintaining the computer database of all materials reviewed.

The contractor shall support the NASA Headquarters Records Manager in developing and implementing policies, procedures, and strategies associated with records reviews/self-assessments to include, but are not limited to, the following: planning, promoting, and leading annual self-assessment orientation sessions; planning and executing annual self-assessments to ensure permanent and official records, regardless of medium, are selected, identified, located, and protected; preparing the self-assessment annual report; following up with non-compliant

DRAFT

organizations until all issues are closed; and preparing status reports on self-assessment activities.

Performance Requirements

- a. Greenbelt records storage requests shall be processed to the GSFC Records Manager within 5 workdays of receipt.
- b. NASA HQ records storage requests shall be processed to the NASA HQ Records Manager within 3 workdays of receipt.
- c. Quarterly disposal eligibility notices shall be processed within 60 calendar days of receipt.
- d. Annual disposal eligibility notices shall be processed within 6 months of receipt.

7.3 Mail Services Center (MSC)

The contractor shall operate a comprehensive MSC at the GSFC/Greenbelt site in accordance with U.S. Postal Service (USPS) Regulations.

7.3.1 Incoming Mail

Incoming mail sources include the USPS and near off-site locations, as well as Goddard internal mail. The contractor shall sort and process incoming mail upon receipt. The contractor shall research misaddressed mail when necessary to determine the final destination.

Performance Requirements

- a. Incoming mail shall be processed and sorted to the proper level.
- b. Accountable Mail arriving without a mail code designation shall be researched within 1 workday, interoffice mail within 2 workdays, First-class mail within 3 workdays, and all other mail within 4 workdays.

7.3.2 Outgoing Domestic Mail

Outgoing mail is generated internally from Center sources and designated for off-site locations. The contractor shall comply with the prescribed laws and regulations governing domestic mail prepared for delivery within the United States. The contractor shall properly sort and meter outgoing mail for pick up by the USPS or other vendors. The contractor shall provide a monthly meter report showing the total meter costs and pieces.

Performance Requirements

- a. Outgoing mail shall be sorted and processed properly.
- b. Mail meter balances shall be recorded at the end of each business day. When the descending dollar value reaches \$10,000, the Center Mail Manager shall be notified electronically within 8 work hours.

DRAFT

7.3.3 Outgoing International Mail

The contractor shall process all outgoing international mail. The contractor shall comply with the prescribed laws and regulations governing international mail, for both the United States and those of the destination country. All outgoing international mail shall be screened against the list of countries that are subject to special policy and procedure considerations. The contractor shall return any outgoing international mail addressed to a country on the list to the sender, along with a form letter approved by ILMD directing the sender to the GSFC International Coordinator's Office for approval to mail.

The contractor shall subcontract competitively for mail consolidation services from those companies accepted in the Pre-Qualified Wholesaler program offered by the U.S. Postal Service, when it is in the best interest of GSFC to take advantage of outgoing mail consolidation services. The contractor shall sort all outgoing international mail into two categories; ISAL (International Surface Air Lift) and IPA (International Priority Airmail) when preparing mail for consolidator processing.

Performance Requirement

International mail shall be sorted and prepared for pickup by the international mail consolidator daily.

7.3.4 Labeled Distributions

The contractor shall prepare and process distributions. These labeled distributions are repetitive quantities of mail (e.g., newsletters, catalogs, announcements, and phonebooks) that need address labels, packaging, stapling, sorting, and other special processing.

Performance Requirements

- a. Labeled distributions shall be prepared and processed within 3 workdays of receipt.
- b. Confirmation notices and survey cards shall be mailed upon completion of job.

7.3.5 Accountable Tracked Mail

The contractor shall properly log, sort and prepare incoming Special Services Mail for delivery. Incoming Special Services Mail includes USPS overnight express, certified, and registered mail, as well as large volumes of mail addressed to a single individual or office. The GSFC Protective Service Division shall be notified whenever any double wrapped registered mail arrives before any attempt is made to deliver the mail pieces to the addressee. The contractor shall log, sort, and stage for pickup by the USPS or other vendors outgoing Special Services Mail. Outgoing Special Services Mail includes express, certified, registered, and oversized parcels.

Performance Requirement

DRAFT

Special service mail logs shall be filed within 2 workdays following delivery.

7.3.6. Mail Stations

The contractor shall maintain the central mail station within each Greenbelt building. All mail stations shall be inspected quarterly for safety, neatness, cleanliness, and mail bin label accuracy. Mail bins shall be maintained in ascending order by mail code. The contractor shall update informational signs (e.g., mail schedule and outgoing mail sorting bags) as needed. The contractor shall maintain a master list of all active mail codes within each building.

Performance Requirements

- a. Mail station bins shall be maintained in ascending order by mail code.
- b. Mail station updates shall be completed within 3 workdays following notification of change or within 4 work hours prior to the start of the scheduled office move.
- c. The master list of all active mail codes shall be updated within 3 workdays following office relocations/reorganizations and/or quarterly inspection.

7.4 Duplicating

The contractor shall provide duplicating support for Greenbelt by providing fast turnaround administrative document production; documents which, by their nature, quantity or need date cannot effectively be sent to the GPO. For this production the contractor shall be responsible for the operation of on-site, state-of-the-art duplicating and binding equipment and accessories, including, but not limited to: networked, high-speed digital duplicators, networked color copiers, folding, trimming and binding equipment.

Duplicating services include operation of the on-site facility and the provision of Quick Copy services at the Technical Information and Management Services (TIMS) Service Desk. The workload is not consistent but peaks shall be covered in order to support critical GSFC operations.

The contractor shall perform duplicating services that include, but are not limited to:

- Black and white document copying and digital duplicating;
- Binding, including tape, saddle stitch and comb binding;
- Padding;
- Braille conversion;
- Color document reproduction;
- File transfer, conversion and manipulation;
- folding and trimming; and
- Quick Copy/Print (color or black and white).

DRAFT

The contractor shall use the various digital duplicator system features such as digital document assembly, automated pagination, logos, watermarks, in-line addressing using custom distribution lists, special inserts and tabs. File transfer, handling and conversion, digital document storage, creation of Portable Document Format (PDF) files and optical character recognition (OCR) scanning are required. The contractor shall perform additional related functions such as collating, binding, folding, trimming or padding. Conversion of digital documents to Braille and engraved plastic door signs are required. Specialized computer equipment is provided to create Braille documents.

Some work is of high priority (executive management requests, time critical delivery requirements, high level NASA HQ or Congressional presentations) and shall be produced on a rapid turnaround basis; other work may require frequent changes or repeated updating. The workflow shall be managed to accommodate such work during normal working hours. However, there may be occasional projects that will require work to be done outside normal business hours.

7.5 Scientific and Technical Information (STI)

The contractor shall provide STI support for Greenbelt and Wallops. The STI Program is responsible for insuring GSFC STI is identified, collected, preserved and disseminated in a timely manner. The contractor shall process all submitted STI packages and Document Availability Authorizations (DAA) forms as required and provide day to day program support to the Program Office. STI packages and DAAs are received via a host web site. The contractor shall download and review the STI packages and DAA forms after notification that a package is waiting for processing. The review shall be documented using a quality check list. The contractor shall work with the author/submitter on any issues that are identified during the quality check. After the packages are reviewed and issues are resolved the contractor shall send an electronic copy to the NASA Center for Aerospace Information for dissemination and store an electronic copy into the records file. Other support shall include, but are not limited to: updates to briefing packages, updates to the STI informational tri-fold, records keeping, support program reviews and other outreach activities. STI is tracked using a File Maker Pro application.

Performance Requirement

STI packages shall be downloaded and reviewed within 2 workdays after notification that a package is waiting for processing.

7.6 Work Intake Tracking

The contractor shall maintain the TIMS production data base (currently using Studio 8) as the tool to coordinate and track work requests. The production coordinator is the primary point-of-contact for forms management, records management and creative services work performed at Greenbelt. The coordinator shall provide a wide range of services from customer work intake to work tracking and productivity measurement, support concerning forms, data entry and retrieval, work status reporting, handling of customer inquiries, and delivery of work to customers. The coordinator shall be knowledgeable in the services provided by the TIMS branch in order to

DRAFT

provide customer with informed responses to their questions.

The production coordinator shall provide the following support that includes, but are not limited to:

- answering customer inquiries and providing work status;
- receiving photo production work, duplicating and quick copy work, and photo shooting requests;
- work ticket processing, data entry, routing tickets;
- data collection and productivity measurements; and
- delivering completed work to customers.

Performance Requirements

- a. Studio 8 work requests shall be time stamped, assigned a ticket number, and entered into Studio 8 the same day of receipt. Work requests received after 4:30 p.m. shall be entered the next workday by 10:00 a.m.
- b. Studio 8 work tickets shall be updated in the Studio 8 database by the last Wednesday of each month and related work hours recorded.

8.0 CREATIVE SERVICES

The contractor shall provide creative services for a variety of communications media and products supporting the Center's scientific, engineering, and operations support communities.

Performance Requirement

- a. Graphics design requests shall be completed within the established timeline.
- b. Photography requests shall be completed within the established timeline.

8.1 Graphics and Multimedia Design

The contractor shall provide graphics and multimedia services, including a range of support necessary to fulfill web, print or presentation requirements for Greenbelt scientists, engineers, program offices and administrative organizations. Some of this work will be of high priority and shall be produced on a rapid turnaround basis; other work may require frequent changes or repeated updating.

The periodic heavy workload may require work to be done outside the normal business hours. All products shall be produced in accordance with applicable federal, state and local regulations, as well as NASA standards.

The contractor shall provide graphic and multimedia services that include, but are not limited to:

DRAFT

- Illustration;
- Presentation design;
- Production output;
- Publications design;
- Exhibit design;
- Ordering and maintaining supplies;
- Scanning, manipulating, sizing images;
- Archiving files;
- File conversion;
- Pre-flighting (proofing) files for print;
- Web page design; and
- Web publishing.

8.1.1 General Multimedia Design Services

The contractor shall perform multimedia design work which includes planning, designing, composition, layout, and preparation of professional quality visual information products for presentation and print for Greenbelt customers. Products may include digital presentations, exhibits, posters and hard copy output, including, but not limited to, the following: charts, graphs, and tabular art, copy and title art, organizational and flow diagrams, forms, certifications, symbols and logo art, publications layout, illustrations, caricatures and special effects.

The contractor shall use multiple graphic software applications, and work with multiple file formats, file transfer and conversions. Some of the work may require collaboration with other Goddard personnel or vendors to share materials or facilitate a project.

8.1.2 Imaging Graphics and Technical Services

The contractor shall perform computer graphics imaging and technical services, including: digital image manipulation and image color correction; providing research and expertise in current printing and graphics technology; providing guidance to customers and staff on the proper preparation of digital files; and technical support for branch hardware and software, including computer color calibration and the maintenance and control of the TIMS software inventory. In addition the contractor's responsibility includes the proofing of print files to ensure correct technical preparation of art or print file for media type. Other related requirements include the fulfilling of requests to transfer, import, convert, compress, and manipulate electronic files; and scan and optimize images for web, presentation, and print requirements.

8.1.3 Marketing Computer Graphic Services

GSFC is actively engaged in the development and acquisition of new work to further the Earth and space missions. GSFC has the need for graphics support with a business marketing emphasis. The required products may include presentations to Congress, business entities and NASA administrators, or exhibits and collateral used to establish an Agency presence at

DRAFT

technology expositions. It is imperative that newly conceived programs and proposals are quickly visualized and displayed in a manner designed to capture the target audience's interest.

The contractor shall provide business marketing graphics, which includes: planning, designing, composition, layout, and presentation of professional quality visuals for presentation and print, handling multiple file formats, and incorporating data and images in PowerPoint presentations and for the web. Other responsibilities shall include the maintenance and continued development of an image archive, repurposing of graphic products, design and production of multipurpose digital presentations for business development, the production of interactive presentations, and animations and exhibits. Graphics products may include, but are not limited to: digital files, web and hardcopy images, interactive compact disk, and printed products. The contractor shall maximize the use of all resources by collaborating with persons in related functions or performing similar work within the Greenbelt community. The contractor shall have an understanding of marketing principles and developing products for different target audiences.

8.2 Promotional Products and Production Coordination

The contractor shall coordinate services with other service providers for the purchase of promotional items to promote projects.

The promotional items include, but are not limited to, the following items:

- Custom imprinted glassware: ceramic coffee mugs, travel mugs and stainless steel tumblers, drink glasses, plastic, aluminum and stainless steel water bottles.
- Writing instruments: pens, pencils, novelty pens and pencils in special shapes.
- Multifunction devices - pens combined with laser pointers, flashlights, and thumb drives.
- ID badge holders, lanyards, and badge reel pullbacks.
- USB devices: Multiple USB port extensions, rechargeable flashlights, laptop task lights, fans, thumb drives.
- Lapel pins: Cloisonné, hard enamel, offset print.
- Patches: fully embroidered, four color - dye sublimated printing.
- Mouse pads and coasters: four color - dye sublimated printing.
- Custom shape die cut sheet magnets.
- Notepads: custom shape die cut note cubes, post it notes, notepads and portfolios.
- Bags: foldable self-storing compact bags, backpacks, lunch totes, large canvass totes.

8.3 Editing Services

The contractor shall provide publication and documentation editing services that include, but are not limited to:

- Editing, technical and copy;

DRAFT

- Illustration;
- Page layout;
- Proofing;
- Research;
- Typing;
- Writing, technical and general; and
- Word processing.

The contractor shall use various graphics, work processing and page layout software applications and use the editing style set forth in the GPO Style Guide for GSFC printing through the GPO or one of NASA's contracts arranged under GPO auspices.

8.4 Photography and High Speed Imaging

The contractor shall provide photographic production services. Products and services shall include, but are not limited to: black-and-white and color prints, slides, viewgraphs, reversals, and transparencies, as well as digital imaging services and matting/mounting/framing services. Digital imagery may include scanning, color correction, output including large format prints, and the production and replication of photo CDs and DVDs.

Photographic records are a key element of NASA's Scientific and Technical Information (STI) Program oversight. The contractor shall provide Goddard's official photographic support, image archiving and image availability. This includes covering a broad range of photo shooting venues and the processing and output of photo products. All photos taken by TIMS photographers are digitized and catalogued along with the metadata. All images are made available to GSFC employees onsite, and by applying established evaluation criteria, selected images are made available to the public through the NASA Image eXchange (NIX). STI images are eventually submitted to the National Archives and Records Administration (NARA).

The contractor shall meet all NASA and Greenbelt photographic standards and be familiar with NARA requirements, STI and management missions and terms. The contractor shall provide shooting support for Greenbelt as required both on-site and off-site. The work includes setting up, operating and trouble-shooting state-of-the-art photographic equipment and accessories including, but not limited to: film and digital cameras, lenses, lights, digital workstations, and video equipment. Because assignments may require transporting lighting and other accessories to the shooting location, and may involve waiting for a critical opportunity or special timing for the desired event, photographers shall be able to physically move objects weighing up to 50 pounds, and to sit or stand for long periods of time.

The contractor shall be able to use digital cameras and be knowledgeable about analyzing image quality, color correction, processing and printing techniques. The contractor shall perform digital imagery operations, including electronic still-image processing, scanning, duplication, data transfers, file manipulation and distribution through internal and external networks and servers.

Photographic support may be requested at any time, which will require the contractor to be available as needed outside the regular workday. One photographer shall support the incident response team and shall be on 24 hour call.

The contractor shall perform photographic services that include, but are not limited to:

- Scientific and Technical Photography which includes studio, laboratory or clean room photography, the arrangement of specialized lighting in order to photographically document experimental components, spacecraft parts or the packaging and shipping of spacecraft parts. The emphasis is on precise, clear images of still objects.
- Public Relations Photography which includes the coverage of special events, award ceremonies, conferences, public affairs activities, press conferences, or VIP visits. The emphasis is on documenting people and activities.
- Studio and On-Location Photography.
- Passport/Visa and Portrait photographs.

8.4.1 High Speed Imaging

The contractor shall provide High Speed Motion instrumentation to measure, quantify and record rapid occurring events using either film or video. The contractor's work shall include designing the test, configuring equipment, implementing the test sequence, producing data, and analyzing results, usually working in concert with customer engineers. Typical measurements are framing rate, image blur, lens speed, magnification, field of view, hyper focal distance, depth of field and lighting formulas.

DRAFT

8.4.2 Archiving

The contractor shall perform database cataloging and archiving using the Extensis system; and be a resource to provide support to customers regarding photographic services. TIMS operates Extensis, which populates a digital search-and-retrieval photographic database of spacecraft, scientific and technical activities, and other historical images. Images are either scanned from file or downloaded from digital cameras, tagged and supplied with metadata, entered into the database and stored on CDs for working file and archives. Photographers shall be knowledgeable of and able to use the system. All CDs/DVDs are stored in TIMS controlled storage cabinets.

8.5 Videography

The contractor shall provide professional video production services to customers on an as-needed basis. The work will range from documentation videotaping to taping events requiring moderate video postproduction activities, to complex video products.

The contractor shall perform planning, coordination, scheduling, and implementation functions associated with the development and delivery of video, television and radio production services and products to meet customer requirements.

The contractor shall perform video production functions which include, but are not limited to:

- Video image capture in broadcast format;
- Non-Linear Video/Audio Editing;
- Graphics (standard NTSC or HDTV);
- Animation (standard NTSC or HDTV);
- Scripting;
- Storyboarding;
- Video Taping;
- Tape and DVD Duplication;
- DVD Authoring;
- Archiving;
- Resource Scheduling; and
- Audio Production.

8.6 Web Site Design

The contractor shall provide development and design of web products for public relations, education, collaboration and outreach purposes utilizing state-of-the-art web development applications. The contractor shall be responsible for the web page appearance, and providing visual continuity for multiple page projects. The contractor shall create products that may

DRAFT

include, but are not limited to: digital image files, web and hardcopy images, and template layouts for web pages. Work shall be in accordance with NASA requirements and standards for graphics and web sites.

8.7 Support for NASA Technology Transfer Program

The contractor shall manage and operate the Spinoff Program Office, which provides general outreach and publications support for NASA Technology Transfer Program activities, primarily development and production of the annual publication, *Spinoff*, featuring the practical societal benefits derived from commercialized NASA technology. Support also includes, but is not limited to, providing Spinoff articles that meet the criteria specified by NASA; publication and development of Spinoff products for Internet access and in multimedia format; providing answers to Spinoff-related questions; supporting Spinoff-related outreach activities, including the Spinoff website, Twitter and Facebook sites; and attending trade shows, conferences or events that showcase the NASA Technology Transfer Program. Meetings and other activities are frequently held at NASA Headquarters.

The contractor shall provide research and marketing support, including: the research, writing, and development of presentations, reports, articles, posters, flyers, and other promotional materials that showcase NASA technologies. Support also includes, but is not limited to, managing the NASA Technology Transfer Twitter account; providing graphics and design services to support marketing activities; and writing and editing services for each quarterly NASA Technology Innovation e-publication.

9.0 Audio Visual Services

The contractor shall provide audio visual services at Greenbelt, including operations support for Center meetings and teleconferencing facilities as well as special events. The services are audio visual (A/V) operations, video teleconferencing operations, events coordination, facilities scheduling, and multimedia IT technical support. Support may be required outside of the regular duty hours. Additionally, the contractor is a resource to provide support to customers regarding audiovisual and teleconferencing equipment and maintenance requirements, design and estimate conference room A/V equipment systems, facilitate procurement and installation, and schedule and provide operation support for customer conference rooms.

The contractor shall provide for A/V operations including setting up, testing, operating and troubleshooting A/V, television and telecommunications equipment and accessories including, but not limited to: microphones, amplifiers, speakers, computers, projectors, broadcast cameras, video cameras, sound systems, recording systems, control panels, lighting and related equipment. These operations include the provision of teleconferencing and low band video connectivity for videoconferences within TIMS managed facilities.

TIMS provides all requested on-site A/V support for conferences, meetings, and symposia held in:

DRAFT

- Building 3 Auditorium (The Goett Auditorium);
- Building 8 Noel Hinnens Auditorium;
- Building 8 Management Conference Center, Room 303; and
- Building 26, Room 161

Frequently A/V support is provided for other requirements. These may include maintenance and technical support for:

- Code 200, Management Operations Directorate Conference Room, Building 8, Room 121;
- Code 100, the Directors' Conference Room, Building 8, Room 600B; and
- Support for special activities such as Celebrate Goddard Day, Education Showcase, Press Briefings, VIP visits, ribbon-cuttings or ground-breaking ceremonies.

Audiovisual support may be required before 8:00 a.m. or after 5:00 p.m. to support customer requirements. When needed, audio visual services shall also be provided at locations other than those listed above.

The contractor shall communicate with network providers, video teleconferencing, TV signal, TV production units and others as needed to provide the required services. The contractor shall also perform web streaming and moderate video post-production activities (minor editing and titling) under audio visual services.

A/V operators shall be able to physically move objects weighing up to 50 pounds, sit or stand for long periods, and be confined in a projection booth for long periods of time without any external interactions other than instructions from speakers or presenters.

9.1 A/V Support and Scheduling

The contractor shall be responsible for audio visual support and scheduling services, which include, but are not limited to:

- Audiovisual and Event Coordination;
- Equipment set up and operations;
- Facility Management;
- Interconnectivity;**
- Inventory Control;
- IT Technical Support;
- Room/Auditorium Set-up;
- Scheduling;
- Supply Orders; and
- Taping of Events (Audio and Video).

**Interconnectivity means connections between mikes and speakers; between projector and

DRAFT

sound systems, between the auditorium and TV signal group; between LAN drops and computers; between mikes, cameras, and recording devices; between electrical outlets and speakers, projectors, computers, etc. This is a representative but not exhaustive list of connections that may need to be configured, established, monitored and maintained in support of an audiovisual event.

Due to the complex technical nature and heavy schedule of events in TIMS-managed meeting facilities, event coordination is required. Event coordination includes the daily oversight of all TIMS meeting rooms events, management of TIMS meeting facilities and coordination of conference room design, research, estimate and install requests, and other technical consultation. Facility management involves arranging for room and lighting maintenance, housekeeping services and monitoring the facilities for public safety.

Performance Requirement

Audio visual services shall be set up and tested 30 minutes prior to the event.

9.1.1 Event Coordination

The contractor shall provide event coordination which includes:

- customer contact and meeting requirement clarification;
- liaison and coordination with other functional groups in event production;
- gathering, testing and queuing presentation materials;
- inventory control;
- oversight of equipment maintenance and loaned equipment;
- administrative requirements and assuring the ordering of supplies;
- producing high maintenance events;
- providing floor direction of events;
- planning and maintaining operators' event schedule; and
- performing equipment start up procedures in the case of operator absence or emergency.

9.1.2 Facilities Scheduling

The contractor shall provide facilities scheduling which includes:

- the monitoring and oversight of the below scheduling systems;
- customer confirmation and clarification of required support;
- arranging room set up and furniture relocation or storage; and
- checking the final room arrangement to assure set up is as requested.

The contractor shall manage the request for meeting room reservations, video teleconferences, equipment and room setup in TIMS-managed rooms using two web-based NASA scheduling systems:

DRAFT

- the NASA Resource Scheduler (NRS) for video teleconferencing, and
- the Schedule and Meeting Request System (SAMR) for TIMS meeting facilities.

9.1.3 Audio Video Technical Support

The contractor shall provide A/V technical support as required.

9.2 A/V Equipment Management and Maintenance

The contractor shall manage and maintain the A/V equipment to maximize its life and usage. The contractor shall maintain a 5 year equipment replacement plan and update as technology and customer requirements change. The contractor shall recommend equipment replacement as a result of technology obsolescence, customer requirement changes or maintenance issues.

9.3 A/V Systems Design and Consultation

The contractor shall provide A/V system design and consultation to customers for rooms that are not directly managed under this contract. These services shall be provided on an as needed basis and include the following: design and estimation of conference room A/V systems and equipment, support concerning equipment and maintenance requirements, facilitation of procurements and installation of A/V systems and equipment.

9.4 Videoconferencing

The contractor shall manage one videoconference (ViTS) room on Center for use by requesting customers to communicate with other NASA Centers, universities, Government agencies, or corporations. The ViTS room is located in Building 8, Room 206.

Video connectivity is provided via commercially provided connections. The Agencywide scheduling system, NASA Integrated Systems Network (NISN), is managed by Marshall Space Flight Center, which supports, maintains and replaces network interface components. The room is fully network certified by the commercial signal carrier serving the Agency and accommodates a maximum of 15 people.

ViTS services may be required after 5:00 p.m. and on days when the Center may be closed to support customer requirements. The contractor shall be responsible for video teleconference operations which includes, but are not limited to: the scheduling and coordination of video conference meetings, equipment setup, sound and transmission quality check and monitoring of connectivity. The work includes resolving technical and transmission difficulties through the Agency's ViTS infrastructure, GSFC network providers, TV signal group, and equipment troubleshooting and maintenance.

As needed, ViTS operators shall provide meeting connectivity support for any ViTS Directorate controlled requirement and to NISN.

DRAFT

The contractor shall coordinate ViTS events with the appropriate organizational activities to ensure operations and events are successful. These activities include the following: ViTS operators at Wallops (ViTS room - Building F6, Room 213) and IV&V, TV Signal, TV Production, and A/V Operations.

Support for connecting meetings is frequently requested and shall be provided for Low Band Video units in Center conference rooms and other rooms (than those previously listed) in order to participate on multipoint conferences.

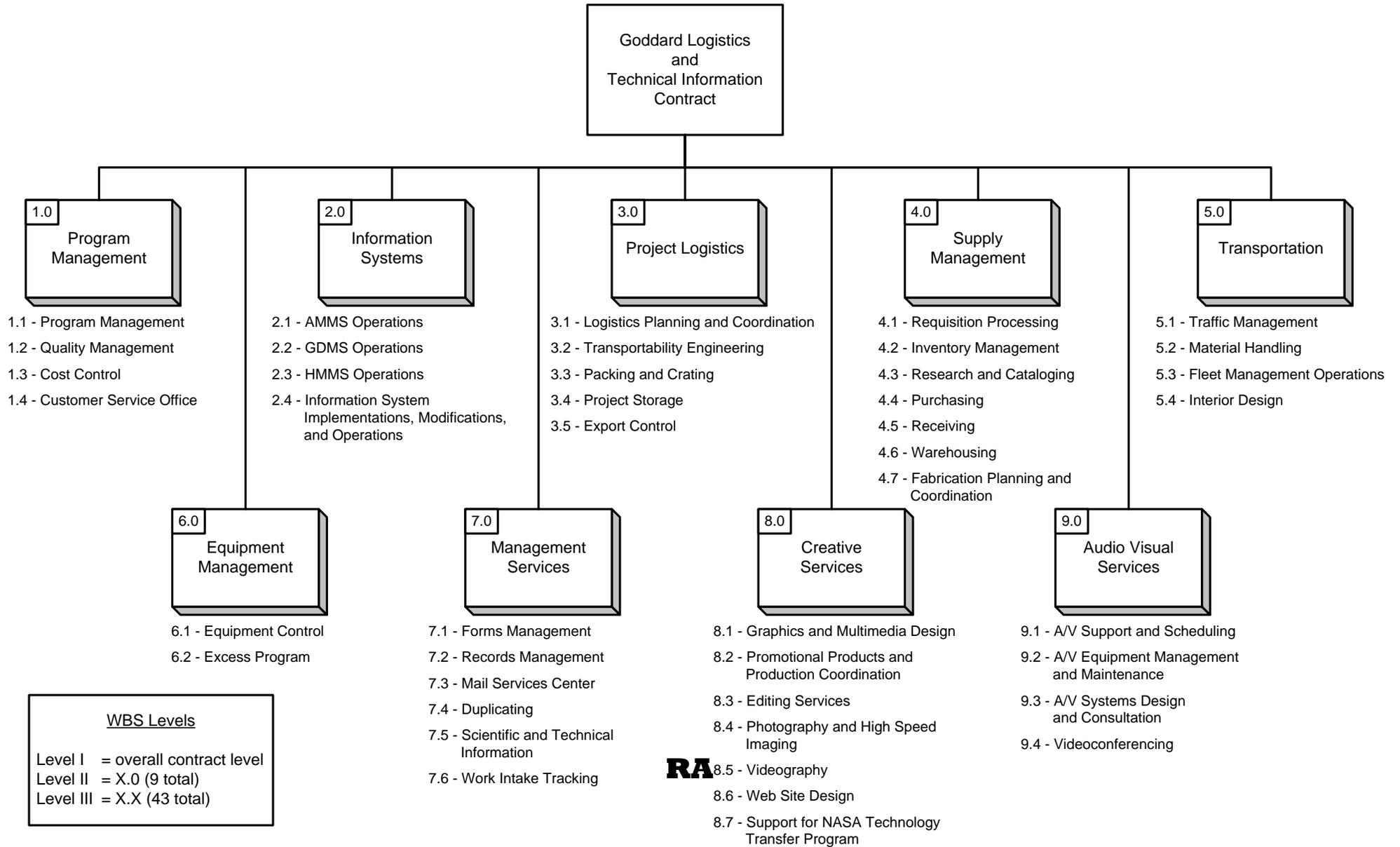
Performance Requirements

- a. Connectivity for video conferences scheduled with WFF, IV&V, and GISS shall be tested 30 minutes prior to the event.
- b. Requests to schedule ViTS shall be acknowledged (customer contacted) within 8 work hours and completed (added to the schedule and entered into the system/center grid) within 16 work hours.

End of SOW

DRAFT

Work Breakdown Structure for the Goddard Logistics and Technical Information Contract



Services Provided for Greenbelt, Wallops, and NASA HQ

<u>SOW Requirement</u>¹	<u>Greenbelt</u>	<u>Wallops</u>	<u>NASA HQ</u>
<u>Program Management (1.0)</u>			
Program Management (1.1)	Provided for all contract operations		
Quality Management (1.2)			
Cost Control (1.3)			
Customer Service Office (1.4)	X	X	
<u>Information Systems (2.0)</u>			
AMMS Operations (2.1)	X	X	X
GDMS Operations (2.2)	X	X	
HMMS Operations (2.3)	X	X	
Information Systems Implementations, Modifications and Operations (2.4)	Provided for all contract operations		
<u>Project Logistics (3.0)</u>			
Logistics Planning and Coordination (3.1)	X	X	
Transportability Engineering (3.2)	X	X	
Packing and Crating (3.3)	X	X	X
Project Storage (3.4)	X	X	
Export Control (3.5)	X	X	
<u>Supply Management (4.0)</u>			
Requisition Processing (4.1)	X	X	X
Inventory Management (4.2)	X		X
Supply Support for Gasoline and Diesel Fuel (4.2.5)	X	X	
Research and Cataloging (4.3)	X	X	X
Purchasing (4.4)	X	X	X
Receiving (4.5)	X		X
Warehousing (4.6)	X		X
Fabrication Planning and Coordination (4.7)	X		
<u>Transportation (5.0)</u>			
Traffic Management (5.1)	X	X	X
Material Handling (5.2)	X	X	X

DRAFT

<u>SOW Requirement</u> ¹	<u>Greenbelt</u>	<u>Wallops</u>	<u>NASA HQ</u>
Fleet Management Operations (5.3)	X		
Scheduled Runs (5.3.2.3)	X		X

<u>SOW Requirement</u> ¹	<u>Greenbelt</u>	<u>Wallops</u>	<u>NASA HQ</u>
Pickup and Delivery Services (5.3.2.4)	X		X
Pickup and Delivery Services for Excess Property and Storage Program (5.3.2.4)	X	X	X
Bus Services (5.3.2.5)	X		X
Motor Vehicle Fuel (5.3.3.5)	X		
Interior Design (5.4)	X	X	
<u>Equipment Management (6.0)</u>			
Equipment Control (6.1)	X	X	X
Excess Program (6.2)	X	X	X
<u>Management Services (7.0)</u>			
Forms Management (7.1)	X	X	
Records Management (7.2)	X		X
Mail Services Center (7.3)	X		
Duplicating (7.4)	X		
Scientific and Technical Information (7.5)	X	X	
Work Intake Tracking (7.6)	X		
<u>Creative Services (8.0)</u>			
Graphics and Multimedia Design (8.1)	X		
Promotional Products and Production Coordination (8.2)	X		
Editing Services (8.3)	X		
Photography and High Speed Imaging (8.4)	X		
Videography (8.5)	X		
Web Site Design (8.6)	X		
Support for NASA Technology Transfer Program (8.7)			X
<u>Audio Visual Services (9.0)</u>			

DRAFT

A/V Support and Scheduling (9.1)	X		
A/V Equipment Management and Maintenance (9.2)	X		
A/V Systems Design and Consultation (9.3)	X		
Videoconferencing (9.4)	X		

¹ The number in the parenthesis corresponds to the applicable section in the Statement of Work.

Identification of Core and Reimbursable Services

<u>SOW Requirement</u> ^{1,2}	<u>Core Services</u>	<u>Reimbursable Services</u>	<u>Core and Reimbursable</u>
<u>Program Management (1.0)</u>			
Program Management (1.1)			X
Quality Management (1.2)			X
Cost Control (1.3)			X
Customer Service Office (1.4)			X
<u>Information Systems (2.0)</u>			
AMMS Operations (2.1)			X
GDMS Operations (2.2)			X
HMMS Operations (2.3)			X
Information Systems Implementations, Modifications and Operations (2.4)			X
<u>Project Logistics (3.0)</u>			
Logistics Planning and Coordination (3.1)		X	
Transportability Engineering (3.2)			X
Hardware Instrumentation for Shock/Vibration (3.2.2)		X	
Packing and Crating (3.3)			X
Hazardous Materials Packaging (3.3.2)		X	
Project Storage (3.4)			X
Export Control (3.5)	X		
<u>Supply Management (4.0)</u>			
Requisition Processing (4.1)			X
Inventory Management (4.2)			X
Separate Stock Rooms (4.2.1)		X	
Supply Support of Compressed Gases (4.2.6)		X	
Vendor-Owned Containers and Government-Owned Compressed Gas Cylinders and Containers (4.2.7)		X	
Research and Cataloging (4.3)			X
Purchasing (4.4)			X
Program Purchasing (4.4.1)		X	

DRAFT

<u>SOW Requirement</u> ^{1,2}	<u>Core Services</u>	<u>Reimbursable Services</u>	<u>Core and Reimbursable</u>
Receiving (4.5)			X
Warehousing (4.6)			X
Fabrication Planning and Coordination (4.7)		X	

DRAFT

<u>Transportation (5.0)</u>			
Traffic Management (5.1)			X
Material Handling (5.2)			X
Material Handling for Special Moves (5.2.1)		X	
Fleet Management Operations (5.3)			X
Interior Design (5.4)	X		
<u>Equipment Management (6.0)</u>			
Equipment Control (6.1)	X		
Excess Program (6.2)	X		
Cooperative Administrative Support Unit (CASU) Program (6.2.10)		X	
<u>Management Services (7.0)</u>			
Forms Management (7.1)	X		
Records Management (7.2)	X		
Mail Services Center (7.3)	X		
Duplicating (7.4)	X		
Scientific and Technical Information (7.5)	X		
Work Intake Tracking (7.6)			X
<u>Creative Services (8.0)</u>			
Graphics and Multimedia Design (8.1)			X
Promotional Products and Production Coordination (8.2)			X
Editing Services (8.3)			X
Photography and High Speed Imaging (8.4)			X
Videography (8.5)			X
Web Site Design (8.6)			X
Support for NASA Technology Transfer Program (8.7)		X	
<u>Audio Visual Services (9.0)</u>			
A/V Support and Scheduling (9.1)	X		
A/V Equipment Management and Maintenance (9.2)	X		
A/V Systems Design and Consultation (9.3)	X		
Videoconferencing (9.4)	X		

¹ The number in the parenthesis corresponds to the applicable section in the Statement of Work.

DRAFT

² SOW sections 1.0 and 2.0 (except 1.4) are not services provided directly to customers outside of ILMD. However, they indirectly support customers by directly supporting “core” and “reimbursable” services provided by other areas of the contract.

DRAFT

List of Reports**Monthly**

Title	SOW Section
<u>Division Status Review Information</u> Provides information in all functional areas regarding, issues, concerns, accomplishments, and customer service data. Information will be provided at the various management reviews.	1.1.1
<u>Analysis of Inventory Report, NASA Form 1489</u> Provides inventory information by account type.	4.2
<u>GSFC Monthly Cryogenic Consumable Usage</u> Provides information (item name, NSN, and amount) concerning cryogenics used during the month.	4.2.6
<u>NASA HQ Supply Spending Report</u> Provides information on expenditures by NASA HQ organizations on supplies.	4.4
<u>NASA HQ Office Supplies Report</u> Provides information on supply items purchased by NASA HQ organizations.	4.4
<u>NASA HQ Inventory Report</u> Provides information concerning items (excluding publications) warehoused for NASA HQ. Information concerning publications is provided quarterly.	4.6
<u>NASA HQ Shipping Costs Report</u> Provides information on shipments and costs for NASA HQ.	5.1
<u>GSFC Mail Report</u> Includes information on total postage applied to meters for the month, total postage applied to mail pieces. Information on international mail volume and cost and FedEx volume.	7.3
<u>Meter Report</u> Information includes documentation on each postage meter transaction.	7.3.2
<u>Duplicating Facility Production Activity</u>	7.4

DRAFT

Title	SOW Section
Provides information on the activity in the Duplicating Facility, including: total impressions for mainframe work broken down by each machine, total number of mainframe jobs, total impressions for work from the impact printer, and total number of jobs from the impact printer.	
<u>Work Request Report</u> Provides information concerning jobs and brokered services, including: organization, type (e.g., graphics, photography, duplicating, technical editing, etc.) and other information.	7.6
<u>A/V, ViTS, and Facilities Utilization Report</u> Provides A/V, ViTS, and facilities utilization information, including conference room connectivity test results and equipment failure information.	9.0
<u>Meeting Room Support</u> Provides information concerning the work load associated with video and AV equipment setup consulting for non-CM&O supported meeting rooms.	9.3

Quarterly

Title	SOW Section
<u>Safety Report</u> Provides information concerning safety-related activities.	1.1.8
<u>Reimbursable Customer Report</u> Provides direct and indirect costs by functional area and customer for reimbursable services (excluding office moves and TIMS) that are not captured on a 533 Report that is specific to an individual customer.	1.4
<u>Reimbursable Customer Report – Office Moves</u> Provides direct and indirect costs for reimbursable office moves services that are not captured on a 533 Report that is specific to an individual customer.	1.4
<u>Reimbursable Customer Report – TIMS</u> Provides direct and indirect costs for reimbursable TIMS (creative services and duplicating) services that are not captured on a 533 Report that is specific to an individual customer.	1.4

DRAFT

<u>Storage Space Utilization</u> Provides a listing of used and available space for all storage sites.	3.4
---	-----

<p><u>Non-Brokered Services Report</u> Provides summary of non-brokered services. This includes: black & white and color duplicating jobs, black & white and color quick duplicating jobs. Summary of graphics jobs categorized as inside design, inside preflight, inside product, and inside web. Summary of photography services categorized as image research, inside product, passport/VISA and photograph shooting.</p> <p>Summary of forms creation, shredding, and A/V consulting. Summary of technical services categorized as inside editing, writing, inside STI support. Summary of printing and video production jobs.</p>	7.6
<p><u>Brokered Services Report</u> Provides summary of brokered services (duplication, graphics and photography jobs).</p>	7.6
<p><u>Equipment Life Cycle Analysis Report</u> Provides an analysis of the AV equipment requirements for the Building 3 and 8 auditoriums, MCC, and Building 26 meeting room.</p>	9.2

Annual

Title	SOW Section
<p><u>Physical Inventory of Materials Annual Report</u>, NASA Form 1619 Provides information on the results of materials inventories that were completed during the year.</p>	4.2
<p><u>Outstanding Purchases Report</u> For all technical parts (e.g., electrical, electronic, and electromechanical (EEE) parts, and flight grade fasteners), materials, equipment, administrative supplies and other items with a delivery date beyond the existing period of performance, the Contractor shall identify those items (e.g., item name, vendor/subcontractor, dollar value, expected delivery date, etc.), and submit a report to the COTR and CO 30 days prior to the contract end date.</p>	4.4
<p><u>Annual Affirmative Procurement Data Call</u> Provides information on recyclable items of supply.</p>	4.4 and 5.3.1.6
<p><u>Carrier Performance Report</u> Information identifies carrier failures.</p>	5.1.6

DRAFT

<u>Loss and Damage Claims Report</u> Information summarizes damage to shipments.	5.1.8
<u>NASA HQ Records Activity Report</u> Twelve month summary (fiscal year) of records retired, records retrieved/returned from the Federal Records Center and NARA. Record declassification activity and customer training activity.	7.2

Biennial

Title	SOW Section
<u>Biennial Inventory Report and Reconciliation Letter</u> Shows all items inventoried and gives the results of the biennial wall-to-wall inventory. The letter also describes all discrepancies, how they will be resolved, and the date they will be resolved by.	3.4

DRAFT

List of Documents

Federal Laws, Regulations, and Documents

	Title	SOW Section
46 USC 1241 (B)	Merchant Marine Act of 1936	5.1.9
49 USC 1517	International Air Transportation Fair Competitive Practices Act of 1974	5.1.9
Executive Order 12873	Federal Acquisition, Recycling, and Waste Prevention	4.4 and 5.4
Executive Order 12999	Educational Technology: Ensuring Opportunity for All Children in The Next Century	6.2.10
Executive Order 13101	Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition	4.4 and 5.4
FAR	Federal Acquisition Regulations	4.4
FED-STD-101	Federal Test Method Standard Test Procedures for Packaging Materials	5.2
FMR	Federal Management Regulations	4.0, 5.4, and 6.0
-	FEDSTRIP Requisitioning Desk Guide	4.4

Code of Federal Regulations

	Title	SOW Section
Title 10	Energy	5.2.2
Title 14	Aeronautics and Space	5.2.2
Title 15	Commerce and Foreign Trade (Export Administration Regulations)	3.5
Title 22	Foreign Relations (International Traffic in Arms Regulations)	3.5
Title 36	Parks, Forests, and Public Property (Electronic and Information Technology Accessibility Standards)	2.4
Title 40	Protection of Environment	5.4
Title 41	Public Contracts and Property Management	4.1 and 6.0
Title 44	Public Printing and Documents	7.4
Title 49	Transportation	3.3 and 5.0

DRAFT

NASA Policy Directives (NPD)

Title		SOW Section
NPR 1383.1	Release and Management of Audiovisual Products and Services	9.0
NPD 1387.1	NASA Exhibits Program	8.0
NPD 1400.1	Documentation and Promulgation of Internal NASA Requirements	2.2
NPD 1420.1	NASA Forms Management	7.1
NPD 1440.6	NASA Records Management	7.2
NPD 1490.1	NASA Printing, Duplicating, and Copy Management	7.4
NPD 2190.1	NASA Export Control Program	3.5 and 7.5
NPD 2200.1	Management of NASA Scientific and Technical Information	7.5
NPD 4100.1	Supply Support and Material Management Policy	4.2
NPD 4200.1	Equipment Management	6.1
NPD 4300.1	NASA Personal Property Disposal Policy	6.2
NPD 6000.1	Transportation Management	5.0
NPD 7500.1	Program and Project Logistics Policy	3.1

NASA Procedural Requirements (NPR)

Title		SOW Section
NPR 1387.1	NASA Exhibits Program	8.0
NPR 1400.1	NASA Directives Procedural Requirements	2.2
NPR 1441.1	NASA Records Retention Schedules	7.2
NPR 1450.10	NASA Correspondence Management and Communications Standards and Style	7.0
NPR 2190.1	NASA Export Control Program	3.5
NPR 2200.2	Requirements for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information	7.5
NPR 2810.1	Security of Information Technology	2.2
NPR 4100.1	NASA Materials Inventory Management Manual	4.2
NPR 4200.1	NASA Equipment Management Procedural Requirements	4.3.1.2 and 6.1
NPR 4200.2	Equipment Management Manual for Property Custodians	1.1.7 and 6.1

DRAFT

NPR 4300.1	NASA Personal Property Disposal Procedural Requirements	6.2
NPR 4310.1	Identification and Disposition of NASA Artifacts	6.2
NPR 6000.1	Requirements for Packaging, Handling and Transportation for Aeronautical and Space Systems, Equipment and Associated Components	3.3 and 5.2
NPR 6200.1	NASA Transportation and General Traffic Management	6.0
NPR 7120.5	NASA Space Flight Program and Project Management Requirements	3.1
NPR 8530.1	Affirmative Procurement Program and Plan for Environmentally Preferable Products	4.4
NPR 9250.1	Property, Plant, and Equipment and Operating Materials and Supplies	6.0

NASA Documents

Title		SOW Section
NASA-STD-8719.9	Standard for Lifting Devices and Equipment	5.2
NFS	NASA FAR Supplement	4.4
NPSL	NASA Parts Selection List	4.2
-	NASA Fleet Management Handbook	5.3.3
-	NF1018 Electronic Submission System User's Guide	6.1.3

Goddard Procedural Requirements (GPR)

Title		SOW Section
GPR 1280.1	The GSFC Quality Manual	1.2
GPR 1410.1	Directives Management	1.2.2
GPR 1410.2	Configuration Management	3.0
GPR 1420.1	Forms Management	7.1
GPR 1440.8	Records Management	7.2
GPR 1600.1	Goddard Security Requirements	1.1.7
GPR 1700.1	Occupational Safety Program at Goddard Space Flight Center	1.1.8
GPR 1710.1	Corrective and Preventive Action	1.2
GPR 2200.1	Processing and Approval of NASA Scientific and Technical Information (STI)	7.5
GPR 4100.1	Management of Shelf-Life Items	4.0

DRAFT

GPR 4220.1	Standards For Office Furniture and Furnishings	5.4
GPR 4520.2	Receiving Inspection and Test	4.5
GPR 5340.2	Control of Nonconformances	1.2
GPR 5340.4	Problem Reporting and Problem Failure Reporting	1.2
GPR 6400.1	Logistics Support	3.4 and 5.0
GPR 8621.1	Reporting of Mishaps and Close Calls	1.1.8
GPR 8719.1	Certification and Recertification of Lifting Devices and Equipment and Its Operators;	5.2
GPR 8730.6	Electrostatic Discharge (ESD) Control	4.0
GPR 8834.1	Lifting Operations Requirements	5.2

GSFC Documents

Title		SOW Section
GSFC-WM-001	Workmanship Manual for Electrostatic Discharge Control	4.6
547-WI-5100.1.4	Outsourcing for Fabrication Services	4.7.3
GSFC-311-QPLD	GSFC Qualified Parts List Directory	4.2
-	Customer Service Office (CSO): Special Events Procedures	1.4
-	eMOD User's Manual (draft)	1.4

Information and Logistics Management Division
Procedures and Guidelines (PG) and Work Instructions (WI)

Title		SOW Section
270-PG-1410.2.2	Goddard Directives Management System (GDMS) Configuration Management Process	2.2
270-WI-1460.0.1	Commercial Mail Metering Process	7.3.2
270-WI-1490.0.1	Handling Suspicious Mail	7.3
270-WI-4200.0.1	Equipment Management	6.1
270-WI-4300.0.1	Excess Property Management	6.2
270-WI-4520.2.1	Receiving Project Parts	4.5
270-WI-4520.2.2	Central Receiving Operations	4.5
270-WI-5100.1.2	Procurement	4.4
270-WI-5310.4.1	Identification and Traceability of Project Parts	4.0
270-WI-5330.0.1	Inspection and Test of Project Parts	4.0
270-WI-5330.1.1	Project Parts Inventory Management	4.0
270-WI-5340.2.1	Control of Non-Conforming Project Parts	4.0
270-WI-5340.3.1	Response to Alerts and Safe Alerts	4.0

DRAFT

270-WI-6400.1.1	Packaging and Preserving NASA Material and Equipment	3.3
270-WI-6400.1.2	Transporting Material for Space Flight and Scientific Projects	5.0
270-WI-6400.1.3	Storing Project Material and Equipment	3.4
270-WI-6400.1.4	Packaging and Marking of Project Parts	4.0
270-WI-6400.1.5	Storage of Project Parts	4.6
270-WI-6400.1.6	GSFC Export Control Office	3.5
270-WI-6400.1.7	Shipping Material Through the Small Package Office	5.1.1
270-WI-6400.1.8	Space Flight Transportation Support Equipment Maintenance Plan	3.2 and 5.3.1
270-WI-6400.1.9	Process for Electrostatic Discharge (ESD) Control	4.0
270-WI-7060.0.1	Project Logistics Support	3.0
270-WI-7900.0.1	Aircraft Parts Disposal Procedures	6.2
270-WI-8715.3.1	Hazardous Materials Management Operations (draft)	4.2.8
271-WI-1440.8.1	Records Management	7.2

Information and Logistics Management Division Standard Operating Procedures

Title	SOW Section
Excessing Store Stock Materials	4.2
Goddard Taxi Service	5.3.2.6
Mail Service Center	7.3
Research and Cataloging	4.3
Stores Stock Warehousing (draft)	4.6
Vehicle Fleet Management (draft)	5.3

Information and Logistics Management Division Documents

Title	SOW Section	
-	Advanced Materials Management System (AMMS) Operations Manual	4.0
-	Dispatch/Automated Fleet Information System (DAFIS) User's Guide	5.3.2
-	Hazardous Materials Management System (HMMS) Material Manual	2.3
-	Hazardous Materials Management System (HMMS) Waste Manual	2.3

DRAFT

-	NASA/GSFC Storage Information Management System (SIMS) User Documentation	3.4
-	Office Move Document Flow	5.3.2.7
-	Goddard's Property Custodian Handbook (draft)	1.1.7 and 6.0

Military Regulations and Documents

	Title	SOW Section
AFJM 24-204	Preparing Hazardous Materials for Military Air Shipments	3.3.2
DOD 4000.25-1-M	Military Standard Requisitioning and Issue Procedures (MILSTRIP)	4.4
DOD 4000.25-2-M	Military Standard Transaction Reporting and Accounting Procedures (MILSTRAP)	4.4
DOD 4000.25-7-M	Military Standard Billing System (MILSBILLS)	4.4
DOD 4100.38-M	Department of Defense Provisioning and Other Preprocurement Screening Manual	4.0
DOD 4100.39-M	Federal Logistics Information System (FLIS) Procedures Manual	2.0 and 4.0
DOD 4140.27-M	Shelf-Life Management Manual	4.2.4
DOD 4500.9-R	Defense Transportation Regulation, Part II	5.1
MIL-E-17555	Packaging of Electronic and Electrical Equipment, Accessories, and Provisioned Items (Repair Parts)	3.3
MIL-HDBK-304	Package Cushioning Design	3.3
MIL-PRF-81705	Barrier Materials, Flexible, Electrostatic Discharge Protective, Heat-Sealable	3.3
MIL-STD-129	Military Marking for Shipment and Storage	3.3
MIL-STD-2073-1	Standard Practice for Military Packaging	3.3 and 5.2

Other Documents

	Title	SOW Section
ANSI/ESD S20.20	Electrostatic Discharge Control Program Standard	4.6
BOE-6000-T	Bureau of Explosives, Hazardous Materials Regulations of the Department of Transportation	3.3 and 5.1
DMM	U.S. Postal Service Domestic Mail Manual	7.3.2
IATA	International Air Transportation Association Rules and Regulations	3.3 and 5.1
IMM	U.S. Postal Service International Mail Manual	7.3.3

DRAFT

IMO	International Maritime Organization, International Maritime Dangerous Goods Code (IMDG Code)	3.3 and 5.1
U.S. GPO	Style Manual	7.4 and 8.3

DRAFT

Hardware and Software Used and Supported

The Goddard Logistics and Technical Information Contractor shall use and support the following hardware and software.

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology - Server and Release	Technology - Database and Release	Technology - Application / MiddleWare and Release
Advanced Materials Management System (AMMS)	Web-based supply system used by the GLTIC to manage and provide supplies and materials to GSFC (Greenbelt and Wallops) and NASA Headquarters. Customers also use the system to order their supplies and materials.	1.3 1.4 4.0	500 GSFC and NASA HQ	HP ProLiant DL GS 380 - 3 Each (shared with HMMS)	Linux Suse 10	Oracle 10G	Oracle E-Business Suite v. 12.0.4; includes some custom programming
Dispatch Automated Fleet Information System (DAFIS)	Manages pickup/deliver/mileage on vehicles and dispatch cars and prints trip tickets.	5.3.2	5 GLTIC	Hosted on leased storage space	Windows-based client	Access	n/a
Disposal Record Document Scanning System - Documentum (DOCDISP)	Scans, stores, and indexes disposal and equipment backup-up documents related to changes in property managed by the NASA PP&E system.	6.0	20 GLTIC	Dell PowerEdge R200 3GHz Dual Core 1 HDD: 464 GB (Shared by VMware Server - GDMS)	Windows-based client	SQL Server	EMC Documentum
Export Management System (EXPORT)	This system tracks the export control approval of foreign national visits, international shipments, presentations, and publications.	3.5	4 GLTIC and ILMD	Dell PowerEdge 2600 3 HDD: 450 GB	Windows 2003 SP2 Standard Edition	Access	ColdFusion

DRAFT

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology - Server and Release	Technology - Database and Release	Technology - Application / MiddleWare and Release
GSFC Export Control Office Website (EXPORTWEB)	This website provides information on GSFC's export control program.	3.5	n/a GSFC	Dell PowerEdge 2600 3 HDD: 450 GB	Windows 2003 SP2 Standard Edition	SQL Server	ColdFusion
Furniture Information Management System (FIMS)	Tracks furniture housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Hosted on leased storage space	Windows-based client	FoxPro	n/a
Gasboy Integrated with Extrafleet 2000 (GASBOY)	Gasoline inventory management system which is integrated with the Extrafleet 2000 vehicle maintenance management system.	5.3.3	1 GLTIC	Standalone PC	Windows XP	n/a	GasBoy (currently being replaced by Syn-Tech FuelMaster) and ExtraFleet 2000
Goddard Directives Management System (GDMS)	This system is a repository of GSFC directives and forms, and it is also used for the review and approval of GSFC directives.	All Areas	200 GSFC	Dell PowerEdge R200 3GHz Dual Core 1 HDD: 464 GB (Shared by VMware Server - Documentum)	Linux Suse 10	Oracle 10G	Java
ILMD Web Site (ILMS)	Website providing information for members of ILMD and users of ILMD services.	All Areas	n/a GSFC	Dell PowerEdge 2600 3 HDD: 450 GB	Windows 2003 SP2 Standard Edition	SQL Server	ColdFusion
Miscellaneous Information Management System (MIMS)	Tracks miscellaneous items (items other than furniture and publications) housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Hosted on leased storage space	Windows-based client	FoxPro	n/a

DRAFT

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology - Server and Release	Technology - Database and Release	Technology - Application / MiddleWare and Release
Publications Information Management System (PIMS)	Tracks and manages publications housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Hosted on leased storage space	Windows-based client	FoxPro	n/a
Storage Information Management System (SIMS)	Keeps track of property (equipment) in the storage program.	3.4 4.6	5 GLTIC and ILMD	Hosted on leased storage space	Windows-based client	Advanced Revelation (currently being upgraded to an Oracle database)	n/a
TIMS/MOVES Work Request Tracking System (STUDIOSUITE8)	Tool to track all TIMS work requests and Office/Lab move requests.	1.4 5.3.2.7 8.0	25 GLTIC	Dell PowerEdge 2850, 2GHz 3 HDD: 136 GB	Windows 2003 R2 SP2	FileMaker Server 9.0v3	AlterMedia Studio Suite 8
Traffic Information Management System (TIMS)	Captures shipping information, prints GBLs and CBLs, tracks data on all shipments.	5.1	5 GLTIC	Dell PowerEdge 2850, 2GHz 3 HDD: 136 GB	Windows 2003 R2 SP2	FileMaker Server 9.0v3	n/a
TISB Duplication Facility (TISBDUP)	On-center XEROX duplication facility for non-GPO printing requests.	7.4	3 GLTIC	Dell Precision 380 3 HDD: 298 GB	Windows XP	n/a	n/a
TIMS Photo Image Archive System (TISBGIA)	Maintains inventory of images by TIMS personnel, contractors, vendors, and clients.	8.0	3 GLTIC	Dell PowerEdge 2950 2 HDD: 460 GB	Windows 2003 R2 SP2 Standard Edition	Extensis Portfolio	Extensis Portfolio

DRAFT

Software Used But Not Supported

The Goddard Logistics and Technical Information Contractor shall use but not provide programming support for the following software. This is not an all inclusive list and only includes those used on a frequent basis.

Application Name and Acronym	Description / Purpose	SOW Section
Automated Export System (AES)	Used to file the Shipper's Export Declaration (SED) to U.S. Customs.	3.5 5.1
Business Warehouse (BW)	Used to generate reports and extract data from the NASA SAP financial system.	1.3 1.4 4.3.1.2 6.1
Defense Automatic Addressing System Center Automatic Message Exchange System (DAMES)	Used to submit and manage supply orders placed into the DLA and GSA supply systems.	4.0
FedEx PowerShip	Used to submit and manage shipments processed through FedEx.	5.1
Federal Logistics Data (FED LOG)	Used to obtain cataloging information on stock numbers and part numbers.	4.0

DRAFT

Application Name and Acronym	Description / Purpose	SOW Section
GSFC Funds Control System (FCS)	Used to obtain detailed financial data involving supplies (e.g., track outstanding purchases) and manage the inventory pool.	1.3
H-Series	A series of cataloging handbooks including information on federal supply classifications, CAGE Codes, and other items.	4.0
Hazardous Materials Management System (HMMS)	Application to track hazardous material inventory and disposal at GSFC.	4.2.8
GSFC Electronic Management Operations Directorate (eMOD) System	Used to submit work requests for services and to manage work requests from customers.	All Areas, especially 1.4
GSFC ODIN Seat Tracking System (GOST)	Used to order leased computers and services from the NASA Agencywide Outsourcing Desktop Initiative for NASA (ODIN) contract and to manage the computers and services obtained from that contract.	2.0
GSFC Receiving Inspection and Test System (RITS)	Used to record receiving inspection instructions and supplier performance information.	4.0
GSFC Scheduling and Meeting Request System (SAMR)	Used to manage scheduling of meeting rooms.	9.1.2
Maximo	Used to manage work requests involving facilities.	1.4

DRAFT

Application Name and Acronym	Description / Purpose	SOW Section
MK Denial	Used to screen foreign persons and companies against various denied or restricted parties lists prior to exports to them.	3.5
NASA Electronic DAA System (eDAA)	Used to review and approve the publication and dissemination of scientific and technical information.	7.5
NASA NF1018 Electronic Submission System (NESS)	Used to review and update information concerning contractor-held property.	6.1.3
NASA Property Disposal System (DSPL)	Used to manage the disposal of Government-owned personal property.	6.2
NASA Property Plant and Equipment System (PP&E)	Used to manage Government-owned personal property.	6.1
NASA Resource Scheduler (NRS)	Used to manage scheduling of video teleconferences.	9.1.2
NASA SAP financial system (SAP)	Used for various supply and property transactions (e.g., recording receipt of GSFC procured items) impacting the NASA financial system and to manage the inventory pool.	1.3 1.4 4.3.1.2 4.5 6.1
Plant Clearance Automated Reutilization Screening System (PCARSS)	Used to manage excess Government property located at contractor facilities.	6.1.3
TIMS Website	Used to provide information concerning management services, creative services and audio visual services.	7.0 8.0 9.0

DRAFT

Additionally, the contractor uses other desktop software including, but not limited to, the following:

Acrobat Professional, AutoCAD, Design Premium, Microsoft Office (including Outlook), Photoshop, Production Premium, Pro/Engineer, Microsoft Project, and Visio.

DRAFT

List of GSFC (Greenbelt) Vehicles

YEAR	MAKE	MODEL	TYPE
1993	CHEVROLET	CK20906/CARRYALL	4X4 CARRYALL
1996	CHEVROLET	WRECKER	4X4 TOW TRUCK
1997	CHEVROLET	C30	STAKE BODY
1998	CHEVROLET	C2500	4X4
1999	CHEVROLET	ASTRO	8 PASSENGER VAN
1999	CHEVROLET	ASTRO	8 PASSENGER VAN
2002	CHEVROLET	P-30	STEP VAN
2005	CHEVROLET	IMPALA	SEDAN
2005	CHEVROLET	SUBURBAN	4X4 CARRYALL
2006	CHEVROLET	IMPALA	SEDAN
2006	CHEVROLET	UPLANDER	7 PASS VAN
2007	CHEVROLET	UPLANDER	7 PASS VAN
2008	CHEVROLET	TRAIL BLAZER	4X2 SUV
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	MALIBU HYBRID	SEDAN
2009	CHEVROLET	HHR	SUV
2009	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	IMPALA	SEDAN

DRAFT

YEAR	MAKE	MODEL	TYPE
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	HHR	SUV
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	IMPALA	SEDAN
2010	CHEVROLET	IMPALA	SEDAN
1995	DODGE	CARGO VAN	CARGO VAN
1998	DODGE	RAM 2500HP	PICK UP 4X2
1998	DODGE	RAM 3500	4X4 PICK-UP
2007	DODGE	3500 RAM QUAD CAB	PICKUP
2010	DODGE	CARAVAN	VAN/7 PASSENGER
2010	DODGE	CARAVAN	CARGO VAN
2010	DODGE	CARAVAN	7 PASS VAN
2001	EL DORADO	AERO TECH	16 PASS BUS
1994	FORD	CHASSIS-CAB	CHASSIS-CAB
1997	FORD	STRAIGHT TRUCK	STRAIGHT TRUCK
1997	FORD	E30Y	DELIVERY VAN
1997	FORD	E-350	DELIVERY VAN
2001	FORD	F-350	4X4 UTILITY BODY
2002	FORD	F550 AT37	BUCKET TRUCK
2002	FORD	VAN	VAN
2005	FORD	15 PASS VAN	15 PASS VAN
2005	FORD	F-350	4X4 PICK-UP
2005	FORD	EXPLORER	SUV
2005	FORD	F-350	4X4 PICK-UP
2005	FORD	F-350	4X4 PICK-UP
2005	FORD	F-350	4X4 PICK-UP
2005	FORD	F650	STRAIGHT TRUCK
2007	FORD	EXPEDITION XLT MAX	SUV
2008	FORD	SUV	4X4 HYBRID
2008	FORD	E-350	8 PASS BUS
2009	FORD	E-350	CARGO VAN
2009	FORD	E-350	CARGO VAN
2009	FORD	ESCAPE	4X4 HYBRID
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV

DRAFT

YEAR	MAKE	MODEL	TYPE
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	ESCAPE HYBRID	SUV
2009	FORD	RANGER	PICK UP 4X2
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	FUSION HYBRID	SEDAN
2010	FORD	EXPLORER	SUV
2010	FORD	ESCAPE HYBRID	SUV
2010	FORD	ESCAPE HYBRID	SUV
2010	FORD	ESCAPE HYBRID	SUV
2010	FORD	E-350	CARGO VAN
2005	FREIGHTLINER	M2106	STRAIGHT TRUCK
2007	FREIGHTLINER	M2106	STRAIGHT TRUCK
2007	GEM	E-4 - NEV	ELECTRIC CAR
1988	GMC	AERIAL LIFT	AERIAL LIFT
1967	INTERNATIONAL	CHERRY PICKER	CHERRY PICKER
1988	INTERNATIONAL	S1600	AERIAL LIFT
1990	INTERNATIONAL	4900	AERIAL LIFT
1997	INTERNATIONAL	4700	STRAIGHT TRUCK
1999	INTERNATIONAL	3400	24 PASS BUS
1999	INTERNATIONAL	TRUCK/TRACTOR	CHASSIS-CAB
2000	INTERNATIONAL	4700	STRAIGHT TRUCK
2003	INTERNATIONAL	4300	STRAIGHT TRUCK
2003	INTERNATIONAL	4300	STRAIGHT TRUCK
2005	INTERNATIONAL	8600	TRACTOR
2007	INTERNATIONAL	4300	ROLLBACK
1992	JEEP	WRANGLER	4X2 SUV
2004	MERCURY	MOUNTAINEER	TRUCK
2007	MITSUBISHI	FM260	CRYO TRUCK
1984	PETERBUILT	TRUCK/TRACTOR	TRUCK/TRACTOR
2010	PONTIAC	G6	SEDAN
2009	SATURN	VUE HYBRID	SUV

DRAFT

YEAR	MAKE	MODEL	TYPE
2009	SATURN	VUE HYBRID	SUV
2001	STERLING	ACTERRA	STRAIGHT TRUCK
2001	VOLVO	VNL64T	TRACTOR
TOTAL NUMBER OF VEHICLES: 118			

DRAFT

Scheduled Runs

All runs are at the GSFC-Greenbelt location unless otherwise noted.

	Description	Frequency
1.	<u>Internal GSFC Mail Pickup and Delivery</u> Pickup/deliver mail to every building on Center in accordance with a published schedule and pickup of mail from GEWA post office.	Daily
2.	<u>Headquarters Pickup and Delivery</u> Requirements include, but are not limited to: supply deliveries; excess equipment pickup; and paperwork transfer in support of HQ Training Office, HQ Finance Office, HQ Human Resources Office, HQ Procurement Office and GSFC Passport Agent.	Daily
3.	<u>On-Center Supplies and Materials Pickups and Deliveries</u> On-Center pickup/delivery of items from receiving and other locations that weigh less than 70 lbs.	Daily
4.	<u>Off-Center Supplies and Materials Pickups and Deliveries</u> Off-site pickup/delivery to GSFC employees and nearby contractors of items (delivery within 10 mile radius of GSFC-Greenbelt).	Daily
5.	<u>Bulk Deliveries</u> Deliveries of items from receiving that weigh more than 70 lbs. (e.g., paper).	Daily
6.	<u>Photo/Print Shop Pickups and Deliveries</u> On and off center pickup/delivery of paperwork in support of printing and photo functions.	Daily
7.	<u>Cryogenics Run</u> Pickup and deliver gas cylinders on and off center. Requires HAZMAT training, knowledge of MSDS, and CPR certification.	Daily
8.	<u>Off-Site Pickups and Deliveries</u> Pickup/deliver items to GPO in Washington, D.C., pickup and deliver records from the Federal Records Center in Suitland, MD. and pickup/deliver items to other local destinations.	Approximately 2/week
9.	<u>Health Unit, Science Park Professional Center, Greenbelt, MD</u> Done on an as needed basis. Transport employees from Health Clinic to X-Ray Clinic.	Approximately 2/month
10.	<u>Passenger Shuttle to BWI</u> Done on an as needed basis. Shuttle run in support of NASA-8.	Approximately 1/month
11.	<u>Health Unit, Eye Clinic located in Washington, D. C.</u> Done on an as needed basis. Transport employees to/from eye clinic in Washington, D.C.	Approximately 2/year

DRAFT