

NINGOFAZOC

Information Science

+

Library Services

Contract

(12/29/06)

SOLICITATION, OFFER AND AWARD			1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING DO-C9	PAGE 1	OF PAGES 146
2. CONTRACT NUMBER NNG06132474R		3. SOLICITATION NUMBER NNG06132474R		4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID-(IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		5. DATE ISSUED 8/22/2006	
7. ISSUED BY Nylsevalis Ortiz-Collazo NASA/GSFC Greenbelt, MD 20771		CODE 210.1		8. ADDRESS OFFER TO (If other than Item 7)			
6. REQUISITION/PURCHASE NO. See # 21							

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in see L.16 until September 22, 2006 local time 2:00pm.

CAUTION — LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME Nylsevalis Ortiz-Collazo		B. TELEPHONE (NO COLLECT CALLS)			C. E-MAIL ADDRESS Nylsevalis.Ortizcollazo-1@nasa.gov	
	AREA CODE 301	NUMBER 286	EXT. 8637				

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OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

2. In compliance with the above, the undersigned agrees, if this offer is accepted within 200 calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)	10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS %	CALENDAR DAYS %
14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offers and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE
	ONE	09/13/2006		
	TWO	09/19/2006		

15A. NAME AND ADDRESS OF OFFEROR	CODE 3MDF2	FACILITY LIBRARY ASSOCIATES OF MARYLAND, LLC 11820 PARKLAWN DRIVE, SUITE 400 ROCKVILLE, MD 20852	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print) KRISTEN E. KNEUSSL VICE PRESIDENT FINANCE & ADMINISTRATION
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15B. TELEPHONE NUMBER AREA CODE 301	NUMBER 231-5999	EXT. 0509	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE 	18. OFFER DATE 09/29/2006
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION W200182522 \$300,000
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) () <input type="checkbox"/> 41 U.S.C. 253(c) ()	23. SUBMIT INVOICES TO ADDRESS SHOWN IN See 6.5	ITEM -
24. ADMINISTERED BY (If other than Item 7) -	25. PAYMENT WILL BE MADE BY See 6.5	
26. NAME OF CONTRACTING OFFICER (Type or print) CYNTHIA Stoltz	27. UNITED STATES OF AMERICA Cynthia Stoltz	28. AWARD DATE 12/29/06

IMPORTANT -- Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

FILE COPY

AWARD/CONTRACT		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)		RATING DO-C9		PAGE OF PAGES 1 46	
2. CONTRACT (Proc. Inst. Ident.) NO. NNG07AZ07C				3. EFFECTIVE DATE 01/01/2007		4. REQUISITION/PURCHASE REQUEST/PROJECT NO. See Block 12	
5. ISSUED BY NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771		CODE GSFC		6. ADMINISTERED BY (If other than Item 5) NASA/Goddard Space Flight Center Procurement Operations Division Greenbelt MD 20771		CODE GSFC	
7. NAME AND ADDRESS OF CONTRACTOR (No., Street, City, Country, State and ZIP Code) LIBRARY ASSOCIATES OF MARYLAND LLC 11820 PARKLAWN DR STE 400 ROCKVILLE MD 20852-2529				8. DELIVERY <input type="checkbox"/> FOB ORIGIN <input checked="" type="checkbox"/> OTHER (See below)			
				9. DISCOUNT FOR PROMPT PAYMENT NT30			
				10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN			ITEM
CODE 3MDF2		FACILITY CODE					
11. SHIP TO/MARK FOR NASA/Goddard Space Flight Center 8800 Greenbelt Road Greenbelt MD 20771		CODE GSFC		12. PAYMENT WILL BE MADE BY NASA/Goddard Space Flight Center Cost and Commercial Accounts Depart S240 Greenbelt MD 20771			
13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304 (c) () <input type="checkbox"/> 41 U.S.C. 253 (c) ()				14. ACCOUNTING AND APPROPRIATION DATA 4200182522 \$300,000			
15A. ITEM NO	15B. SUPPLIES/SERVICES			15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT
Continued							
15G. TOTAL AMOUNT OF CONTRACT							\$26,000,000.00
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X	H	SPECIAL CONTRACT REQUIREMENTS	26-33	M			
CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE							
17. <input type="checkbox"/> CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return _____ copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)				18. <input checked="" type="checkbox"/> AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number <u>NNG06132474R</u> including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any condition sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.			
19A. NAME AND TITLE OF SIGNER (Type or print)				20A. NAME OF CONTRACTING OFFICER Cynthia Stoltz			
19B. NAME OF CONTRACTOR		19C. DATE SIGNED		20B. UNITED STATES OF AMERICA		20C. DATE SIGNED	
BY _____ (Signature of person authorized to sign)				BY _____ (Signature of the Contracting Officer)		12/29/2006	

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
NNG07AZ07C

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NAME OF OFFEROR OR CONTRACTOR

LIBRARY ASSOCIATES OF MARYLAND LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
001	INCO TERMS 1: FOB INCO TERMS 2: Destination Information Science and Library Services				26,000,000.00

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**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

B. 1 DELIVERABLE REQUIREMENTS (GSFC 52.211-90) (OCT 1988)

The Contractor shall perform and/or deliver the following:

DELIVERABLES	SCHEDULE/ CLAUSE/REF.	QUANTITY	RECIPIENT
1. Monthly Locator and Information Tracking System (LISTS) Report	Monthly/H.2	3 copies	COTR/Security Branch/LISTS Mgr.
2. GSFC Form 24-27. LISTS Data and Badge and Decal Information	As Required/ H.2	1 copy	COTR
3. PIV Documentation.	As Required/ H.2	1 copy	COTR
4. Safety & Health Reporting	As Required/ H.5	4 copies	CO/CS/COTR
5. DD 1419, Requisition and Invoice Shipping Document	As Required/ G.10	2 copies	Industrial Property Officer/ COTR
6. Task Plans	As Required/ H.6/B.10	2 copies	CO/CS/COTR
7. Services Under Task Orders	As Required H.6	2 copies	CO/CS/COTR
8. Revised Safety & Health Plan	If revisions are required (1852.223.70)	1 copy	CO/CS
9. IT Security Plan	30 days after Contract award I.1 (1852.204-76)	1 copy	CO/CS
10. Organizational Conflicts of Interest Avoidance Plan	30 days after Contract award/ H.9	1 copy	CO/CS
11. Financial Management Reporting NF533s	Monthly and Quartely/G.1 and G.6	3 CD-Rom	CO/COTR/RA
12. NF 1018 NASA Property in Custody of the Contractors	Annually no later than October 15, and Final/G.8	3 copies	Code 157/Code 270
13. Federal Automotive Statistical Tool (FAST)	Annually by October 15 /G.5	1 entry	http://fastweb.inel.gov/ .

(End of clause)

B. 2 MINIMUM/MAXIMUM AMOUNT OF SUPPLIES OR SERVICES (GSFC 52.216-90) (DEC 2000)

(a) The minimum amount of supplies or services that shall be ordered during the effective period of this Contract is \$300,000. The maximum amount of supplies or services that may be ordered during the effective period of this Contract is \$26,000,000.

(b) The minimum amount is reached when the sum of the dollar amounts of all ordered supplies or services, except for any adjustments made pursuant to the Limitation of Cost or Limitation of Funds clause, equals or exceeds the minimum amount stated in paragraph (a).

**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

(c) The maximum amount is reached when the sum of the dollar amounts of all ordered supplies or services, except for any adjustments made pursuant to the Limitation of Cost or Limitation of Funds clause, equals the maximum amount stated in paragraph (a).

(d) The maximum amount, if reached, precludes the issuance of further orders for supplies or services under this Contract. However, reaching the maximum amount does not preclude adjustments to the dollar amounts of existing placed orders, for actions that are within the scope of the placed orders, and which are made pursuant to existing Contract authority, such as the Changes clause.

(e) The maximum amount may be adjusted upward unilaterally by the Government. Historic, current, and/or projected workload requirements will be used to determine the amount of upward adjustment. In no event will the upward adjusted maximum amount exceed 20% of the original maximum amount.

(End of clause)

B. 3 ESTIMATED COST INCREASES (GSFC 52.232-94) (DEC 2005)

(a) The Contractor shall notify the Contracting Officer in writing when the Contractor has reason to believe that the total cost for performance of this Contract, or any individual task order, exclusive of any fee, will be either greater or substantially less than the total estimated cost stated in this Contract or in the task order. Notification shall not be delayed pending preparation of a proposal.

(b) A proposal is required to support a request for an increase in the estimated cost of the Contract or the task order. The proposal should be submitted as soon as possible after the above notification but no later than 115 days before the incurred costs are expected to exceed the estimated cost. This will allow adequate time for the Government to evaluate the proposal and to mutually establish any increase in estimated cost with the Contractor.

(c)(1) The proposal shall be submitted in the following format unless some other format is directed or approved by the Contracting Officer:

Incurred costs to date
Projected cost to completion
Total cost at completion
Current negotiated estimated cost
Requested increase in estimated cost

(2) The “projected cost to completion” shall consist of the following “other than cost or pricing data” unless the Contracting Officer requests or approves the submittal of a greater or lesser amount of information:

(i) Elements of cost with supporting detail for estimated direct labor hours, direct and indirect rates, materials and subContracts, and other elements.

(ii) Supporting explanation for the increases and projections, sufficient for the Government to understand the reasons for the increased estimated cost.

**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

(End of clause)

B. 4 ORDERING (52.216-18) (OCT 1995)

(a) Any supplies and services to be furnished under this Contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the award date of this Contract through a five (5) year period afterwards (the effective ordering period).

(b) All delivery orders or task orders are subject to the terms and conditions of this Contract. In the event of conflict between a delivery order or task order and this Contract, the Contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

B. 5 ORDER LIMITATIONS (52.216-19) (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this Contract in an amount of less than \$250 the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the Contract.

(b) Maximum order. The Contractor is not obligated to honor--

(1) Any order for a single item in excess of \$200,000

(2) Any order for a combination of items in excess of \$4,800,000

(3) A series of orders from the same ordering office within 3 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements Contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 3 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

B. 6 INDEFINITE QUANTITY (52.216-22) (OCT 1995)

(a) This is an indefinite-quantity Contract for the supplies or services specified and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this Contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum. The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this Contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The Contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the Contract's effective period; provided that the Contractor shall not be required to make any deliveries under this Contract after one (1) year from the end of the Contract's effective ordering period.

(End of clause)

B. 7 PAYMENT FOR OVERTIME PREMIUMS (52.222-2) (JUL 1990)

(a) The use of overtime is authorized under this Contract if the overtime premium cost does not exceed \$0 or the overtime premium is paid for work--

(1) Necessary to cope with emergencies such as those resulting from accidents, natural disasters, breakdowns of production equipment, or occasional production bottlenecks of a sporadic nature:

(2) By indirect-labor employees such as those performing duties in connection with administration, protection, transportation, maintenance, standby plant protection, operation of utilities, or accounting:

(3) To perform tests, industrial processes, laboratory procedures, loading or unloading of transportation conveyances' and operations in flight or afloat that are continuous in nature and cannot reasonably be interrupted or completed otherwise, or

(4) That will result in lower overall costs to the Government.

**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

(b) Any request for estimated overtime premiums that exceeds the amount specified above shall include all estimated overtime for Contract completion and shall--

(1) Identify the work unit: e.g., department or section in which the requested overtime will be used, together with present workload, staffing, and other data of the affected unit sufficient to permit the Contracting Officer to evaluate the necessity for the overtime;

(2) Demonstrate the effect that denial of the request will have on the Contract delivery or performance schedule;

(3) Identify the extent to which approval of overtime would affect the performance or payments in connection with other Government Contracts, together with identification of each affected Contract; and

(4) Provide reasons why the required work cannot be performed by using multishift operations or by employing additional personnel.

*Insert either "zero" or the dollar amount agreed to during negotiations.

(End of clause)

B. 8 ESTIMATED COST AND AWARD FEE (18-52.216-85) (SEPTEMBER 1993)

The estimated cost of this Contract is to be negotiated by task order. The maximum available award fee, excluding base fee, if any, is to be negotiated by task order. The base fee is \$0. Total estimated cost and maximum award fee are \$ to be negotiated by task order .

(End of clause)

B.9 CONTRACT FUNDING (1852.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this Contract \$280,374. This allotment is for Task Order 1 and Task Order 2 and covers the following estimated period from January 1, 2007 until February 20, 2007.

(b) An additional amount of \$19,626 is obligated under this Contract for payment of fee.

(End of clause)

B.10 SUPPLEMENTAL TASK ORDERING PROCEDURES

(a) When the Government issues a request for a "task plan" to the Contractor in accordance with the Clause entitled "Task Ordering Procedure" of this Contract, the Contractor shall prepare its estimate of

**SECTION B OF NNG07AZ07C
SUPPLIES OR SERVICES AND PRICES/COSTS**

the labor hours, labor categories, indirect costs, and other direct costs required to perform the task order requirements. The Contractor shall use the labor categories, labor cost rates, and indirect rate listed in Clause J.1, Attachment D to calculate the proposed estimated cost to perform the task order requirements.

(b) The Contractor agrees that only those appropriate labor and indirect cost rates found in the applicable Attachment D shall be used to calculate the proposed estimated costs for all task orders issued in accordance with the "Task Ordering Procedure" clause of this Contract. The Contractor's proposed approach/pricing of the representative tasks set forth in its proposal for award of this Contract shall be used as reference by the Contracting Officer in negotiating tasks with the Contractor which are issued under this Contract, but only to the extent portions of a representative task are relevant to portions of a task actually issued.

(c) The Government and Contractor agree that the maximum available award fee percentage specified in Attachment D shall be used to calculate the maximum award fee dollars on all task orders issued in accordance with the "Task Ordering Procedure" clause of this Contract. The Government shall solely determine the earned award fee under the Contract.

(End of text)

SECTION C OF NNG07AZ07C
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 SCOPE OF WORK (GSFC 52.211-91) (FEB 1991)

The Contractor shall provide the personnel, materials, and facilities, except as otherwise provided on this Contract, necessary to accomplish, comprehensive technical services in support of the Greenbelt and Wallops Libraries in accordance with the Statement of Work, Library Manual, and Quality Assurance Plan which are incorporated at Attachments A, H and I, respectively, in Section J of this Contract.

(End of clause)

**SECTION D OF NNG07AZ07C
PACKAGING AND MARKING**

[THERE ARE NO CLAUSES IN THIS SECTION.]

**SECTION E OF NNG07AZ07C
INSPECTION AND ACCEPTANCE**

E. 1 ACCEPTANCE--SINGLE LOCATION (GSFC 52.246-92) (SEPT 1989)

The Contracting Officer or authorized representative will accomplish acceptance at NASA/ Goddard Space Flight Center. For the purpose of this clause, the Contracting Officer's Technical Representative named in this Contract is the authorized representative. The Contracting Officer reserves the right to unilaterally designate a different Government agent as the authorized representative. The Contractor will be notified by a written notice or by a copy of the delegation of authority if different representative is designated.

(End of clause)

E. 2 INSPECTION SYSTEM RECORDS (GSFC 52.246-102) (OCT 1988)

The Contractor shall maintain records evidencing inspections in accordance with the Inspection clause of this Contract for three (3) years after delivery of all items and/or completion of all services called for by the Contract.

(End of clause)

E. 3 INSPECTION OF SERVICES--COST-REIMBURSEMENT (52.246-5) (APR 1984)

(a) Definition. "Services," as used in this clause, includes services performed, workmanship, and material furnished or used in performing services.

(b) The Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this Contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Government during Contract performance and for as long afterwards as the Contract requires.

(c) The Government has the right to inspect and test all services called for by the Contract, to the extent practicable at all places and times during the term of the Contract. The Government shall perform inspections and tests in a manner that will not unduly delay the work.

(d) If any of the services performed do not conform with Contract requirements, the Government may require the Contractor to perform the services again in conformity with Contract requirements, for no additional fee. When the defects in services cannot be corrected by reperformance, the Government may

(1) require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements and

(2) reduce any fee payable under the Contract to reflect the reduced value of the services performed.

(e) If the Contractor fails to promptly perform the services again or take the action necessary to ensure future performance in conformity with Contract requirements, the Government may (1) by Contract or otherwise, perform the services and reduce any fee payable by an amount that is equitable under the circumstances or (2) terminate the Contract for default.

(End of clause)

**SECTION F OF NNG07AZ07C
DELIVERIES OR PERFORMANCE**

F. 1 PLACE OF PERFORMANCE--SERVICES (GSFC 52.237-92) (OCT 1988)

The services specified by this contract shall be performed at the following location(s): Goddard Space Flight Center at Greenbelt, MD and Wallops Island, VA. If requested, services specified in section 11.0 of the SOW shall be provided to other NASA centers.

(End of clause)

F. 2 STOP-WORK ORDER (52.242-15) (AUG 1989)--ALTERNATE I (APR 1984)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this Contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either--

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Termination clause of this Contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule, the estimated cost, the fee, or a combination thereof, and in any other terms of the Contract that may be affected.

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this Contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this Contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

(End of clause)

**SECTION F OF NNG07AZ07C
DELIVERIES OR PERFORMANCE**

F.3 F.O.B. DESTINATION (52.247-34) (NOV 1991)

(a) The term "f.o.b. destination," as used in this clause, means--

(1) Free of expense to the Government, on board the carrier's conveyance, at a specified delivery point where the consignee's facility (plant, warehouse, store, lot, or other location to which shipment can be made) is located, and

(2) Supplies shall be delivered to the destination consignee's wharf (if destination is a port city and supplies are for export), warehouse unloading platform, or receiving dock, at the expense of the Contractor. The Government shall not be liable for any delivery, storage, demurrage, accessorial, or other charges involved before the actual delivery (or "constructive placement" as defined in carrier tariffs) of the supplies to the destination, unless such charges are caused by an act or order of the Government acting in its Contractual capacity. If rail carrier is used, supplies shall be delivered to the specified unloading platform of the consignee. If motor carrier (including "piggyback") is used, supplies shall be delivered to truck tailgate at the unloading platform of the consignee, except when the supplies delivered meet the requirements of Item 568 of the National Motor Freight Classification for "heavy or bulky freight". When supplies meeting the requirements of the referenced Item 568 are delivered, unloading (including movement to the tailgate) shall be performed by the consignee, with assistance from the truck driver, if requested. If the Contractor uses rail carrier or freight forwarder for less than carload shipments, the Contractor shall ensure that the carrier will furnish tailgate delivery, when required, if transfer to truck is required to complete delivery to consignee.

(b) The Contractor shall--

(1) (i) Pack and mark the shipment to comply with Contract specifications; or

(ii) In the absence of specifications, prepare the shipment in conformance with carrier requirements;

(2) Prepare and distribute commercial bills of lading;

(3) Deliver the shipment in good order and condition to the point of delivery specified in the Contract;

(4) Be responsible for any loss of and/or damage to the goods occurring before receipt of the shipment by the consignee at the delivery point specified in the Contract;

(5) Furnish a delivery schedule and designate the mode of delivering carrier; and

(6) Pay and bear all charges to the specified point of delivery.

(End of clause)

F.4 SHIPPING INSTRUCTIONS--CENTRAL RECEIVING (GSFC 52.247-94) (JUL 1993)

Shipments of the items required under this Contract shall be to:

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DELIVERIES OR PERFORMANCE**

Receiving Officer
Building 16W
Code 239
Goddard Space Flight Center
Greenbelt, Maryland 20771

Marked for:

Technical Officer: **Robin Dixon** **Code 272**
Building: **21** Room: **L200**
Contract No. **NNG07AZ07C**
Item(s) No.

Compliance with this clause is necessary to assure verification of delivery and acceptance and prompt payment.

If this is a fixed price type Contract, delivery--for purposes of the Prompt Payment Act--must be through the above shipping address unless another location has been authorized by the Contracting Officer. If delivery is made to other than Receiving, Building 16W, Code 239, and shipment to that other location has not been authorized by the Contracting Officer, a delivery for the purposes of the Prompt Payment Act has not occurred and no interest penalty under the Act shall result. Shipment to other than Receiving, Building 16W, Code 239, will be construed as Contract noncompliance.

(End of clause)

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G. 1 FINANCIAL MANAGEMENT REPORTING (GSFC 52.242-90)(FEB 2004)

(a) Requirements. This clause provides the supplemental instructions referred to in NASA FAR Supplement (NFS) clause 1852.242-73. The NFS clause and NASA Procedural Requirements (NPR) 9501.2D, "NASA Contractor Financial Management Reporting," establish report due dates and other financial management reporting requirements. NPR 9501.2D permits withholding of payment for noncompliance.

(b) Supplemental instructions. (1) Monthly (NF 533M) reports are required. Quarterly (NF 533Q) reports are also required. The reporting structure shall be in accordance with Attachment B of Section J of this Contract.

(2) As stated in NPR 9501.2D, NASA strongly encourages electronic Contractor cost reporting. The preferred formats are Excel and Adobe. Contact the Contracting Officer for any E-Mail addresses that are not provided or which become noncurrent.

Distribution shall be as follows:

Contracting Officer, Code 210.1
E-Mail: james.m.debelius@nasa.gov

Contracting Officer's Technical Representative, Code 272
E-Mail: robin.m.dixon@nasa.gov

Resources Analyst, Code 201
E-Mail: Lori.A.Young@nasa.gov

Regional Finance Office Cost Team, Code 155
E-Mail: rfocateam@listserv.gsfc.nasa.gov

Administrative Contracting Officer (if delegated)

(c) Web sites. (1) NPR 9501.2D, "NASA Contractor Financial Management Reporting":

[http://nodis3.gsfc.nasa.gov/displayDir.cfm?Internal_ID=N PR_9501_002D_&page_name=main](http://nodis3.gsfc.nasa.gov/displayDir.cfm?Internal_ID=N_PR_9501_002D_&page_name=main)

(2) NF 533 Tutorial: (for training purposes only)

<http://cfo.gsfc.nasa.gov/nf533/nf533.htm>

(End of clause)

G. 2 GOVERNMENT PROVIDED MOTOR VEHICLES (GSFC 52.245-91) (JAN 2002)

(a) Authorized users. The installation provided property and services listed in NASA FAR Supplement clause 1852.245-77 include the use of GSFC motor pool vehicles. The Contractor shall submit to the

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Contracting Officer, at least 20 days in advance, a list of employees intended to use the vehicles. The list shall include the type and class of State drivers license that each employee possesses. After review of the list, the Contracting Officer will provide the list to the Greenbelt Motor Pool Dispatch Office, Code 239 or to the Wallops Dispatch Office, Code 231.W, as appropriate. The motor pool dispatcher will use the list to ensure that only Contractor employee(s) on the Contracting Officer's approved list are provided vehicles and will confirm that the Contractor employee has a valid State license for the type of vehicle being requested. Any changes to the list must also be submitted to the Contracting Officer.

(b) Restrictions and conditions. The following shall apply to the use of Government provided motor vehicles:

- (1) Title 41 CFR 102-34.230. Also, home to work/work to home transportation is not authorized.
- (2) The Motor Vehicle Safety requirements stated in subchapter 6.3 of NPG 8715.3, NASA Safety Manual.
- (3) The use of hand-held wireless (cellular) phones is prohibited when driving motor vehicles owned, leased, or rented by the Federal Government.

(End of clause)

**G. 3 CONTRACTOR ACQUIRED PROPERTY--NASA CONDITIONS (GSFC 52.245-97)
(SEP 1998)**

NASA FAR Supplement 1845.502-70 establishes general and specific conditions that apply to this Contract for various categories of Contractor acquired property.

(End of clause)

G. 4 AWARD FEE FOR SERVICE CONTRACTS (1852.216-76) (JUNE 2000)

(a) The Contractor can earn award fee from a minimum of zero dollars to the maximum stated in NASA FAR Supplement clause 1852.216-85, "Estimated Cost and Award Fee" in this Contract.

(b) Beginning 6 months after the effective date of this Contract, the Government shall evaluate the Contractor's performance every 6 months to determine the amount of award fee earned by the Contractor during the period. The Contractor may submit a self-evaluation of performance for each evaluation period under consideration. These self-evaluations will be considered by the Government in its evaluation. The Government's Fee Determination Official (FDO) will determine the award fee amounts based on the Contractor's performance in accordance with the Information Science and Library Services Performance Evaluation Plan. The plan may be revised unilaterally by the Government prior to the beginning of any rating period to redirect emphasis.

(c) The Government will advise the Contractor in writing of the evaluation results. The Cost and Commercial Accounts Department, Code 155, will make payment based on issuance of a unilateral modification by Contracting officer.

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(d) After 85% of the potential award fee has been paid, the Contracting Officer may direct the withholding of further payment of award fee until a reserve is set aside in an amount that the Contracting Officer considers necessary to protect the Government's interest. This reserve shall not exceed 15 percent of the total potential award fee.

e) The amount of award fee which can be awarded in each evaluation period is limited to the amounts set forth at the Performance Evaluation Plan. Award fee which is not earned in an evaluation period cannot be reallocated to future evaluation periods.

(f)(1) Provisional award fee payments "will" be made under this Contract pending the determination of the amount of fee earned for an evaluation period. If applicable, provisional award fee payments will be made to the Contractor on a monthly basis. The total amount of award fee available in an evaluation period that will be provisionally paid is the lesser of 80% or the prior period's evaluation score.

(2) Provisional award fee payments will be superseded by the final award fee evaluation for that period. If provisional payments exceed the final evaluation score, the Contractor will either credit the next payment voucher for the amount of such overpayment or refund the difference to the Government, as directed by the Contracting Officer.

(3) If the Contracting Officer determines that the Contractor will not achieve a level of performance commensurate with the provisional rate, payment of provisional award fee will be discontinued or reduced in such amounts as the Contracting Officer deems appropriate. The Contracting Officer will notify the Contractor in writing if it is determined that such discontinuance or reduction is appropriate.

(4) Provisional award fee payments "will not" be made prior to the first award fee determination by the Government.

(g) Award fee determinations are unilateral decisions made solely at the discretion of the Government.

(End of clause)

G. 5 SUBMISSION OF VOUCHERS FOR PAYMENT (18-52.216-87) (MAR 1998)

(a) The designated billing office for cost vouchers for purposes of the Prompt Payment clause of this Contract is indicated below. Public vouchers for payment of costs shall include a reference to the number of this Contract.

(b)(1) If the Contractor is authorized to submit interim cost vouchers directly to the NASA paying office, the original voucher and one copy should be submitted to:

Cost and Commercial Accounts Department
Code 155
Goddard Space Flight Center
Greenbelt, Maryland 20771

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(2) For any period that the Defense Contract Audit Agency has authorized the Contractor to submit interim cost vouchers directly to the Government paying office, interim vouchers are not required to be sent to the Auditor, and are considered to be provisionally approved for payment subject to final audit.

(3) Copies of vouchers should be submitted as may be directed by the Contracting Officer.

(c) If the Contractor is not authorized to submit interim cost vouchers directly to the paying office as described in paragraph (b), the Contractor shall prepare and submit vouchers as follows:

(1) One original and one copy Standard Form (SF)1034, SF 1035, or equivalent Contractor's attachment to the Auditor.

(2) (Reserved)

(3) The Contracting Officer may designate other recipients as required.

(d) Public vouchers for payment of fee shall be prepared similarly to the procedures in paragraphs (b) or (c) of this clause, whichever is applicable, and be forwarded to the Contracting Officer.

This is the designated billing office for fee vouchers for purposes of the Prompt Payment clause of this Contract.

(e) In the event that amounts are withheld from payment in accordance with provisions of this Contract, a separate voucher for the amount withheld will be required before payment for that amount may be made.

(End of clause)

G. 6 FEDERAL AUTOMOTIVE STATISTICAL TOOL REPORTING (1852.223-76) (JULY 2003)

If authorized to operate Government-owned or -leased vehicles, including interagency fleet management system (IFMS) vehicles or related services in performance of this Contract, the Contractor shall report the data describing vehicle usage required by the Federal Automotive Statistical Tool (FAST) by October 15 of each year. FAST is accessed through <http://fastweb.inel.gov/>.

(End of clause)

G. 7 NASA CONTRACTOR FINANCIAL MANAGEMENT REPORTING (1852.242-73) (NOV 2004)

(a) The Contractor shall submit NASA Contractor Financial Management Reports on NASA Forms 533 in accordance with the instructions in NASA Procedural Requirements (NPR) 9501.2, NASA Contractor Financial Management Reporting, and on the reverse side of the forms, as supplemented in the Schedule

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of this Contract. The detailed reporting categories to be used, which shall correlate with technical and schedule reporting, shall be set forth in the Schedule. Contractor implementation of reporting requirements under this clause shall include NASA approval of the definitions of the content of each reporting category and give due regard to the Contractor's established financial management information system.

(b) Lower level detail used by the Contractor for its own management purposes to validate information provided to NASA shall be compatible with NASA requirements.

(c) Reports shall be submitted in the number of copies, at the time, and in the manner set forth in the Schedule or as designated in writing by the Contractor Officer. Upon completion and acceptance by NASA of all Contract line items, the Contracting Officer may direct the Contractor to submit Form 533 reports on a quarterly basis only, report only when changes in actual cost incur, or suspend reporting altogether.

(d) The Contractor shall ensure that its Form 533 reports include accurate subContractor cost data, in the proper reporting categories, for the reporting period.

(e) If during the performance of this Contract NASA requires a change in the information or reporting requirements specified in the Schedule, or as provided for in paragraph (a) or (c) of this clause, the Contracting Officer shall effect that change in accordance with the Changes clause of this Contract.

(End of clause)

G. 8 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (1852.245-71) (NOV 2004)

(a) The Government property described in the clause at 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge basis for use in performance of this Contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

(1) Notify the cognizant property custodian, COTR, and the Installation Security Officer immediately if theft of Government property is suspected or property cannot be located

(2) Identify Government property equipment that is no longer considered necessary for performance of the Contract.

(3) Ensure that equipment is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. This is the only acceptable procedure for disposal of Government property.

(4) Do not relocate Government property within Government premises or remove Government property from Government premises without written approval.

(5) Ensure that Government property, including property leased to the Government, is used only for the purposes of performing the Contract.

(6) Ensure that Government property is protected and conserved.

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The Contractor shall establish and adhere to a system of written procedures for compliance with the user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

(b)(1) The official accountable record keeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this Contract provides for the Contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:

(i) The Contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;

(ii) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area;

(iii) The Contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all Contractor-acquired property until the property is transferred to the Government's accountability.

(iv) Contractor use of Government property at an off-site location and off-site subContractor use require advance approval of the Contracting officer and notification of the SEMO. The Contractor shall assume accountability and financial reporting responsibility for such property. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.

(2) After transfer of accountability to the Government, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the Contracting officer.

(End of clause)

G. 9 FINANCIAL REPORTING OF NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (1852.245-73) (OCT 2003)

(a) The Contractor shall submit annually a NASA Form (NF) 1018, NASA Property in the Custody of Contractors, in accordance with the provisions of 1845.505-14, the instructions on the form, subpart 1845.71, and any supplemental instructions for the current reporting period issued by NASA.

(b)(1) SubContractor use of NF 1018 is not required by this clause; however, the Contractor shall include data on property in the possession of subContractors in the annual NF 1018.

(2) The Contractor shall mail the original signed NF 1018 directly to the Goddard Space Flight Center (GSFC), General Accounting Department, Property and Reporting Team, Code 157, Greenbelt,

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MD 20771, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(3) One copy shall be submitted (through the Department of Defense (DOD) Property Administrator if Contract administration has been delegated to DOD) to the following address:

Goddard Space Flight Center, Property Management Branch, Code 235, Greenbelt, MD 20771--unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(c)(1) The annual reporting period shall be from October 1 of each year through September 30 of the following year. The report shall be submitted in time to be received by October 15. The information contained in these reports is entered into the NASA accounting system to reflect current asset values for agency financial statement purposes. Therefore, it is essential that required reports be received no later than October 15. Some activity may be estimated for the month of September, if necessary, to ensure the NF 1018 is received when due. However, Contractors' procedures must document the process for developing these estimates based on planned activity such as planned purchases or NASA Form 533 (NF 533 Contractor Financial Management Report) cost estimates. It should be supported and documented by historical experience or other corroborating evidence, and be retained in accordance with FAR Subpart 4.7, Contractor Records Retention. Contractors shall validate the reasonableness of the estimates and associated methodology by comparing them to actual activity once that data is available, and adjust them accordingly. In addition, differences between the estimated cost and the actual cost must be adjusted during the reporting period. Contractors shall have formal policies and procedures, which address the validation of NF 1018 data, including data from subContractors, and the identification and timely reporting of errors. The objective of this validation is to ensure that information reported is accurate and in compliance with the NASA FAR Supplement. If errors are discovered on NF 1018 after submission, the Contractor shall immediately contact the cognizant NASA Center Industrial Property Officer (IPO) to discuss corrective action.

(2) The Contracting Officer may, in NASA's interest, withhold payment until a reserve not exceeding \$25,000 or 5 percent of the amount of the Contract, whichever is less, has been set aside, if the Contractor fails to submit annual NF 1018 reports in accordance with 1845.505-14 and any supplemental instructions for the current reporting period issued by NASA. Such reserve shall be withheld until the Contracting Officer has determined that NASA has received the required reports. The withholding of any amount or the subsequent payment thereof shall not be construed as a waiver of any Government right.

(d) A final report shall be submitted within 30 days after disposition of all property subject to reporting when the Contract performance period is complete in accordance with (b)(1) through (3) of this clause.

(End of clause)

**G. 10 REPAIR OR REPLACEMENT OF GOVERNMENT PROPERTY--SPECIAL
CONDITIONS (GSFC 52.245-92) (SEP 1998)**

(a) Government property categorized as facilities (defined at FAR 45.301 and NASA FAR Supplement

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1845.301) has been provided for the performance of this Contract.

(b) Except as specified in paragraph (e) below, the Government will not authorize the replacement of any defective Government property as a direct reimbursable cost under this Contract. Replacement shall be at no cost to the Government except as may be permitted by FAR 31.205-11, "Depreciation." However, the Government may authorize and reimburse the repair of defective Government property as stated in paragraph (c). If repair is not approved by the Contracting Officer, the Contractor agrees to replace any defective Government property with property owned or leased by the Contractor. However, such Contractor property need not be identical to the replaced property. Further, replacement may be waived by the Contracting Officer provided the Contractor submits a written request and demonstrates to the satisfaction of the Contracting Officer that the capability to perform the Contract in an acceptable and efficient manner is not degraded.

(c) The Government may reimburse the reasonable direct cost for the repair of any Government property for which repair is determined to be an acceptable alternative. In accordance with FAR clause 52.245-5, the Contractor is required to have an approved maintenance/repair program for Government Property. The criteria in this program shall be used to determine when the Contractor is required to request approval from the Contracting Officer for repair or replacement of Government property. However, in the absence of a Government approved maintenance/repair program, the Contractor must submit each repair request to the Contracting Officer. When the maintenance program requires the Contractor to inform the Contracting Officer of the need for a repair/replacement decision, the Contractor shall notify the Contracting Officer, in writing, and provide a "not to exceed" dollar amount for the repair of the property and a rationale as to why repair is the best alternative considering the age of the property, the nature of the defect(s), and the criticality of the property to the accomplishment of the requirements of the Contract. If the Contracting Officer agrees that the property is still needed for Contract performance and that repair is an acceptable alternative, the Contracting Officer may authorize the repair. If the Contracting Officer considers that repair is not an acceptable alternative, the Contracting Officer shall notify the Contractor and the replacement equipment or needed equivalent capability shall be provided by the Contractor in accordance with paragraph (b) above. This decision by the Contracting Officer shall not be subject to the Disputes clause of this Contract.

(d) In the event that the Contractor is not selected in a subsequent recompetition of this requirement and the facility items replaced as Contractor property are not needed for any other purpose, the Contractor is encouraged to offer to sell to the successor Contractor any facility items that the successor Contractor chooses to buy, at a fair and reasonable price.

(e) This clause shall not apply to the following items:

ECN	Item Name	Manufacturer	Model	Serial No.	Cost
1410715	DISPLAY UNIT	SUN MICROSYSTEMS INC	GDM20D10	9414FC5324	\$1,500.00
1823532	COMPUTER, MICRO	SUN MICROSYSTEMS INC	ULTRA ENTERPRISE 1	736FCAD3	\$6,476.00
1943031	COMPUTER, MICRO	GATEWAY COMPANIES INC	NS7000	8812274	\$10,269.00
2043128	COMPUTER, MICRO	SUN MICROSYSTEMS INC	ULTRA 450	032H4282	\$23,087.00
2112508	OPTICAL READER, DATA ENTRY	FUJITSU AMERICA INC	M4099D	388	\$17,092.00
2112779	COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTD	SCL	CN42T01	\$2,762.00
2112821	DISPLAY UNIT	DELL COMPUTER CORP F-PC'S LTD	P780	MX075UXR4774118210NP	\$600.00
2164719	TAPE LIBRARY	SUN MICROSYSTEMS INC	SUN STOREEDGE L8	0426F12557	\$8,869.00
2168774	SCANNER, COLOR	FUJITSU AMERICA INC	FI-5750C	4504	\$4,795.00
3014590	SERVER	DELL COMPUTER CORP F-PC'S LTD	POWER EDGE 2650	DGM5P11	\$24,425.00
3014591	SPEED READER	DELL COMPUTER CORP F-PC'S LTD	POWER EDGE 2650	7N86B11	\$7,500.00
3015782	SERVER	DELL COMPUTER CORP F-PC'S LTD	SCL	FXZH331	\$3,099.00
3066573	DISPLAY UNIT	DELL COMPUTER CORP F-PC'S LTD	1703FP	CN02V31571618486AGZP	\$500.00
3069761	SERVER	SUN MICROSYSTEMS INC	SUN FIRE V890	0519A.M01D5	\$66,294.00
3069762	DISPLAY UNIT	SUN MICROSYSTEMS INC	GH19PS	0448MRD115	\$960.00
	SECURITY SYSTEM	3M	1365	6504574	\$15,995.00
	SELF CHECKOUT	3M	6410	64100178	\$24,425.00

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(End of clause)

G. 11 CONTRACTOR REQUESTS FOR GOVERNMENT-OWNED EQUIPMENT (1852.245-70) (JUL 1997)

(a) "Equipment," as used in this clause, means commercially available items capable of stand-alone use, including those to be acquired for incorporation into special test equipment or special tooling.

(b)(1) Upon determination of need for any Government-owned equipment item for performance of this Contract, the Contractor shall provide to the Contracting officer a written request justifying the need for the equipment and the reasons why Contractor-owned property cannot be used, citing the applicable FAR or Contract authority for use of Government-owned equipment. Equipment being acquired as a deliverable end item listed in the Contract or as a component for incorporation into a deliverable end item listed in the Contract is exempt from this requirement.

(2) The Contractor's request shall include a description of the item in sufficient detail to enable the Government to screen its inventories for available equipment or to purchase equipment. For this purpose, the Contractor shall (i) prepare a separate DD Form 1419, DOD Industrial Plant Equipment Requisition, or equivalent format, for each item requested and (ii) forward it through the Contracting officer to the Industrial Property Officer at the cognizant NASA installation at least 30 days in advance of the date the Contractor intends to acquire the item. Multiple units of identical items may be requested on a single form. Instructions for preparing the DD Form 1419 are contained in NASA FAR Supplement 1845.7102. If a certificate of nonavailability is not received within that period, the Contractor may proceed to acquire the item, subject to having obtained Contracting officer consent, if required, and having complied with any other applicable provisions of this Contract.

(c) Contractors who are authorized to conduct their own screening using the NASA Equipment Management System (NEMS) and other Government sources of excess property shall provide the evidence of screening results with their request for Contracting officer consent. Requests to purchase based on unsuitability of items found shall include rationale for the determined unsuitability.

(End of clause)

G. 12 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (1852.245-77) (JUL 1997)

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this Contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

(a) Office space, work area space, and utilities. Government telephones are available for official purposes only; pay telephones are available for Contractor employees for unofficial calls.

(b) General- and special-purpose equipment, including office furniture.

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CONTRACT ADMINISTRATION DATA**

(1) Equipment to be made available is listed in Attachment C. The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location.

(2) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this Contract, this property also shall become accountable to the Government upon its entry into Government records as required by the clause at 1852.245-71, Installation-Accountable Government Property.

(3) The Contractor shall not bring to the installation for use under this Contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government Contract, without the Contracting Officer's prior written approval.

(c) Supplies from stores stock.

(d) Publications and blank forms stocked by the installation.

(e) Safety and fire protection for Contractor personnel and facilities.

(f) Installation service facilities: Transportation/Motor Pool Vehicles and Library Services

(g) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.

(h) Cafeteria privileges for Contractor employees during normal operating hours.

(i) Building maintenance for facilities occupied by Contractor personnel.

(j) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services shall be provided on-site, as approved by the Contracting Officer.

(k) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.

(End of clause)

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

H. 1 SECTION H CLAUSES INCORPORATED BY REFERENCE

(1852.208-81)	RESTRICTIONS ON PRINTING AND DUPLICATING (NOV 2004)
(1852.223-70)	SAFETY AND HEALTH (APR 2002)
(1852.223-75)	MAJOR BREACH OF SAFETY OR SECURITY (FEB 2002)
(1852.242-72)	OBSERVANCE OF LEGAL HOLIDAYS (AUG 1992)--ALTERNATE II (OCT 2000)

(End of By Reference Section)

H. 2 CONTRACTOR PERSONNEL—IDENTIFICATION, ONSITE REPORTING, AND CHECKOUT PROCEDURES (GSFC 52.204-99) (SEPT 2006)

(a) In accordance with FAR 52.204-9, Personal Identity Verification of Contractor Personnel, the Contractor shall follow Steps 1 through 6 described in **Attachment L**, Personal Identity Verification (PIV) Card Issuance Procedures, for each Contract employee (prime and subContractor) who shall have physical access to a NASA-controlled facility (also referred to as “onsite”). The Contractor must apply for permanent NASA/GSFC PIV cards (badges) for those Contract employees who will be employed by the Contractor onsite for at least six months. The GSFC Security Division will consider permanent PIV cards for other employees of the Contractor on a case by case basis, such as employees that are not resident onsite, but must frequently visit. In the future, upon written notice from the Contracting Officer, the Contractor shall proceed with Step 7 of **Attachment L** for PIV credentials for all onsite Contract personnel with PIV cards. In addition, upon future written notice from the Contracting Officer, the Contractor shall follow Steps 1 through 7 in **Attachment L** for each offsite Contract employee (prime and subContractor) who require remote access to a NASA information system for Contract performance.

(b) The Contractor shall notify the GSFC Security Division, Code 240, and Attention: Locator and Information Tracking System (LISTS) Manager, and the Contracting Officer’s Technical Representative (COTR) of the Contractor’s designated LIST representative within 15 calendar days of award of this Contract. The GSFC maintained LISTS contains work and home location and contact information for personnel that have permanent NASA/GSFC PIV cards. The Contractor may contact the LISTS Manager, Tel 301-286-2306 for assistance regarding LISTS.

(c) For each Contract employee, the Contractor must complete and submit a GSFC Form 24-27, “LISTS Form. The form is available from GSFC Stores Stock or online via NASA and GSFC systems. The GSFC Form 24-27 must be signed by the COTR or the Contracting Officer. The COTR will resolve any housing or access issues, review the forms for accuracy and completeness, and return the signed forms to the Contractor. The Contractor shall forward the form(s) to the GSFC Security Division, Code 240, for subsequent data entry into the LISTS.

(d) The Contractor shall submit an annotated LISTS Report each month. The GSFC LISTS Manager will furnish a LISTS print-out to the Contractor no later than the end of each month. The Contractor shall annotate this provided report to correct and update the information as follows:

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

- (1) Draw a line through the names of employees who are no longer employed by the Contractor or that no longer work onsite under the Contract, and;
- (2) Make handwritten changes to any other incorrect data.

The annotated LISTS Report shall be separately submitted to the GSFC Security Division, Code 240, and Attention: LISTS Manager, and to the COTR by the 10th calendar day of the month.

(e) The Contractor shall ensure that all personnel who have NASA/GSFC issued PIV cards, keys or other property who leave its employ or that no longer work onsite, process out through the GSFC Security Division, Code 240. Employees must return all GSFC issued identification and any Government property no later than the last day of their employment. The Contractor shall establish appropriate procedures and controls to ensure this is accomplished. Failure to comply may result in the exercise of Government rights to limit and control access to Government premises, including denial of access and invalidation of NASA issued PIV cards and identification.

(End of clause)

H. 3 GOVERNMENT PREMISES—PHYSICAL ACCESS AND COMPLIANCE WITH PROCEDURES (GSFC 52.211-95) (JAN 2006)

(a)(1) The Contractor must apply for permanent NASA/GSFC Identification Badges for those employees that will be employed by the Contractor and that will be resident for at least six months at GSFC or at locations controlled by GSFC, such as GSFC leased space. Other personnel may be issued a temporary badge. All personnel must conspicuously display the GSFC badge at, or above, the waistline. Refer to GSFC clause 52.204-99, “Onsite Contractor Personnel—Identification, Reporting, and Checkout Procedures” for permanent Identification Badge issuance procedures.

(2) Visits by foreign nationals are restricted and must be necessary for the performance of the Contract and concurred with by the Contracting Officer or by the Contracting Officer’s Technical Representative. Approval of such visits must be approved in advance in accordance with GPR 1600.1.

(3) Access to the GSFC may be changed or adjusted in response to threat conditions or special situations.

(b) While on Government premises, the Contractor shall comply with requirements governing the conduct of personnel and the operation of the facility. These requirements are set forth in NASA-wide or installation directives, procedures, handbooks and announcements. The following cover many of the requirements:

- (1) Coordinated Harassment/Discrimination Inquiry Guidelines
<<http://internal.gsfc.nasa.gov/directives/security.html>>
- (2) GMI 1152.9, Facilities Coordination Committee
- (3) GPR 1600.1, GSFC Security Manual
- (4) GPR 1700.1, Occupational Safety Program
- (5) GPR 1700.2, Chemical Hygiene Plan
- (6) GPR 1800.1, GSFC Smoking Guidelines

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

- (7) GPR 1860.1, Ionizing Radiation Protection
- (8) GPR 1860.2, Laser Radiation Protection
- (9) GPR 1860.3, Radio Frequency Radiation Safety
- (10) GPR 1860.4, Ultraviolet and High Intensity Light Radiation Protection
- (11) GPR 2570.1, Radio Frequency Equipment Licensing
- (12) GPD 8500.1, Environmental Program Management
- (13) GPR 8710.2, Emergency Preparedness Program for Greenbelt
- (14) GPD 8715.1, GSFC Safety Policy
- (15) GPR 8715.1, Processing of NASA Safety Reporting System (NSRS) Incident Reports

Copies of the current issuances may be obtained at "<http://gdms.gsfc.nasa.gov>" or from the Contracting Officer. The above list may be modified by the Contracting Officer to include additional issuances pertaining to the conduct of personnel and the operation of the facility.

(c) The Contractor may not use official Government mail (indicia or "eagle" mail). Contractors found in violation could be liable for a fine of \$300 per piece of indicia mail used. However, the Contractor is allowed to use internal GSFC mail to the extent necessary for purposes of the Contract.

(End of clause)

H. 4 REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFEROR (GSFC 52.215-90) (NOV 1999)

In accordance with FAR 15.204-1(b), the completed and submitted "Representations, Certifications, and Other Statements of Offeror," are incorporated by reference in this resulting Contract.

(End of clause)

H. 5 SAFETY AND HEALTH--ADDITIONAL REQUIREMENTS (GSFC 52.223-91) (NOV 2005)

(a) Other safety and health requirements. In addition to compliance with all Federal, state, and local laws as required by paragraph (d) of NFS clause 18-52.223-70, the Contractor shall comply with the following:

Quarterly health and safety report specifying incidents, disabling injuries, lost work days incident rate, days lost, property damage cost, manhours worked/month, and total employees. Template available at <http://safety1st.gsfc.nasa.gov> under Contractor Safety.

(b) Reporting. The immediate notification and prompt reporting required by paragraph (d) of NFS clause 1852.223-70 shall be to the Goddard Space Flight Center Safety and Environmental Division, Code 250, Tel 301-286-6296 and to the Contracting Officer. This should be a verbal notification and confirmed by FAX or E-Mail. This notification is also required for any unsafe or environmentally

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

hazardous condition associated with Government-owned property that is provided or made available for the performance of the Contract.

(End of clause)

H. 6 TASK ORDERING PROCEDURE (1852.216-80) (OCTOBER 1996)

(a) Only the Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the Contract and as specified in the schedule. The Contractor may incur costs under this Contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the Contract or expressly authorized by the Contracting Officer.

(b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

(1) A functional description of the work identifying the objectives or results desired from the contemplated task order.

(2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.

(3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

(c) Within 7 calendar days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.

(d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

(1) Date of the order.

(2) Contract number and order number.

(3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task.

(4) Performance standards, and where appropriate, quality assurance standards.

(5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable.

(6) Any other resources (travel, materials, equipment, facilities, etc.) authorized.

(7) Delivery/performance schedule including start and end dates.

(8) If Contract funding is by individual task order, accounting and appropriation data.

(e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within 7 calendar days after receipt of the task order.

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

(f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.

(g) The Contracting Officer may amend tasks in the same manner in which they were issued.

(h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

(End of clause)

H.7 EXPORT LICENSES (1852.225-70) (FEB 2000)

(a) The Contractor shall comply with all U.S. export control laws and regulations, including the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this Contract. In the absence of available license exemptions/exceptions, the Contractor shall be responsible for obtaining the appropriate licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.

(b) The Contractor shall be responsible for obtaining export licenses, if required, before utilizing foreign persons in the performance of this Contract, including instances where the work is to be performed on-site at any Government installation, where the foreign person will have access to export-controlled technical data or software.

(c) The Contractor shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exceptions.

(d) The Contractor shall be responsible for ensuring that the provisions of this clause apply to its subContractors.

(End of clause)

H.8 RELEASE OF SENSITIVE INFORMATION (1852.237-73) (JUNE 2005)

(a) As used in this clause, "sensitive information" refers to information, not currently in the public domain, that the Contractor has developed at private expense, that may embody trade secrets or commercial or financial information, and that may be sensitive or privileged.

(b) In accomplishing management activities and administrative functions, NASA relies heavily on the support of various service providers. To support NASA activities and functions, these service providers, as well as their subContractors and their individual employees, may need access to sensitive information submitted by the Contractor under this Contract. By submitting this proposal or performing this Contract, the Contractor agrees that NASA may release to its service providers, their subContractors, and their individual employees, sensitive information submitted during the course of this procurement,

**SECTION H OF NNG07AZ07C
SPECIAL CONTRACT REQUIREMENTS**

subject to the enumerated protections mandated by the clause at 1852.237-72, Access to Sensitive Information.

(c)(1) The Contractor shall identify any sensitive information submitted in support of this proposal or in performing this Contract. For purposes of identifying sensitive information, the Contractor may, in addition to any other notice or legend otherwise required, use a notice similar to the following:

Mark the title page with the following legend:

This proposal or document includes sensitive information that NASA shall not disclose outside the Agency and its service providers that support management activities and administrative functions. To gain access to this sensitive information, a service provider's Contract must contain the clause at NFS 1852.237-72, Access to Sensitive Information. Consistent with this clause, the service provider shall not duplicate, use, or disclose the information in whole or in part for any purpose other than to perform the services specified in its Contract. This restriction does not limit the Government's right to use this information if it is obtained from another source without restriction. The information subject to this restriction is contained in pages [insert page numbers or other identification of pages].

Mark each page of sensitive information the Contractor wishes to restrict with the following legend:

Use or disclosure of sensitive information contained on this page is subject to the restriction on the title page of this proposal or document.

(2) The Contracting Officer shall evaluate the facts supporting any claim that particular information is "sensitive." This evaluation shall consider the time and resources necessary to protect the information in accordance with the detailed safeguards mandated by the clause at 1852.237-72, Access to Sensitive Information. However, unless the Contracting Officer decides, with the advice of Center counsel, that reasonable grounds exist to challenge the Contractor's claim that particular information is sensitive, NASA and its service providers and their employees shall comply with all of the safeguards contained in paragraph (d) of this clause.

(d) To receive access to sensitive information needed to assist NASA in accomplishing management activities and administrative functions, the service provider must be operating under a Contract that contains the clause at 1852.237-72, Access to Sensitive Information. This clause obligates the service provider to do the following:

- (1) Comply with all specified procedures and obligations, including the Organizational Conflicts of Interest Avoidance Plan, which the Contract has incorporated as a compliance document.
- (2) Utilize any sensitive information coming into its possession only for the purpose of performing the services specified in its Contract.
- (3) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.
- (4) Allow access to sensitive information only to those employees that need it to perform services under its Contract.

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(5) Preclude access and disclosure of sensitive information to persons and entities outside of the service provider's organization.

(6) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in its Contract and to safeguard it from unauthorized use and disclosure.

(7) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this Contract.

(8) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(e) When the service provider will have primary responsibility for operating an information technology system for NASA that contains sensitive information, the service provider's Contract shall include the clause at 1852.204-76, Security Requirements for Unclassified Information Technology Resources. The Security Requirements clause requires the service provider to implement an Information Technology Security Plan to protect information processed, stored, or transmitted from unauthorized access, alteration, disclosure, or use. Service provider personnel requiring privileged access or limited privileged access to these information technology systems are subject to screening using the standard National Agency Check (NAC) forms appropriate to the level of risk for adverse impact to NASA missions. The Contracting Officer may allow the service provider to conduct its own screening, provided the service provider employs substantially equivalent screening procedures.

(f) This clause does not affect NASA's responsibilities under the Freedom of Information Act.

(g) The Contractor shall insert this clause, including this paragraph (g), suitably modified to reflect the relationship of the parties, in all subContracts that may require the furnishing of sensitive information.

(End of clause)

H.9 ACCESS TO SENSITIVE INFORMATION (1852.237-72) (JUNE 2005)

(a) As used in this clause, "sensitive information" refers to information that a Contractor has developed at private expense, or that the Government has generated that qualifies for an exception to the Freedom of Information Act, which is not currently in the public domain, and which may embody trade secrets or commercial or financial information, and which may be sensitive or privileged.

(b) To assist NASA in accomplishing management activities and administrative functions, the Contractor shall provide the services specified elsewhere in this Contract.

(c) If performing this Contract entails access to sensitive information, as defined above, the Contractor agrees to--

(1) Utilize any sensitive information coming into its possession only for the purposes of performing the services specified in this Contract, and not to improve its own competitive position in another procurement.

**SECTION H OF NNG07AZ07C
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(2) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.

(3) Allow access to sensitive information only to those employees that need it to perform services under this Contract.

(4) Preclude access and disclosure of sensitive information to persons and entities outside of the Contractor's organization.

(5) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in this Contract and to safeguard it from unauthorized use and disclosure.

(6) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this Contract.

(7) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(d) The Contractor will comply with all procedures and obligations specified in its Organizational Conflicts of Interest Avoidance Plan, which this Contract incorporates as a compliance document.

(e) The nature of the work on this Contract may subject the Contractor and its employees to a variety of laws and regulations relating to ethics, conflicts of interest, corruption, and other criminal or civil matters relating to the award and administration of government Contracts. Recognizing that this Contract establishes a high standard of accountability and trust, the Government will carefully review the Contractor's performance in relation to the mandates and restrictions found in these laws and regulations. Unauthorized uses or disclosures of sensitive information may result in termination of this Contract for default, or in debarment of the Contractor for serious misconduct affecting present responsibility as a government Contractor.

(f) The Contractor shall include the substance of this clause, including this paragraph (f), suitably modified to reflect the relationship of the parties, in all subContracts that may involve access to sensitive information.

(End of clause)

**SECTION I OF NNG07AZ07C
CONTRACT CLAUSES**

I. 1 SECTION I CLAUSES INCORPORATED BY REFERENCE

- (52.202-1) DEFINITIONS (JULY 2004)
- (52.203-3) GRATUITIES (APR 1984)
- (52.203-5) COVENANT AGAINST CONTINGENT FEES (APR 1984)
- (52.203-6) RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT (SEPT 2006)
- (52.203-7) ANTI-KICKBACK PROCEDURES (JUL 1995)
- (52.203-8) CANCELLATION, RESCISSION, AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY (JAN 1997)
- (52.203-10) PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY (JAN 1997)
- (52.203-12) LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (SEPT 2005)
- (52.204-4) PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER (AUG 2000)
- (52.204-7) CENTRAL CONTRACTOR REGISTRATION (JULY 2006)
- (52.204-9) PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2006)
- (52.209-6) PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT (SEPT 2006)
- (52.211-15) DEFENSE PRIORITY AND ALLOCATION REQUIREMENTS (SEPT 1990)
- (52.215-2) AUDIT AND RECORDS--NEGOTIATION (JUNE 1999)
- (52.215-8) ORDER OF PRECEDENCE--UNIFORM CONTRACT FORMAT (OCT 1997)
- (52.215-11) PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA--MODIFICATIONS (OCT 1997)
- (52.215-13) SUBCONTRACTOR COST OR PRICING DATA--MODIFICATIONS (OCT 1997)
- (52.215-15) PENSION ADJUSTMENTS AND ASSET REVERSIONS (OCT 2004)
- (52.215-14) INTEGRITY OF UNIT PRICES (OCT 1997)
- (52.215-18) REVERSION OR ADJUSTMENT OF PLANS FOR POSTRETIREMENT BENEFITS (PRB) OTHER THAN PENSIONS (JULY 2005)
- (52.215-21) REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA--MODIFICATIONS (OCT 1997)
- (52.216-7) ALLOWABLE COST AND PAYMENT (DEC 2002)
- (52.219-6) NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE (JUNE 2003)
- (52.219-8) UTILIZATION OF SMALL BUSINESS CONCERNS (MAY 2004)
- (52.222-1) NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)
- (52.222-3) CONVICT LABOR (JUNE 2003)
- (52.222-19) CHILD LABOR--COOPERATION WITH AUTHORITIES AND REMEDIES (JAN 2006)
- (52.222-21) PROHIBITION OF SEGREGATED FACILITIES (FEB 1999)
- (52.222-26) EQUAL OPPORTUNITY (APR 2002)

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- (52.222-35) EQUAL OPPORTUNITY FOR SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS (SEPT 2006)
- (52.222-36) AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES (JUN 1998)
- (52.222-37) EMPLOYMENT REPORTS ON SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS (SEPT 2006)
- (52.223-5) POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION (AUG 2003)
- (52.223-6) DRUG FREE WORK PLACE (MAY 2001)
- (52.223-10) WASTE REDUCTION PROGRAM (AUG 2000)
- (52.223-14) TOXIC CHEMICAL RELEASE REPORTING (AUG 2003)
- (52.224-1) PRIVACY ACT NOTIFICATION (APR 1984)
- (52.224-2) PRIVACY ACT (APR 1984)
- (52.225-13) RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (FEB 2006)
- (52.227-1) AUTHORIZATION AND CONSENT (JUL 1995)
- (52.227-2) NOTICE AND ASSISTANCE REGARDING PATENT AND COPY-RIGHT INFRINGEMENT (AUG 1996)
- (52.227-11) PATENT RIGHTS-RETENTION BY THE CONTRACTOR (SHORT FORM) (JUN 1997) as modified by NASA FAR Supplement 1852.227-11
- (52.227-14) RIGHTS IN DATA-GENERAL (JUN 1987) as modified by NASA FAR Supplement 1852.227-14--ALTERNATE II (JUN 1987)
- (52.227-19) COMMERCIAL COMPUTER SOFTWARE--RESTRICTED RIGHTS (JUN 1987)
- (52.228-7) INSURANCE--LIABILITY TO THIRD PERSONS (MAR 1996)
- (52.232-17) INTEREST (JUN 1996)
- (52.232-22) LIMITATION OF FUNDS (APR 1984)
- (52.232-23) ASSIGNMENT OF CLAIMS (JAN 1986)
- (52.232-25) PROMPT PAYMENT (OCT 2003)--ALTERNATE I (FEB 2002)
- (52.232-34) PAYMENT BY ELECTRONIC FUNDS TRANSFER--OTHER THAN CENTRAL CONTRACTOR REGISTRATION (MAY 1999)[para (b)(1) fill-in (hereafter: "designated office"--Cost and Commercial Accounts Department, Code 155, NASA/Goddard Space Flight Center, Greenbelt, MD 20771, FAX 301-286-1748, no later than concurrent with the first request for payment.)]
- (52.233-1) DISPUTES (JULY 2002)
- (52.233-3) PROTEST AFTER AWARD (AUG 1996)--ALTERNATE I (JUN 1985)
- (52.233-4) APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)
- (52.237-2) PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)
- (52.237-3) CONTINUITY OF SERVICES (JAN 1991)
- (52.239-1) PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)
- (52.242-1) NOTICE OF INTENT TO DISALLOW COSTS (APR 1984)
- (52.242-3) PENALTIES FOR UNALLOWABLE COSTS (MAY 2001)
- (52.242-4) CERTIFICATION OF FINAL INDIRECT COSTS (JAN 1997)
- (52.242-13) BANKRUPTCY (JUL 1995)

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- (52.243-2) CHANGES--COST-REIMBURSEMENT (AUG 1987)-- ALTERNATE II (APR 1984)
- (52.244-2) SUBCONTRACTS (AUG 1998) {paragraph (e) is "Professional and consultant costs as defined at FAR 31.205-33" and paragraph (k) is None.}
- (52.244-5) COMPETITION IN SUBCONTRACTING (DEC 1996)
- (52.245-1) PROPERTY RECORDS (APR 1984)
- (52.245-5) GOVERNMENT PROPERTY (COST-REIMBURSEMENT, TIME-AND-MATERIAL, OR LABOR-HOUR CONTRACTS) (MAY 2004) (DEVIATION) (SEP 1999)--(g)(5) of the clause shall read as follows: "The Contractor shall notify the Contracting officer upon loss or destruction of, or damage to, Government property provided under this Contract, with the exception of low value property for which loss, damage, or destruction is reported at Contract termination, completion, or when needed for continued performance. The Contractor shall take all reasonable action to protect the Government property from further damage, separate the damaged and undamaged Government property, put all the affected Government property in the best possible order, and furnish to the Contracting Officer a statement of--" The balance of (g)(5) is unchanged.
- (52.246-25) LIMITATION OF LIABILITY--SERVICES (FEB 1997)
- (52.247-1) COMMERCIAL BILL OF LADING NOTATIONS (FEB 2006)
- (52.249-6) TERMINATION (COST-REIMBURSEMENT) (MAY 2004)
- (52.249-14) EXCUSABLE DELAYS (APR 1984)
- (52.251-1) GOVERNMENT SUPPLY SOURCES (APR 1984)
- (1852.204-76) SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (NOV 2004)
- (1852.215-84) OMBUDSMAN (OCT 2003)--ALTERNATE I (JUNE 2000) The installation Ombudsman is Dorothy C. Perkins, Goddard Space Flight Center, Mailstop 100, Greenbelt, MD 20771, Business Phone: 301 286-5066, Fax 301 286-1714, E-mail address: Dorothy C. Perkins@nasa.gov
- (1852.216-89) ASSIGNMENT AND RELEASE FORMS (JUL 1997)
- (1852.223-74) DRUG-AND ALCOHOL-FREE WORKPLACE (MAR 1996)
- (1852.243-71) SHARED SAVINGS (MAR 1997)

(End of By Reference Section)

I. 2 LIMITATIONS ON SUBCONTRACTING (52.219-14) (DEC 1996)

(a) This clause does not apply to the unrestricted portion of a partial set-aside.

(b) By submission of an offer and execution of a Contract, the Offeror/Contractor agrees that in performance of the Contract in the case of a Contract for--

(1) Services (except construction). At least 50 percent of the cost of Contract performance incurred for personnel shall be expended for employees for the concern.

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CONTRACT CLAUSES**

(2) Supplies (other than procurement from a nonmanufacturer of such supplies). The concern shall perform work for at least 50 percent of the cost of manufacturing the supplies, not including the cost of materials.

(3) General construction. The concern will perform at least 15 percent of the cost of the Contract, not including the cost of materials, with its own employees.

(4) Construction by special trade Contractors. The concern will perform at least 25 percent of the cost of the Contract, not including the cost of materials, with its own employees.

(End of clause)

I. 3 NOTIFICATION OF EMPLOYEE RIGHTS CONCERNING PAYMENT OF UNION DUES OR FEES (52.222-39) (DEC 2004)

(a) *Definition.* As used in this clause-"United States" means the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, and Wake Island.

(b) Except as provided in paragraph (e) of this clause, during the term of this Contract, the Contractor shall post a notice, in the form of a poster, informing employees of their rights concerning union membership and payment of union dues and fees, in conspicuous places in and about all its plants and offices, including all places where notices to employees are customarily posted. The notice shall include the following information (except that the information pertaining to National Labor Relations Board shall not be included in notices posted in the plants or offices of carriers subject to the Railway Labor Act, as amended (45 U.S.C. 151-188)).

Notice to Employees

Under Federal law, employees cannot be required to join a union or maintain membership in a union in order to retain their jobs. Under certain conditions, the law permits a union and an employer to enter into a union-security agreement requiring employees to pay uniform periodic dues and initiation fees. However, employees who are not union members can object to the use of their payments for certain purposes and can only be required to pay their share of union costs relating to collective bargaining, Contract administration, and grievance adjustment.

If you do not want to pay that portion of dues or fees used to support activities not related to collective bargaining, Contract administration, or grievance adjustment, you are entitled to an appropriate reduction in your payment. If you believe that you have been required to pay dues or fees used in part to support activities not related to collective bargaining, Contract administration, or grievance adjustment, you may be entitled to a refund and to an appropriate reduction in future payments.

For further information concerning your rights, you may wish to contact the National Labor Relations Board (NLRB) either at one of its Regional offices or at the following address or toll free number:

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National Labor Relations Board
Division of Information
1099 14th Street, N.W.
Washington, D.C. 20570
1-866-667-6572
1-866-316-6572 (TTY)

To locate the nearest NLRB office, see NLRB's website at <http://www.nlr.gov>.

(c) The Contractor shall comply with all provisions of Executive Order 13201 of February 17, 2001, and related implementing regulations at 29 CFR part 470, and orders of the Secretary of Labor.

(d) In the event that the Contractor does not comply with any of the requirements set forth in paragraphs (b), (c), or (g), the Secretary may direct that this Contract be cancelled, terminated, or suspended in whole or in part, and declare the Contractor ineligible for further Government Contracts in accordance with procedures at 29 CFR part 470, Subpart B-Compliance Evaluations, Complaint Investigations and Enforcement Procedures. Such other sanctions or remedies may be imposed as are provided by 29 CFR part 470, which implements Executive Order 13201, or as are otherwise provided by law.

(e) The requirement to post the employee notice in paragraph (b) does not apply to-

- (1) Contractors and subContractors that employ fewer than 15 persons;
- (2) Contractor establishments or construction work sites where no union has been formally recognized by the Contractor or certified as the exclusive bargaining representative of the Contractor's employees;
- (3) Contractor establishments or construction work sites located in a jurisdiction named in the definition of the United States in which the law of that jurisdiction forbids enforcement of union-security agreements;
- (4) Contractor facilities where upon the written request of the Contractor, the Department of Labor Deputy Assistant Secretary for Labor-Management Programs has waived the posting requirements with respect to any of the Contractor's facilities if the Deputy Assistant Secretary finds that the Contractor has demonstrated that-
 - (i) The facility is in all respects separate and distinct from activities of the Contractor related to the performance of a Contract; and
 - (ii) Such a waiver will not interfere with or impede the effectuation of the Executive order; or
- (5) Work outside the United States that does not involve the recruitment or employment of workers within the United States.

(f) The Department of Labor publishes the official employee notice in two variations; one for Contractors covered by the Railway Labor Act and a second for all other Contractors. The Contractor shall-

- (1) Obtain the required employee notice poster from the Division of Interpretations and Standards, Office of Labor-Management Standards, U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-5605, Washington, DC 20210, or from any field office of the Department's Office of Labor-Management Standards or Office of Federal Contract Compliance Programs;
- (2) Download a copy of the poster from the Office of Labor-Management Standards website at <http://www.olms.dol.gov>; or

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(3) Reproduce and use exact duplicate copies of the Department of Labor's official poster.

(g) The Contractor shall include the substance of this clause in every subContract or purchase order that exceeds the simplified acquisition threshold, entered into in connection with this Contract, unless exempted by the Department of Labor Deputy Assistant Secretary for Labor-Management Programs on account of special circumstances in the national interest under authority of 29 CFR 470.3(c). For indefinite quantity subContracts, the Contractor shall include the substance of this clause if the value of orders in any calendar year of the subContract is expected to exceed the simplified acquisition threshold. Pursuant to 29 CFR part 470, Subpart B-Compliance Evaluations, Complaint Investigations and Enforcement Procedures, the Secretary of Labor may direct the Contractor to take such action in the enforcement of these regulations, including the imposition of sanctions for noncompliance with respect to any such subContract or purchase order. If the Contractor becomes involved in litigation with a subContractor or vendor, or is threatened with such involvement, as a result of such direction, the Contractor may request the United States, through the Secretary of Labor, to enter into such litigation to protect the interests of the United States.

(End of clause)

I. 4 LIMITATION ON WITHHOLDING OF PAYMENTS (52.232-9) (APR 1984)

If more than one clause or Schedule term of this Contract authorizes the temporary withholding of amounts otherwise payable to the Contractor for supplies delivered or services performed, the total of the amounts withheld at any one time shall not exceed the greatest amount that may be withheld under any one clause or Schedule term at that time; provided, that this limitation shall not apply to--

(a) Withholdings pursuant to any clause relating to wages or hours of employees;

(b) Withholdings not specifically provided for by this Contract;

(c) The recovery of overpayments; and

(d) Any other withholding for which the Contracting Officer determines that this limitation is inappropriate.

(End of clause)

I. 5 SUBCONTRACTS FOR COMMERCIAL ITEMS (52.244-6) (FEB 2006)

(a) *Definitions.* As used in this clause—

“Commercial item” has the meaning contained in Federal Acquisition Regulation 2.101, Definitions.

“SubContract” includes a transfer of commercial items between divisions, subsidiaries, or affiliates of the Contractor or subContractor at any tier.

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(b) To the maximum extent practicable, the Contractor shall incorporate, and require its subContractors at all tiers to incorporate, commercial items or nondevelopmental items as components of items to be supplied under this Contract.

(c)(1) The Contractor shall insert the following clauses in subContracts for commercial items:

(i) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subContracts that offer further subContracting opportunities. If the subContract (except subContracts to small business concerns) exceeds \$500,000 (\$1,000,000 for construction of any public facility), the subContractor must include 52.219-8 in lower tier subContracts that offer subContracting opportunities.

(ii) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Dec 2001) (38 U.S.C. 4212(a));

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004) (E.O. 13201). Flow down as required in accordance with paragraph (g) of FAR clause 52.222-39).

(vi) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. App. 1241 and 10 U.S.C. 2631) (flow down required in accordance with paragraph (d) of FAR clause 52.247-64).

(2) While not required, the Contractor may flow down to subContracts for commercial items a minimal number of additional clauses necessary to satisfy its Contractual obligations.

(d) The Contractor shall include the terms of this clause, including this paragraph (d), in subContracts awarded under this Contract.

(End of clause)

I. 6 CLAUSES INCORPORATED BY REFERENCE (52.252-2) (FEB 1998)

This Contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

Federal Acquisition Regulation (FAR) clauses:

<http://www.arnet.gov/far/>

NASA FAR Supplement (NFS) clauses:

<http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm>

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(End of clause)

I.7 COMPUTER GENERATED FORMS (52.253-1) (JAN 1991)

(a) Any data required to be submitted on a Standard or Optional Form prescribed by the Federal Acquisition Regulation (FAR) may be submitted on a computer generated version of the form, provided there is no change to the name, content, or sequence of the data elements on the form, and provided the form carries the Standard or Optional Form number and edition date.

(b) Unless prohibited by agency regulations, any data required to be submitted on an agency unique form prescribed by an agency supplement to the FAR may be submitted on a computer generated version of the form provided there is no change to the name, content, or sequence of the data elements on the form and provided the form carries the agency form number and edition date.

(c) If the Contractor submits a computer generated version of a form that is different than the required form, then the rights and obligations of the parties will be determined based on the content of the required form.

(End of clause)

I.8 USE OF RURAL AREA SMALL BUSINESSES (1852.219-74) (SEP 1990)

(a) Definitions.

"Rural area" means any county with a population of fewer than twenty thousand individuals.

"Small business concern," as used in this clause, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding under this Contract, and qualified as a small business under the criteria and size standards in 13 CFR 121.

(b) NASA prime and subContractors are encouraged to use their best efforts to award subContracts to small business concerns located in rural areas.

(c) Contractors acting in good faith may rely on written representations by their subContractors regarding their status as small business concerns located in rural areas.

(d) The Contractor agrees to insert the provisions of this clause, including this paragraph (d), in all subContracts hereunder that offer subContracting possibilities.

(End of clause)

I.9 NASA 8 PERCENT GOAL (1852.219-76) (JUL 1997)

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(a) Definitions.

“Historically Black Colleges or University”, as used in this clause means an institution determined by the Secretary of Education to meet the requirements of 34 CFR Section 608.2. The term also includes any nonprofit research institution that was an integral part of such a college or university before November 14, 1986.

“Minority institutions”, as used in this clause, means an institution of higher education meeting the requirements of section 1046(3) of the Higher Education Act of 1965 (20 U.S.C. 1135d-5(3)) which for the purposes of this clause includes a Hispanic-serving institution of higher education as defined in section 316(b)(1) of the Act (20 U.S.C. 1059c(b)(1)).

“Small disadvantaged business concern”, as used in this clause, means a small business concern that (1) is at least 51 percent unconditionally owned by one or more individuals who are both socially and economically disadvantaged, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more socially and economically disadvantaged individuals, and (2) has its management and daily business controlled by one or more such individuals. This term also means a small business concern that is at least 51 percent unconditionally owned by an economically disadvantaged Indian tribe or Native Hawaiian Organization, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more of these entities, which has its management and daily business controlled by members of an economically disadvantaged Indian tribe or Native Hawaiian Organization, and which meets the requirements of 13 CFR 124.

“Women-owned small business concern”, as used in this clause, means a small business concern (1) which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women, and (2) whose management and daily business operations are controlled by one or more women.

(b) The NASA Administrator is required by statute to establish annually a goal to make available to small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns, at least 8 percent of NASA's procurement dollars under prime Contracts or subContracts awarded in support of authorized programs, including the space station by the time operational status is obtained.

(c) The Contractor hereby agrees to assist NASA in achieving this goal by using its best efforts to award subContracts to such entities to the fullest extent consistent with efficient Contract performance.

(d) Contractors acting in good faith may rely on written representations by their subContractors regarding their status as small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns.

(End of clause)

I.10 MINIMUM INSURANCE COVERAGE (1852.228-75) (OCT 1988)

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The Contractor shall obtain and maintain insurance coverage as follows for the performance of this Contract:

(a) Worker's compensation and employer's liability insurance as required by applicable Federal and state workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when Contract operations are so commingled with the Contractor's commercial operations that it would not be practical. The employer's liability coverage shall be at least \$100,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.

(b) Comprehensive general (bodily injury) liability insurance of at least \$500,000 per occurrence.

(c) Motor vehicle liability insurance written on the comprehensive form of policy which provides for bodily injury and property damage liability covering the operation of all motor vehicles used in connection with performing the Contract. Policies covering motor vehicles operated in the United States shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury liability and \$20,000 per occurrence for property damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

(d) Comprehensive general and motor vehicle liability policies shall contain a provision worded as follows:

"The insurance company waives any right of subrogation against the United States of America which may arise by reason of any payment under the policy."

(e) When aircraft are used in connection with performing the Contract, aircraft public and passenger liability insurance of at least \$200,000 per person and \$500,000 per occurrence for bodily injury, other than passenger liability, and \$200,000 per occurrence for property damage. Coverage for passenger liability bodily injury shall be at least \$200,000 multiplied by the number of seats or passengers, whichever is greater.

(End of clause)

I.11 EMERGENCY EVACUATION PROCEDURES (1852.237-70) (DEC 1988)

The Contractor shall assure that its personnel at Government facilities are familiar with the functions of the Government's emergency evacuation procedures. If requested by the Contracting Officer, the Contractor shall designate an individual or individuals as contact points to provide for efficient and rapid evacuation of the facility if and when required.

(End of clause)

**SECTION J OF NNG07AZ07C
EVALUATION FACTORS FOR AWARD**

J.1 LIST OF ATTACHMENTS (GSFC 52.211-101) (OCT 1988)

The following attachments constitute part of this Contract:

Attachment	Description	Date	No. of Pages
A	Statement of Work	6/28/2006	16
B	Financial Management Reporting Requirements	6/28/2006	3
C	List of Installation Accountable Government Property	6/28/2006	6
D	IDIQ Rates Matrix	9/29/2006	106
E	Safety and Health Plan	9/29/2006	34
F	IT Security Plan	TBS	TBS
G	Organization Conflicts of Interest Avoidance Plan	TBS	TBS
H	Library Manual	May 2006	34
I	Quality Assurance Plan	9/29/2006	24
J	Wage Determination for Greenbelt	8/20/2006	9
K	Wage Determination Wallops	5/26/2006	8
L	Personal Identity Verification (PIV) Card Issuance Procedures	9/19/2006	5

(End of clause)

NNG07AZ07C
Attachment A
Statement of Work
June 28, 2006

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INFORMATION SCIENCE AND LIBRARY SERVICES

Statement of Work

1.0 INTRODUCTION

In support of Goddard's mission, the Goddard Space Flight Center (GSFC) Libraries facilitate research in Earth science, space science, and enabling technologies by stimulating discovery, creativity and communication of knowledge to enhance life on Earth. The Libraries deliver efficient and effective access to information essential to NASA's research while simultaneously supporting scientific literacy. The staff apply their expertise to provide users with innovative cost-saving information resources and technology.

The function of the Library is to provide:

- A basic resource collection of science-technology-management information.
- Access to required resources, both held as well as resources not held.
- Support for information identification and location support in science-technology-management.
- Copies of renewable resources obtained by circulation, electronic access, acquisition, exchange, interlibrary loan, scanning, photocopy, dissemination and resource sharing.
- Serve as knowledge repository for GSFC.

The goal of the Branch is to provide such services with an emphasis on rapid acquisition of information with minimal effort required on the part of the user.

1.1 PURPOSE

The contractor shall provide the necessary integrated library system management, maintenance and related library services needed for a broad and comprehensive electronic and traditional library and information science support function, encompassing all aspects of information storage, retrieval, and delivery to ensure timely and efficient provision of information resources relevant to the GSFC mission. The primary information resources consist of a dynamic collection of books, journals, documents and multimedia; access to a network of other library collections through cooperative InterLibrary Loan activities; and a wide range of electronic resources created for or accessible through the GSFC Digital Library (<http://library.gsfc.nasa.gov>), including licensed electronic library assets.

1.2 SUMMARY OF REQUIREMENTS

The requirements of this Statement of Work include the following services:

Collection Building

Search, verification, registration, acquisition, metadata creation, electronic library update, materials processing, dissemination, bibliographic control, delivery and reports.

Access Services

Collection maintenance and user services, inventory control, current awareness and selective dissemination of information, circulation, access to journal literature, Interlibrary Borrowing, maintenance of library machines, delivery and reports.

Information Navigation

Assistance and training of clientele in use of library and information resources, introductory demonstrations of electronic search tools and data bases, current awareness bibliographies, referral services, promotion of information literacy and new developments in information science, communications and outreach support and remote database literature searching.

Electronic Library Services

Analyzing present and future technologies and systems as they relate to library functions; developing and implementing plans for integrating and upgrading electronic resources as part of the information services program; monitoring and interfacing of GSFC Digital Library (GDL); documenting GDL module configurations and software/data interfaces; production of products emanating from the GDL database; maintenance and administration of the Library's electronic databases; user manuals; and reports.

Reports

Administrative, technical, statistical, analytical, and special reports and procedures manuals.

1.3 WORK ENVIRONMENT: PHYSICAL

The contractor services shall be performed, at two GSFC sites:

- The Homer E. Newell Memorial Library
Greenbelt, Maryland
- The Technical Library
Wallops Flight Facility, Virginia

Each site will have its own complete and independent GDL interface for both library staff and users. The following environmental statement is provided for background in understanding the overall mission.

Greenbelt Library

The Greenbelt Library was established in 1961 as a science-technology research library with heavy concentration in the fields of astronomy, physics, mathematics and space sciences. In recent years, the subject growth has emphasized computer communication, Earth sciences, climatology, engineering, remote sensing and systems management. The library serves a total of approximately 3,283 Civil Service staff of whom approximately 60 percent are technical specialists, as well as an onsite contractor staff of

5,906 persons; in addition, limited services are provided to the outside scientific and educational communities and the general public.

The Greenbelt Library is open from 10:00 a.m. to 3:00 p.m. Monday through Friday, except for official Government holidays.

Wallops Technical Library

The Wallops Flight Facility is located on Virginia's Eastern Shore approximately 40 miles southeast of Salisbury, Maryland. It was established in 1945 as a launch site to conduct research on pilotless aircraft and the problems of launch vehicles, spacecraft, the Earth's upper atmosphere, the near space environment and scientific payload development, instrumentation, facilities and techniques.

The Wallops Technical Library was established in 1959. The Library holdings are primarily aerospace, physical, mathematical and applied sciences. The Library serves a facility of 267 Civil Service staff as well as onsite contractor staff of 466. In addition, the Wallops Technical Library acts as a scientific-engineering library for that remote region and serves the professional, industrial and university community, the educational centers, and other Government agencies, including the onsite Navy installation.

Normal operating hours for the Wallops Library are from 8:00 a.m. to 4:30 p.m. Monday through Friday, except for official Government holidays. However, for purposes of minimizing staffing requirements, the Contract allows up to a 2 percent annual reduction in operational hours to cover unforeseen staff absences.

1.4 WORK ENVIRONMENT: TECHNICAL

The Libraries are committed to the delivery of services over the World Wide Web (WWW) or its successor technology. Through the World Wide Web, the Libraries can serve wider populations, disseminating information about NASA and its programs, and promoting science information literacy beyond the gates of GSFC. The Libraries' Web site serves as the primary means of providing library resources and serves as an extension for the provision of traditional library services. The Library's Web Site provides researchers with access to the Library's online catalog GODDARD GALAXIE, full-text electronic books and journals, citation and bibliographic databases, and hyperlinks to major Earth and Space Science and Technological resources and Web sites. The Libraries' Web site also offers access to the Goddard Library Digital Access System, Goddard Projects Directory and a Balloon Technology Database, which site and abstract resources unique to the GSFC mission. In addition to access to information available via the WWW, the library's Web site offers services such as electronic submission of requests for library materials, requests for literature searches and the submission of reference questions.

Both the Greenbelt and Wallops Libraries are included in the Goddard Digital Library (GDL). The Goddard Digital Library consists of over 700 Web pages and 14,000 links to information objects relevant to the mission of GSFC. The GDL also encompasses a library management system, GODDARD GALAXIE, which is maintained on a centrally installed client-server Library Management System. The software is called STILAS and is produced by the SIRSI Corporation. GODDARD GALAXIE supports the acquisitions, cataloging, circulation, and online public catalog functions for the libraries' hard copy collections. In addition, the GDL includes a fully automated interlibrary loan system using the ILLIAD software.

GSFC is also a member of the NASA-wide consortium. The NASA adaptation of the STILAS software is called NASA GALAXIE. Goddard contributes its holdings to the NASA GALAXIE catalog. In addition, GSFC receives access to several information resources through its membership in the NASA-wide consortium. Among these are: the NASA Aeronautics and Space Database and NASA Technical Reports Server systems which provide abstracting and indexing for over 3 million NASA documents and full text for over 60,000 of them; and the Institute of Electrical and Electronics Engineers (IEEE) Electronic Library which contains over 570,000 full-text articles from IEEE and Institute of Electric Engineers since 1988.

Another electronic service funded by NASA is the Astrophysics Data System developed by the Harvard Smithsonian Institution which provides open access to the full text of historical journals in astronomy and astrophysics.

The Goddard libraries participate in the National Research Library Consortium (NRLA) which provides access to the Web of Science, a comprehensive abstracting, indexing and citation linking service developed by the Institute for Scientific Information. In addition, NRLA provides a vehicle for consortial licensing of full-text online journals, such as those from Academic Press.

In addition, GSFC Libraries are members of the Federal Library and Information Center Committee (FLICC) Federal Library and Information Network (FEDLINK) through which it accesses the Online Computer Library Center, Inc. (OCLC) system for cataloging, interlibrary loan, and FirstSearch functions.

The Government provides:

- Library management software (currently SIRSI Library Management Software), Interlibrary Loan Software (currently ILLIAD), Web searching software (currently One Search), Web page maintenance software (currently Dreamweaver), World Wide Web Server software, HTML Home Page(s), Wide Area Information Server (WAIS) software, and licensed off-the-shelf commercial information e-books, e-journals, and data bases.
- Computer hardware, Local Area Networking, telecommunications via Government FTS 2000, and access to remote databases.
- Center maintenance contracts for common office equipment.

The Technical Environment operating principles on this contract include:

- Networking within the NASA system and other consortia to reduce initial and operation costs.
- Direct access by users to the Library resources and data bases from nearby and distant sites.
- Effective utilization of management information systems to provide guidance to collection building, resource sharing and productivity improvements.

1.5 WORK ENVIRONMENT: TECHNICAL SERVICES

COLLECTION BUILDING

Philosophy:

Acquisitions: The Goddard Library operates on the principle that we can locate and obtain anything – no matter how difficult. The primary goal is timeliness. This function is based on requests received from the Government.

Government requests will indicate whether the item to be acquired is in paper or electronic format.

Cataloging: The catalog represents the principal access to our hardcopy holdings for the users and staff. The primary goal is completeness and usefulness.

1.5 GDL/GODDARD GALAXIE/NASA GALAXIE RELATIONSHIPS

The Goddard Digital Library (GDL) is the term that describes the Goddard implementation of access to full text information objects and all other library applications that support the electronic delivery of library information to GSFC customers. The infrastructure for this includes, but is not limited to: the library building's physical segment of the GSFC Center Network Environment (CNE) and associated network devices (repeaters, bridge-routers, cabling), the library network servers, and the library's many specialized microcomputers which support patron access and library staff technical processing capabilities. The specialized software applications include but are not limited to: SIRSI STILAS system modules, ILLIAD Interlibrary Loan System, Library One Search System, Dreamweaver Web management software, remote access to ISI's Web of Science and IEEE Electronic Library, access to licensed electronic journals, books and databases, filters for the conversion to ASCII and HTML tagged file formats, httpd server, HTML-forms, Ariel ILL module, and MS ACCESS. The GSFC library maintains a very heterogeneous computing environment, both in the library and in support of remote access from the many remote technical users throughout GSFC. The environment is multi-platform, multi-protocol, and multi-media, and requires extensive knowledge of many computer operating systems and languages.

Goddard GALAXIE is the software that manages the inventory of objects which make up the contents of GSFC's traditional library and selected electronic objects. At the present time, the Goddard GALAXIE System utilizes SIRSI Corporation's library management software on a client/server platform to support the functions of providing Online Patron Access Catalog (OPAC), in addition to technical processing for acquisitions, cataloging, circulation and reporting for the Goddard libraries. NASA also has a SIRSI Corporation library management system which it calls NASA GALAXIE. NASA GALAXIE contains the holdings of all NASA Libraries. Goddard contributes its holdings to NASA GALAXIE.

The contractor must be prepared at all times to respond to a number of challenges. This will involve, at the minimum, specifying interfaces to existing systems, defining functional and technical requirements, planning the implementation of enhancements, upgrades, and migrations in order to maximize customer access to information and minimize disruption of service.

2.0 TECHNICAL SYSTEM PHASING REQUIREMENTS

The following are the progressive phases of the technical requirements of this contract:

- Start-Up
- Regular Requirements
- Transition to New Operational System(s)
- Phase-Out

Each of these phases requires the Contractor to provide:

1. Reliable interface with the NASA and GSFC networks.
2. Understanding of the library and network technical issues involved in implementing each phase as demonstrated in Phasing Plan.
3. Creative, cooperative and productive utilization of all features in conformance with network standards and protocols and with standard library operations.
4. Anticipatory adjustment to new capabilities as they come online.
5. Development and implementation of meaningful metrics derived from data resident in the network.
6. Participative, constructive feedback on system operation and proposed enhancements.
7. Description of operational requirements and the specifications for fulfilling those requirements.

3.0 PERSONNEL AVAILABILITY

The contractor shall ensure the availability of at least one person to provide knowledgeable, responsive and helpful assistance to Library customers for telephone, e-mail and walk-in service during all hours of library operation at each of the Libraries.

4.0 ACRONYMS AND DEFINITIONS

AIAA

American Institute of Aeronautics and Astronautics.

Accession number

A number assigned to a physical item (bound volume, audio tape, etc.), usually assigned sequentially to incoming items. Often, a two-digit fiscal year prefix followed by six digits, the last of which is a check digit. Different kinds of items (e.g., monographs, journals, Goddard internal documents) and different libraries (Greenbelt and Wallops) may have different ranges of accession numbers during any given fiscal year.

Actual cost

The costs of an item plus postage and handling; designated on the front of the GLRF after the invoice is received.

ARF

Article Request Form. An electronic form by which users request items from an ILL (Interlibrary Loan) Library or from GSFC Library for an ILL request.

Bar Code System

A system where each book, journal or document is identifiable by a bar coded label on the item.

Bar Coded Charge Plate

An individual charge plate with a bar code label identifier.

Batch

A quantity of library requests to be handled in one operation; designated by a number, e.g., B83-007; these numbers also indicate the kind of material in each batch, i.e., books and journals, as well as library, i.e., Wallops or Goddard.

Billing List

See "Books Monthly Billing List."

Books Collection

The collection of items held by the Goddard Library and (a) classed by Library of Congress subject classification schedules as well as (b) listed in the circulation system for possible loan (at Greenbelt). Includes printed books, wall charts, single maps, audio tapes, microfiche and microfilm, and machine readable data files.

Books Monthly Billing List

This list comes out at the end of each month; one for Goddard and one for Wallops, it lists all the titles that were delivered for that month which have costs from a publishers invoice and are now being billed to the Government.

Call number

Number assigned to a bibliographic title to record general subject areas and shelf location (cutter number). For items in the Books collection, an LC class number with author and volume numbers.

CD-ROM

Compact Disk Read Only Memory; major source of automated reference services, e.g. Science Citation Index, GeoRef, and Computer Select.

Charge Plate

Library Borrower's Card.

Claim

An inquiry to a publisher as to the status of an order that has been placed. A request for the publisher to supply an item that has not been received in the expected time frame.

Closed Entry

A convention by which items in the Goddard book collection were described in the past. All collations and recorded call numbers (thus all descriptions) were from single volumes.

CNE

Center Network Environment.

CO

Contracting Officer

Control number

A unique, sequential number assigned to a machine readable catalog record to differentiate it from other records in the same system, also known as a Record control number.

Cost input

Actual costs (item amount, postage/handling, publisher list price) are input into the Acquisitions Tracking System from the publisher's invoices.

COTR

Contracting Officer's Technical Representative

CP-C

Charge Plate – Contractor.

CP-G

Charge Plate – Goddard Civil Service.

Code

Identifier for the various Goddard offices.

CT

Colloquia Tapes. Recording of presentations given by Goddard or outside speakers in the areas of engineering, science, or management.

CTD

Contract to Date.

CYTD

Contract Year to Date.

Date delivered

The date that an item is completed and provided to the Government, or made available to library users.

Date ordered

The date that the purchase orders are typed and are noted on that order.

Dateline

Goddard's daily electronic bulletin of events and information.

Delivered

See "date delivered."

Delivery

Once a week a delivery of cataloged books, uncataloged books, and books to be cataloged, and delivery lists titles is made to Goddard and via mail to Wallops.

Delivery List

An alphabetical-by-title list sorted by cataloged books, uncataloged books and books to be cataloged which shows those items that were delivered to either the Goddard or Wallops Libraries.

Deposit Account

A certain amount of money is sent to a vendor/publisher against which monies for items purchased are deducted.

Directors of List

Listing of all GSFC organizational code directors.

DLC

OCLC symbol for the Library of Congress.

Emergency

Order placed and delivered within 24 hours.

Expedited

Titles with a RUSH status delivered by the Cataloging unit. Delivery time frame usually 1 week from date received in Cataloging.

FEDLINK

Federal Library and Information Network.

Formal Series

Group designation for NASA report publications.

FTS 2000

Government telephone and data-transmission lines.

FYTD

Fiscal Year to Date. The fiscal year starts October 1 and ends on September 30.

GDL

Goddard Digital Library.

GLRJ

Goddard Library Request Form Journal. Used to initiate journal orders; also used by Wallops and so indicated.

GPO

Government Printing Office. Official printer for Government agencies; supplies many different titles.

GSFC

Goddard Space Flight Center

IEL

IEEE Electronic Library.

ILL-E

Interlibrary loans-External. Requests from outside libraries for materials held in the Goddard collection.

ILL-I

Interlibrary loans-Internal. Requests from Goddard employees for library materials held by other libraries.

Journal Collection

A collection of periodicals to which the Goddard Libraries subscribe. Mostly printed

Journal Billing List

This list – one for Goddard and one for Wallops – comes out at the end of each month: it lists all the titles that are placed within the month as well as any adjustments in prices for previously placed orders.

Library Manual

Government issued specifications for performance of contractor tasks in the Goddard Libraries.

Lit Code

A letter code designating the kind of material, whether it will be cataloged or uncataloged, and if it is for the library or other than library.

Literature search

A search for bibliographic citations using RECON, DIALOG, or some other computer data base. May be titled and indexed by the subject researched.

Locator

Listing of Goddard Civil Service and Contractor employees that includes name, code, telephone number and Goddard Employee Number.

Master Vendor List

Listing of all vendors used for journal ordering sorted alphabetically with addresses, phone numbers, and titles ordered for each vendor.

NASA CASI

NASA Center for Aerospace Information (CASI). Repository for NASA scientific and technical information (STI).

NASA GALAXIE

The NASA adaptation of the SIRSI Corporation's STILAS software is called NASA GALAXIE, which supports the acquisitions, cataloging, circulation, and online public catalog functions of GRIN.

NASA Thesaurus

NASA Official list of subject descriptors (subject headings, subject terms) approved for use in RECON and NASA GALAXIE.

New Books Catalog

Listing of titles added to the database for the month, sorted by call no., author/title, subjects, and control tables.

OCLC

Online Computer Library Center, Inc.

OS

Out of stock.

OP

Out of print.

Other than Library

Indicates that the title will not be placed in the library, nor will it be cataloged.

PIP

Professional Intern Program presentation. A paper, and copies of slides or Powerpoint presentation of a talk which comprise the culmination of someone's work in the Goddard Professional Intern Program.

P.O. Number

Purchase order number. The unique control number placed on each order used for all information on that order.

Prepayment companies

Those vendors who expect prepayment before they will ship a title.

Pro Forma Invoice

An invoice that needs to be paid for in advance before the publisher/vendor will ship the title.

Profiles

An individual's listing of selections of interest.

"Racked" Journals

The latest issues of journal titles designated for display in the cubicle racks.

Receipt/Discount summary

Monthly cumulation of titles, volumes, postage/handling, publisher list, net price and discount separated by lit code and library.

Record control number

See Control number.

Requestor

A person who asks that a particular title be purchased for or his/her office.

Reserves

Procedure whereby the collections new books, or books in high demand, are held for the patron by special request. Book and patron identifiers are entered into the automated circulation system and held in queue until the book becomes available for the next reservee.

RUSH

Order placed and completed before the next regularly scheduled delivery (within 5 working days).

SCD

Standard Catalog Distribution copies.

SDI

Selective Dissemination of Information. Making available early announcements of information to individuals tailored to their requirements.

SRD

Standard Report Distribution/Copies.

Standing Order

An order that is placed with a publisher for a certain collection of books, usually a critical series, that is sent without individual orders; entries for specific volumes are made in the Acquisitions module when volumes are received.

Standing Order List

Alphabetical list of standing orders.

Start Date

Goddard or Wallops initiated date for orders which is the day after the batch is delivered to the contractor.

Status

The condition of an order at any one time.

Status Code

A letter designation indicating the status; this is changed periodically.

STD

System To Date.

STI

Scientific and Technical Information.

Suggester

A person who proposes a title for purchase by the library.

TPPM

Technical Processing Procedures Manual.

Transmittal Letter

A list of materials which communicates what is being sent in a delivery to Goddard or Wallops.

Twin

Items received for inclusion in the collection of one library (Greenbelt or Wallops) after or at the same time as their addition to the other library. Specifically, for items in the Books collection, items held in both libraries and requiring catalog records identical in all but a few defined ways.

Uncataloged List

List of titles delivered uncataloged to Goddard or Wallops sorted by delivery date (primary) and alphabetically by title (secondary).

WAIS

Wide Area Information Server.

Weed or Weeding

Weeding is the removing of materials from a library collection in a systematic and deliberate way. It is an ongoing part of collection development.

Working Day

Used to designate a normal weekday; if the day is a holiday, the very next working day is intended; if a specific date is mentioned and the date is a holiday, the very next working day is intended.

X-Documents

Internal GSFC working documents with limited distribution.

5.0 COLLECTION BUILDING

The Contractor shall update and enhance the Libraries' in-house collections to provide a current, comprehensive and well-organized resource to meet the information needs of the Libraries' user communities. This responsibility shall be met through performing the following functions: search, verification, registration, acquisition, cataloging, classification, GDL update, materials processing, dissemination, bibliographic control, delivery and reporting.

Philosophy:

Acquisition: The Goddard Library operates on the principle that we can locate and obtain anything – no matter how difficult. The primary goal is timeliness.

Cataloging: The catalog represents the principal access to our hardcopy holdings for the users and staff. The primary goal is completeness and usefulness.

6.0 ACCESS SERVICES

The Contractor shall support the GSFC Libraries' user community by facilitating access to information resources, whether or not such resources are held in the Libraries' collections. The contractor shall provide: collection maintenance and user access; inventory control; current awareness and selective dissemination of information; circulation, access to journal literature; Interlibrary Borrowing; maintenance of library machines; delivery and reports.

Philosophy: Access Services provides the library user with access to a needed information resource. The primary goal is accuracy and responsiveness.

7.0 INFORMATION NAVIGATION

The Contractor shall assist the Libraries' user community in navigating and effectively utilizing information resources which are held in the Libraries' facility or accessible remotely using the Libraries' gateways. The contractor shall provide: assistance in use of the Library and information resources; introductory demonstrations of electronic search tools and data bases; preparation and dissemination of current awareness bibliographies; referral services; outreach support and remote database literature searching.

Philosophy: Information navigation assists users in effective utilization of information resources and promotes information literacy. The primary goal is appropriateness.

8.0 ELECTRONIC LIBRARY SERVICES

The contractor shall implement and sustain uses of appropriate technology to facilitate optimal operation of all library functions and cost-effective access to relevant internal and external information resources. The contractor shall provide the following services: analyzing present and future technologies and systems as they relate to library operations; developing and implementing plans for integrating electronic resources into the information services program; monitoring and interfacing of GDL; documenting GDL module configurations and software/data interfaces; production of a spectrum of library products emanating from the GDL database; creation, update, and maintenance of library databases; availability of library systems for public access, including both access at the library sites as well as remote access from users via the Internet; maintenance and administration of the Library's database servers; user manuals; and reports.

Philosophy: The Library Information Systems function supports all the contract functions and links them to each other, to the library users, to the local products and to GDL. The primary goal is competent configuration management in its very broadest interpretation.

9.0 DIGITAL PRESERVATION SERVICES

GSFC is relying increasingly on electronic means to record and disseminate information about its missions, activities and operations. The library has a responsibility to preserve and provide access to the knowledge assets needed to carry out the Center's missions. The goal of the library's digital preservation services is interoperability and the provision of access across resource types and systems.

The contractor shall keep abreast of best practices, professional standards, industry trends, and other digital archiving projects in both the government and private sectors that may result in relevant best practices for the object types, formats, subject matter and audience of GSFC.

10.0 METRICS AND REPORTING

The contractor shall provide administrative, technical, statistical, analytical, and special reports and procedures manuals.

Philosophy: Metrics and reporting serve several purposes on the contract. Chief among these are: documentation of progress; demonstrations of cost-effectiveness; indications of need for resource adjustments (e.g., collection development decisions); characterization of types of work for communication to future potential bidders; and communicating magnitude of activities of interest to management and other library stakeholders. The primary objectives are accuracy and clarity.

11.0 SPECIAL INFORMATION SCIENCE AND LIBRARY SERVICES

The contractor shall provide sufficient and appropriate labor, materials, and equipment necessary to comply with any and all special information science and library services for complex investigations and major pilot programs, format conversions of document collections, and special reports described in Task Orders.

The contractor shall stand ready to respond to proposal requests for special information science and library services collaborative partnerships with other NASA Libraries. Such partnership initiatives will

be designed to facilitate information sharing, cooperative work environments, and strengthen the technical capabilities of all NASA Libraries and in support of NASA's mission.

12.0 SPECIAL KNOWLEDGE MANAGEMENT TASKS

The contractor shall stand ready to respond to proposal requests for special knowledge management tasks. These tasks will typically be in response to a requirement for support on specific projects or initiatives related to Knowledge Management and including but not limited to information content management, information management architecture and learning initiatives.

NNG07AZ07C
Attachment B
Financial Management Reporting Requirements
June 28, 2006

Financial Management Reporting Requirements
June 28, 2006

General

Financial Management Reports shall be submitted by the Contractor on the NASA 533 series reports, in accordance with the instructions on the reverse of the forms, NASA Procedural Requirements NPR 9501.2D entitled "NASA Contractor Financial Management Reporting, dated May 23, 2004, and additional instructions issued by the Contracting Officer.

a. Level of Detail

An individual 533 Report shall be provided for each Task Order at Work Breakdown Structure (WBS) Levels I & II and a cumulative 533 sheet summarizing all Task Orders issued. The reports shall contain a breakdown of each services area by element of cost, (i.e., direct labor hours/dollars, overhead, general & administrative (G&A) material handling fee, award fee, and other direct costs) in accordance with the WBS set forth on page 3 of this attachment.

b. Distribution

The Contractor shall distribute 533 reports to each addressee indicated in the Basic Contract Clause G.1 "Financial Management Reporting." These reports shall be distributed not later than the fifteenth (15th) calendar day following the month being reported.

c. Reporting Requirements

Each report sheet shall provide costs data for reporting categories presented below:

1. Labor Categories:

- a. Direct Labor Hours
Prime Contractor Labor Hours
- b. Direct Labor Dollars
Prime Contractor Labor Dollars

2. Overhead Expenses

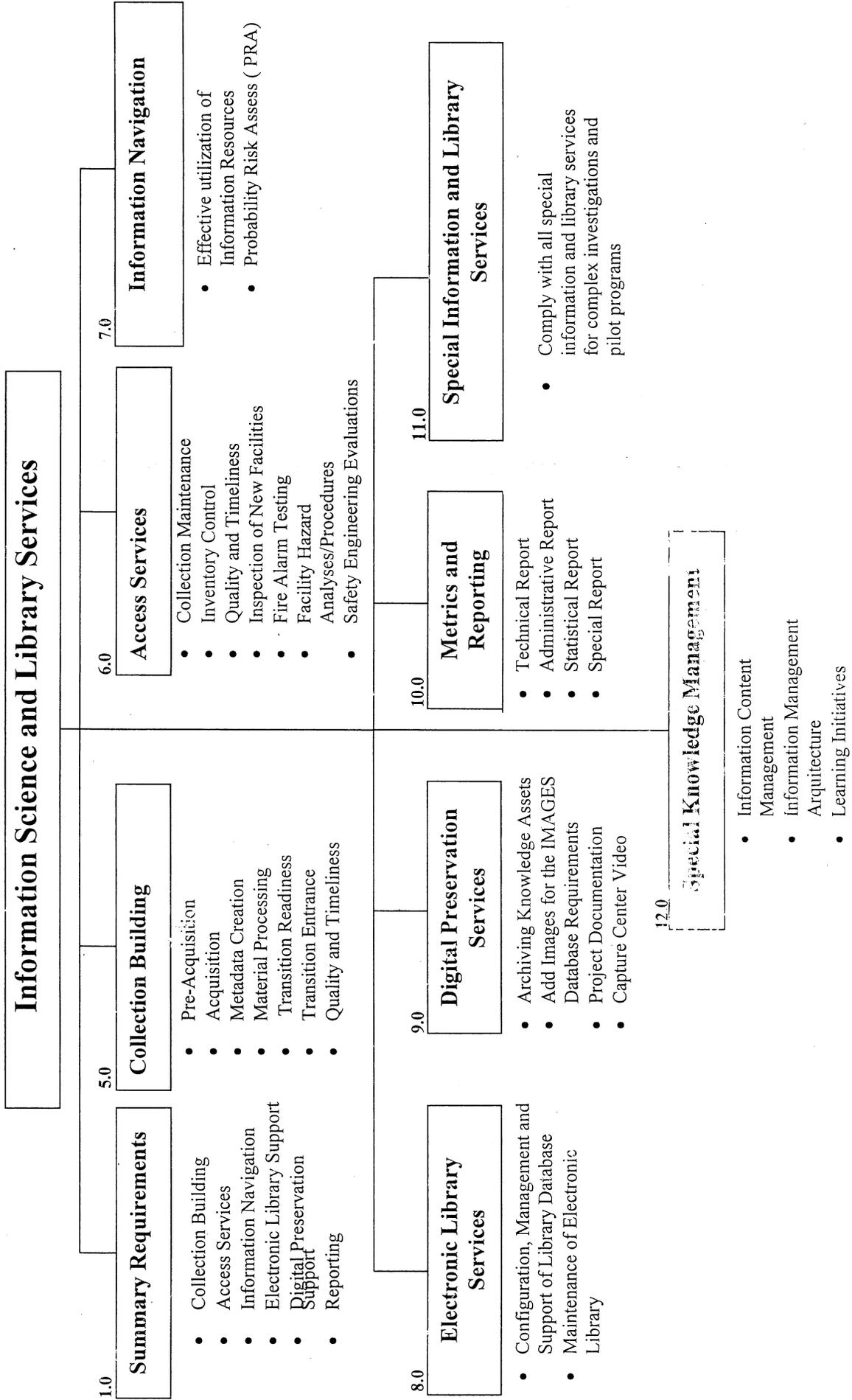
3. Other Direct Costs (ODCs):

- a. Book

- b. Technical Subs
 - c. Government Docs.
 - d. Literature Search
 - e. Software Licenses
 - f. Subcontracts
 - g. Other (specify)
 - h. Total ODCs
4. Subtotal (Direct Cost plus Overhead)
 5. G&A Expense
 6. Total Cost
 7. Award Fee
 8. Total Cost-Plus-Award-Fee (CPAF)

Work Breakdown Structure (WBS)

NOTE: Bullet items are not WBS elements and are included solely to indicate the nature of the superior WBS element. Detailed WBS element Task Descriptions are further identified by Statement of Work (SOW) paragraph number in Clause J.1, Attachment A



NNG07AZ07C

Attachment C

Installation Accountable Government Furnished

June 28, 2006

NNG07AZ07C

Attachment C

Installation Accountable Government Furnished

June 28, 2006

**Installation Accountable Government Property
6/28/2006**

Class 1: Government Furnishes the Basic Maintenance Contract via a Center-wide Contract or NASA Contract.

ECN	Item Name	Manufacturer	Model	Serial No.	Cost
184211	RECORDER, VIDEO, VHS	CTL COMMUNICATIONS	HS421	42575	\$650.00
569136	STEEL MAPSHELVEING	LIBRARY BUREAU INC	41X54	NONE	\$5,050.00
1410715	DISPLAY UNIT	SUN MICROSYSTEMS INC	GDM20D10	9414FC5324	\$1,500.00
1733390	PROJECTOR, VIDEO	SEIKO EPSON CORP	ELP3300	2XB0670548	\$5,825.00
1754943	PRINTER, ADP, LASER	HEWLETT-PACKARD CO BOISE DIV	C3167A	USBF050386	\$3,750.00
1813820	OPTICAL READER, DATA ENTRY	INTERMEC CORP	9440	97021200397	\$1,323.00
1823539	COMPUTER, MICRO	SUN MICROSYSTEMS INC	ULTRA ENTERPRISE 1	736FCAD3	\$6,479.00
1943031	COMPUTER, MICRO	GATEWAY COMPANIES INC	NS7000	8812274	\$10,969.00
1945272	OPTICAL READER, DATA ENTRY	3M PHOTODYNE INC SUB OF	5210A	11593	\$15,995.00
1952128	DISPLAY UNIT	GATEWAY COMPANIES INC	YE0711-01	M15417441058	\$549.00
1952129	DISPLAY UNIT	GATEWAY COMPANIES INC	YE0711-01	M15417441054	\$549.00
1956054	COPIER	XEROX CORP	XMA1	F9H054606	\$15,650.00
2033984	PRINTER, ADP, LASER	HEWLETT-PACKARD CO	C4087A	USDD032962	\$2,867.00
2033985	PRINTER, ADP, LASER	HEWLETT-PACKARD CO	C4087A	USDD029261	\$2,867.00
2034532	PROJECTOR	SONY CORP	VPL-XC50U	10212	\$5,444.00
2034946	COMPUTER, MICRO	GATEWAY COMPANIES INC	SOLO 5150	BC599250897	\$2,376.00
2039781	SCANNER	HEWLETT-PACKARD CO	C7670A	SG9A4171X8	\$500.00
2039782	SCANNER	HEWLETT-PACKARD CO	C7670A	SG9A216938	\$500.00
2043128	COMPUTER, MICRO	SUN MICROSYSTEMS INC	ULTRA 450	032H4282	\$23,087.00
2043129	TRANSPORT, MAGNETIC TAPE	SUN MICROSYSTEMS INC	L280	0007R11589	\$7,291.00
2109544	COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTD	PP01X	8F6WJ01	\$2,860.00
2109575	SCANNER, LASER	WELCH ALLYN INC	5700A-12	00A59E56T	\$725.00
2109576	SCANNER, LASER	WELCH ALLYN INC	5700A-12	00A59D098N	\$725.00
2110477	DISK DRIVE UNIT	QUANTUM DESIGN INC	70-700042-004	308295	\$1,506.00
2110756	COPIER	XEROX CORP	2006	J2XG18HW1U	\$10,110.00
2111452	PRINTER, ADP	INFO GRAPHIX CORP	MICROPRINT 350	11975	\$1,783.00
2111453	PRINTER, ADP	INFO GRAPHIX CORP	MICROPRINT 350	11976	\$1,783.00
2112508	OPTICAL READER, DATA ENTRY	FUJITSU AMERICA INC	M4099D	588	\$17,092.00
2112779	COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTD	SCL	CN42T01	\$3,762.00
2112821	DISPLAY UNIT	DELL COMPUTER CORP F-PC'S LTD	P780	MX075UXR4774119210NP	\$600.00
2164719	TAPE LIBRARY	SUN MICROSYSTEMS INC	SUN STOREDGE L8	0426F12557	\$8,869.00
2168220	SCANNER, COLOR	FUJITSU AMERICA INC	FI-5750C	4504	\$4,795.00
2168774	SELF CHECK MACHINE	3M VISUAL SYSTEMS	6410	6410178	\$24,425.00
3010190	OPTICAL READER, DATA ENTRY	MINOLTA CORP	PS7000	30002958	\$13,987.00
3010191	PRINTER, ADP, LASER	MINOLTA CORP	MSP3000	31181620	\$2,332.00
3014590	SERVER	DELL COMPUTER CORP F-PC'S LTD	POWER EDGE 2650	DGM5P11	\$7,500.00
3014591	SPEED READER	DELL COMPUTER CORP F-PC'S LTD	POWER EDGE 2650	7N86B11	\$7,500.00
3015042	COPIER	XEROX CORP	2006-YCA-4	J2XG18HW1U	\$10,110.00
3015529	PRINTER, ADP	HEWLETT-PACKARD CO	C7796A	SG31V1801B	\$863.00
3015789	SERVER	DELL COMPUTER CORP F-PC'S LTD	SCL	FXZH331	\$3,099.00
3039976	COMPUTER, MICRO	APPLE COMPUTER INC	M2785	FC6025LS4FU	\$2,816.00
3066572	COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTD	WHM	BZXV551	\$4,289.00
3066573	DISPLAY UNIT	DELL COMPUTER CORP F-PC'S LTD	1703FP	CN02Y315716184E6AGZP	\$500.00
3069761	SERVER	SUN MICROSYSTEMS INC	SUN FIRE V890	0519AM01D5	\$66,294.00
3069762	DISPLAY UNIT	SUN MICROSYSTEMS INC	GH19PS	0448MR0115	\$960.00

For this class of equipment, the Contractor is expected to provide only: Normal daily maintenance of a routine nature. Maintain problem log and trouble shooting diagnostics.

Class 2: The following Installation Accountable Government Property is divided by libraries:

Greenbelt:

Item Name	Manufacturer	Model	Serial No.	Cost
TYPEWRITER	IBM	WHEEL, WRITER 5441	13567000841710	\$300.00
COMB BINDING MACHINE	IBICO	IBIMASTER 400e	7400155	\$310.00
LAMINATOR	IBICO	EL-12	ER1271-5054	\$1,400.00
PROJECTOR	OPTOMA	EP737	A863322AAAAA A1108	\$1,150.00
PRINTER	HEWLETT- PACKARD	DESIGNJET 100 no. C7796A	SG31V1801B	\$1,000.00
TYING MACHINE	BUNN	STYLE 16 2x	44652	\$1,900.00
VHS VCR	JVC	HR-S99114	107J0273	\$900.00
FAX MACHINE (ODIN- GOV)	BROTHER	MFC400	U56578A4J160862	\$300.00
FAX MACHINE (ODIN- ILL)	BROTHER	MFC-8500	U56575H3J585079	\$200.00
DVD PLAYER	SONY	DVP- NS575P	7625349	\$100.00
TELEVISION	PHILIPS	20PT6441/37	BZ1A0505112105	\$400.00
DATE STAMPER	ACROPRINT	ETC	0102168KJ	\$420.00
SECURITY SYSTEM	3M	1365	6504574	\$15,995.00
SELF CHECKOUT	3M	6410	64100178	\$24,425.00
DRY EREASE COPY BOARD	QUATER OVONICS	QO3300	G4152020	\$2,600.00
TELEVISION	JVC	AV27770	17122558	\$700.00
VHS VCR	SAMSUNG	VR8160	6VAR507412L	\$60.00
DIGITAL CAMERA	NIKON	COOLPIX 4300	3376795	\$250.00

Wallops:

Item Name	Manufacturer	Model	Serial No.	Cost
TYPEWRITER	SWENTIC	UNKNOWN	8014S	\$300.00
TELEVISION	PHILIPS	2DPT6441/37	BZ1A505112086	\$400.00
DVD Player	SONY	DVP-NS575P	7629333	\$100.00
VHS VCR	RCA		902596204	\$90.00
PRINTER	HEWLETT- PACKARD	882-c	C6409B	\$40.00
SCANNER	HEWLETT- PACKARD	SCAN JET	HPADF	\$100.00
DESK TOP CALCULATOR	SHARP	SHARP EL	1801PIII	\$80.00
DESK TOP CALCULATOR	CANON	MP25DIII	2136016	\$50.00

Class 3: Government Furnished Information

The following software/ licenses will be provided to the contractor during contract performance:

Code	Software Title	Platform	Location	Building
272	Microsoft Office Professional Suite	PC	GSFC Library	21
272	Dreamweaver	PC	GSFC Library	21
272	Photoshop	PC	GSFC Library	21
272	Eudora	PC	GSFC Library	21
272	Netnanny	PC	GSFC Library	21
272	Web Trends	PC	GSFC Library	21
272	PcAnywhere	PC	GSFC Library	21
272	Seagate Backup	PC	GSFC Library	21
272	InMagic	PC	GSFC Library	21

Code	Software Title	Platform	Location	Building
272	Microsoft Windows 95	PC	GSFC Library	21
272	Microsoft Windows 98	PC	GSFC Library	21
272	Microsoft Windows NT workstation	PC	GSFC Library	21
272	Microsoft Windows NT server	PC	GSFC Library	21
272	Adobe Acrobat Reader	PC	GSFC Library	21
272	CINDEX	PC	GSFC Library	21
272	DBASE	PC	GSFC Library	21
272	Passport	PC	GSFC Library	21
272	Microsoft Project	PC	GSFC Library	21
272	SPSS	PC	GSFC Library	21
272	Visio	PC	GSFC Library	21
272	Microsoft SQL Server	PC	GSFC Library	21
272	ILLIAD	PC	GSFC Library	21
272	Netscape	PC	GSFC Library	21
272	NetShield Virus Scan	PC	GSFC Library	21
272	Visual Studio	PC	GSFC Library	21
272	Norton System Works	PC	GSFC Library	21
272	Solaris	SUN	GSFC Library	21
272	Autonomy	SUN	GSFC Library	21
272	WAIS	SUN	GSFC Library	21

Code	Software Title	Platform	Location	Building
272	SIRSI	SUN	GSFC Library	21
272	MajorDomo	SUN	GSFC Library	21
272	Apache	SUN	GSFC Library	21
272	Netscape	SUN	GSFC Library	21
272	HTDig	SUN	GSFC Library	21
272	TCP Wrapper	SUN	GSFC Library	21
272	Star Office	SUN	GSFC Library	21
272	Dreamweaver	MAC	GSFC Library	21
272	OS 8.x	MAC	GSFC Library	21
272	Adobe Photoshop	MAC	GSFC Library	21
272	Macromedia Dreamweaver	MAC	GSFC Library	21
272	Macromedia Flash	MAC	GSFC Library	21
272	BBEdit	MAC	GSFC Library	21
272	Macromedia Freehand	MAC	GSFC Library	21
272	Adobe Pagemaker	MAC	GSFC Library	21
272	Adobe Acrobat	MAC	GSFC Library	21
272	Microsoft Word	MAC	GSFC Library	21
272	Microsoft Excel	MAC	GSFC Library	21
272	Microsoft Powerpoint	MAC	GSFC Library	21

Class 4: The Government intends to provide the following office space to the contractor:

Flr	Room	Rorg	Tuse	Ctrol	Descriptor	Size	Msize
1	L100	292	ML	29201	MAIN LIBRARY	12127	1126.6
1	L102	292	OO			135	12.5
1	L110	292	OO			129	12
1	L112	292	OO			138	12.8
1	L-REF	292	OO		Reference Services	290	
1	L-ILL	292	OO		Interlibrary Loan Services	328	
1	L-INFO	292	OO		Information Services	126	
2	L210	292	OO			2371	241
2	L210A	292	OO			159	12.6
2	L210B	292	OO			165	16.8
2	L210C	292	OO			92	8.2
2	L210D	292	OO			92	8.6

Contract NO: NNG07AZ07C

ATTACHMENT D

IDIQ RATES MATRIX

1. PRIME DIRECT LABOR RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the rates as specified below for pricing all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2, Minimum/Maximum Amount of Supplies or Services.

**Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate	CY 6 HR Rate
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						

(b)(4)

Senior Database Administrator
Database Administrator
Communications Specialist (Telecommunications)
Helpdesk Manager
Computer Security Systems Manager
Computer Operator I
Computer Operator II
Computer Operator III (Network Hardware Install Spec)
Computer Operator IV
Computer Operator V (Sr Network Hardware Install Spec)
Computer Programmer I
Computer Programmer II
Computer Programmer III
Computer Programmer IV
Computer Systems Analyst I (Network Installation Tech)
Computer Systems Analyst II
Computer Systems Analyst III
Senior Systems Programmer
Systems Programmer
IT Manager
Software Analyst/Developer I
Software Analyst/Developer II
Software Analyst/Developer III
Software Analyst/Developer IV
Software Analyst/Developer V
Senior Technical Consultant
Technical Consultant
Training Specialist
Budget Analyst
Research Director
Research Assistant

(b)(4)

****Labor Categories - The Offeror shall provide prime direct labor categories, in accordance with the Position Qualifications in Section 5 of this attachment.**

***CY = Contract Year**

^HR = Hourly Rate: These are not-to-exceed rates for pricing purposes only by the prime contractor task orders. The Contractor may propose lower rates when pricing task orders.

2. PRIME INDIRECT COST RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the bid rates as specified below for pricing all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2.

***Indirect Expenses	*CY 1	CY 2	CY 3	CY 4	CY 5	CY 6
Overhead						
G&A						
Subcontractor Handling				(b)(4)		

***Indirect Expenses - The Offeror shall complete all indirect categories, which apply to the representative task orders and the SOW.

*CY = Contract Year

3. PRIME AWARD FEE RATE MATRIX (For All Task Orders):

***Award Fee Rate	*CY 1	CY 2	CY 3	CY 4	CY 5	CY 6
	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%

**** The Offeror shall complete the award fee rate, which shall be used to calculate the maximum available award fee for all task orders issued under the resultant contract.

*CY = Contract Year

4. SUBCONTRACTOR (ZIMMERMAN ASSOCIATES, INC.) LOADED LABOR RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the rates as specified below for pricing the subcontractor labor hours on all task orders contemplated or issued in accordance with Clause H.6, Task Ordering Procedure. Any task orders issued in accordance with Clauses H.6 will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.2.

ZIMMERMAN ASSOC. INC. ++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate	CY 6 HR Rate
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						
Senior Database Administrator						

(b)(4)

Database Administrator
Communications Specialist (Telecommunications)
Helpdesk Manager
Computer Security Systems Manager
Computer Operator I
Computer Operator II
Computer Operator III (Network Hardware Install Spec)
Computer Operator IV
Computer Operator V (Sr Network Hardware Install Spec)
Computer Programmer I
Computer Programmer II
Computer Programmer III
Computer Programmer IV
Computer Systems Analyst I (Network Installation Tech)
Computer Systems Analyst II
Computer Systems Analyst III
Senior Systems Programmer
Systems Programmer
IT Manager
Software Analyst/Developer I
Software Analyst/Developer II
Software Analyst/Developer III
Software Analyst/Developer IV
Software Analyst/Developer V
Senior Technical Consultant
Technical Consultant
Training Specialist
Budget Analyst
Research Director
Research Assistant

(b)(4)

4. SUBCONTRACTOR (BRIDGEBORN, LLC) LOADED LABOR RATE MATRIX (For All Task Orders):

BRIDGEBORN, LLC	*CY 1	CY 2	CY 3	CY 4	CY 5	CY 6
++Labor Categories	^HR Rate	HR Rate				
Program Manager						
Project Manager						
Deputy Program Manager						
Principal Consultant						
Senior Information Scientist						
Information Scientist						
Senior Information Engineer/Architect						
Information Engineer/Architect						
Senior Business Process Re-engineering Specialist						
Project Control Specialist						
Quality Assurance Manager						
Senior Technical Writer/Editor						
Technical Writer/Editor						
Knowledge Management Team Leader						
Knowledge Management Analyst						
Senior Librarian/Information Professional (Leader)						
Electronic Library & Digital Preservation Team Leader						
Access Services/Information Navigation Team Leader						
Collection Building Team Leader						
Wallops Site Manager						
Librarian/Information Professional						
Librarian (Acquisitions)						
Librarian (Cataloging)						
Librarian (Digital Archivist)						
Librarian (Earth/Space Sciences)						
Librarian (Engineering)						
Librarian (Reference)						
Librarian (Systems)						
Library Technician (Cataloging) (6)						
Library Technician (Serials)						
Library Technician (Info Navigation)						
Library Technician (InterLibrary Loans)						
Library Technician (Wallops)						
Library Assistant						
Library Clerk						
Scanning Technician						
Administrative Assistant						
Word Processor I						
Word Processor II						
Word Processor III						
Warehouse Clerk						
Senior Internet Applications Developer						
Web Developer						
Webmaster						
Graphics Artist						
Senior Systems/Network Administrator						
Systems/Network Administrator						
PC/Network Support Specialist						
Programmer						
Program Applications Manager						
Senior Database Administrator						
Database Administrator						
Communications Specialist (Telecommunications)						
Helpdesk Manager						
Computer Security Systems Manager						
Computer Operator I						
Computer Operator II						
Computer Operator III (Network Hardware Install Spec)						
Computer Operator IV						
Computer Operator V (Sr Network Hardware Install Spec)						
Computer Programmer I						
Computer Programmer II						
Computer Programmer III						
Computer Programmer IV						

(b)(4)

Computer Systems Analyst I (Network Installation Tech)
Computer Systems Analyst II
Computer Systems Analyst III
Senior Systems Programmer
Systems Programmer
IT Manager
Software Analyst/Developer I
Software Analyst/Developer II
Software Analyst/Developer III
Software Analyst/Developer IV
Software Analyst/Developer V
Senior Technical Consultant
Technical Consultant
Training Specialist
Budget Analyst
Research Director
Research Assistant

(b)(4)

++Labor Categories - The Offeror shall provide loaded subcontractor direct labor categories, in accordance with the Position Qualifications in Section 5 of this attachment.

***CY = Contract Year**

^HR = Hourly Rate: These are not-to-exceed rates for pricing purposes only for the subcontractor labor hours. The Contractor may propose lower rates when pricing task orders.

Attachment D

5. POSITION QUALIFICATIONS (For All Prime and Subcontractor Direct Labor Categories):

NOTE: ADDRESSED IN THE FOLLOWING PAGES

CONTRACT NO: NNG07AZ07C
ATTACHMENT D – IDIQ RATES MATRIX

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
MANAGEMENT & ADMINISTRATION				
Program Manager	Exempt	MLS or BS w/5 years	10	A-6
Project Manager	Exempt	MLS or BS w/5 years	6	A-8
Deputy Project Manager	Exempt	MLS or BS w/5 years	6	A-9
Principal Consultant	Exempt	MS	15	A-11
Senior Business Process Re-engineering Specialist	Exempt	BS	5	A-12
Budget Analyst	Exempt	BS	3	A-13
Project Control Specialist	Exempt	BS or Educ & Exp Equivalent	4	A-14
Quality Assurance Manager	Exempt	BS or Educ & Exp Equivalent	3	A-15
Senior Technical Writer/Editor	Exempt	BS	4	A-16
Technical Writer/Editor	Exempt	BS	2	A-17
Training Specialist	Exempt	BS or Educ & Exp Equivalent	4	A-18
Research Director	Exempt	BS	5	A-19
Research Assistant	Exempt	BS	2	A-20
Scanning Technician	Non-Exempt	HS or GED	2	A-21
Administrative Assistant	Non-Exempt	HS or GED	2	A-22
Word Processor I	Non-Exempt	HS or GED	<1	A-23
Word Processor II	Non-Exempt	HS or GED	2	A-24
Word Processor III	Non-Exempt	BS or Educ & Exp Equivalent	4	A-25
Warehouse Clerk	Non-Exempt	HS or GED	1	A-26
KNOWLEDGE MANAGEMENT				
Knowledge Management Team Leader	Exempt	MS	5	A-27

**CONTRACT NO: NNG07AZ07C
ATTACHMENT D – IDIQ RATES MATRIX**

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Knowledge Management Analyst	Exempt	MS or BS w/3 years	3	A-28
LIBRARY SCIENCE				
Senior Librarian/Information Professional (Team Leader)	Exempt	MLS	5	A-29
Electronic Library & Digital Preservation Team Leader	Exempt	MLS or BS w/2 years	5	A-30
Access Services/Information Navigation Team Leader	Exempt	MLS or BS w/2 years	10	A-32
Collection Building Team Leader	Exempt	MLS or BS w/2 years	3	A-34
Wallops Site Manager	Exempt	MLS or BS w/2 years	3	A-36
Librarian/Information Professional	Exempt	MLS	3	A-38
Librarian (Acquisitions)	Exempt	MLS	3	A-39
Librarian (Cataloging)	Exempt	MLS	3	A-40
Librarian (Digital Archivist)	Exempt	MLS or BS w/2 years	2	A-42
Librarian (Earth/Space Sciences)	Exempt	MLS or BS w/1 year	2	A-44
Librarian (Engineering)	Exempt	MLS or BS w/1 year	2	A-46
Librarian (Reference)	Exempt	MLS	3	A-48
Librarian (Systems)	Exempt	MLS or BS w/2 years	2	A-49
Library Technician (Cataloging)	Non-Exempt	BS or Educ & Exp Equivalent	1	A-50
Library Technician (Serials)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-51
Library Technician (Information Navigation)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-52

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ATTACHMENT D – IDIQ RATES MATRIX**

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Library Technician (InterLibrary Loans)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-53
Library Technician (Wallops Site)	Non-Exempt	BS or Educ & Exp Equivalent	3	A-55
Library Assistant	Non-Exempt	HS or GED	1	A-57
Library Clerk	Non-Exempt	HS or GED	<1	A-59
INFORMATION TECHNOLOGY				
IT Project Manager	Exempt	MS or BS w/4 years	6	A-60
Senior Technical Consultant	Exempt	BS	7	A-61
Technical Consultant	Exempt	BS	5	A-62
Senior Information Scientist	Exempt	MLS or BS w/5 years	10	A-63
Information Scientist	Exempt	MLS or BS w/3 years	5	A-65
Senior Information Engineer/Architect	Exempt	BS or Educ & Exp Equivalent	8	A-67
Information Engineer/Architect	Exempt	BS or Educ & Exp Equivalent	4	A-68
Software Analyst/Developer I	Exempt	BS	1	A-69
Software Analyst/Developer II	Exempt	BS	3	A-70
Software Analyst/Developer III	Exempt	BS	4	A-71
Software Analyst/Developer IV	Exempt	MS or BS w/2 years	6	A-72
Software Analyst//Developer V	Exempt	MS or BS w/3 years	8	A-73
Senior Internet Applications Developer	Exempt	BS or Educ & Exp Equivalent	4	A-74
Web Developer	Exempt	BS or Educ & Exp Equivalent	5	A-75
Webmaster	Exempt	BS or Educ & Exp Equivalent	3	A-76

**CONTRACT NO: NNG07AZ07C
ATTACHMENT D – IDIQ RATES MATRIX**

Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Graphic Artist	Non-Exempt	BS or Educ & Exp Equivalent	4	A-78
Senior Systems/Network Administrator	Exempt	MS or BS w/6years UNIX Experience	5	A-79
Systems/Network Administrator	Exempt	MS or BS w/3 years UNIX Experience	3	A-81
PC/Network Support Specialist	Exempt	BS or Educ & Exp Equivalent	2	A-83
Programmer	Exempt	BS or Educ & Exp Equivalent	3	A-84
Program Applications Manager	Exempt	BS or Educ & Exp Equivalent	6	A-86
Senior Systems Programmer	Exempt	BS or Educ & Exp Equivalent	5	A-87
Systems Programmer	Exempt	BS or Educ & Exp Equivalent	4	A-88
Senior Database Administrator	Exempt	BS or Educ & Exp Equivalent	5	A-89
Database Administrator	Exempt	BS or Educ & Exp Equivalent	3	A-90
Communications Specialist (Telecommunications)	Exempt	BS or Educ & Exp Equivalent	3	A-91
Helpdesk Manager	Exempt	BS or Educ & Exp Equivalent	4	A-92
Computer Security Systems Manager	Exempt	BS or Educ & Exp Equivalent	6	A-93
Computer Operator I	Non-Exempt	HS or GED	1	A-94
Computer Operator II	Non-Exempt	HS or GED	2	A-95
Computer Operator III (Network Hardware Install Specialist)	Non-Exempt	HS or GED	3	A-96
Computer Operator IV	Non-Exempt	BS or Educ & Exp Equivalent	2	A-97
Computer Operator V (Sr. Network Hardware Install Spec)	Non-Exempt	BS or Educ & Exp Equivalent	3	A-98
Computer Programmer I	Non-Exempt	BS or Educ & Exp Equivalent	1	A-99
Computer Programmer II	Non-Exempt	BS or Educ & Exp Equivalent	2	A-100
	Non-Exempt	BS or Educ & Exp	4	A-101

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ATTACHMENT D – IDIQ RATES MATRIX

Computer Programmer III		Equivalent		
Position Title	Exempt / Non-Exempt	Minimum Education & Licensing	Years of Experience	Page #
Computer Programmer IV	Non-Exempt	BS or Educ & Exp Equivalent	5	A-102
Computer Systems Analyst I (Network Installation Tech)	Non-Exempt	BS or Educ & Exp Equivalent	2	A-103
Computer Systems Analyst II	Non-Exempt	BS or Educ & Exp Equivalent	3	A-104
Computer Systems Analyst III	Non-Exempt	BS or Educ & Exp Equivalent	4	A-105

Position Title: Program Manager

SUPERVISOR: Library Associates President

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a senior library professional position with overall management responsibilities for Goddard and Wallops Library functions and technical requirements under the contract to Library Associates President. The Program Manager is also responsible for fulfilling the Metrics and Reporting requirements to include coordinating the metrics, statistics, and reports, and overseeing the development of Standard Operating Procedures for all Teams. The Program Manager serves as the on-site point of contact responsible and accountable for contractor performance. The Program Manager is the focal point for ensuring that all deliverables exceed expectations and are submitted in a timely manner. The Program Manager will maintain close coordination with the COTR in order to ensure that all performance requirements are met and that the Goddard virtual library vision is fulfilled.

Detailed Duties

- ✓ Works with the COTR to make the GSFC Libraries preeminent among science centers by attending meetings, organizing special activities, collecting statistics, writing reports and ensuring that all contract requirements are met
- ✓ Provides official interface with federal personnel, vendors, and senior level corporate personnel
- ✓ Manages and directs all technical and financial aspects of the Goddard and Wallops Library operations to assure compliance with established cost controls
- ✓ Ensures corporate resources are optimized to leverage experience and expertise
- ✓ Oversees and interacts with all technical aspects of the library, including electronic library support integration and user and technical services, implementing standard problem solving procedures and Continuous Process Improvement procedures ensuring daily operations, outreach programs, vendor contact, support services, and staff performance are optimized
- ✓ Oversees special projects and tasks
- ✓ Develops and manages benchmarks and performance measures
- ✓ Develops and implements value and customer satisfaction-based metrics
- ✓ Develops operational procedures to implement contract functional requirements
- ✓ Assures the implementation of all project-related training associated with the Safety and Health, and Quality Assurance Plans
- ✓ Oversees and finalizes all reports and metrics required under the contract
- ✓ Supervises contractor staff, including assignment and monitoring of tasks and overall performance evaluations
- ✓ Applies sound management practices to encourage equal opportunity, minimize employee turnover, and motivate and maintain a professional, highly-trained staff
- ✓ Coordinates strategic planning initiatives with the COTR, CKMO, and others as appropriate
- ✓ Works closely with the Quality Review Board to ensure that Continuous Process Improvement, new ideas, and new approaches are always being considered and implemented as appropriate
- ✓ Analyzes staffing levels and skills to forecast needs for the future

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or

CONTRACT NO: NNG07AZ07C
ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Bachelors Degree and 5 years of professional related experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of progressive experience in library and information management , three of which must have been in a science or research library or information center with a large book and journal collection supervising a minimum of ten professional staff performing intensive work with bibliographic systems producing a wide spectrum of products or services, comparable to, or exceeding, the present GSFC levels
- ✓ Concurrent two years of responsibility for oversight of an integrated library system with an online remote access capability supporting multiple functionalities and additional online systems and services
- ✓ Experience in the development of digital library services and products and Web-related design and development

Specific Requirements/Licensing

- ✓ Oversight of an information architecture that includes an integrated library system, including an online catalog and systematic production of multiple products
- ✓ Knowledge of and experience with cost control measures, benchmarking procedures, and quality assurance
- ✓ Proven ability to work effectively with management, employees, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings
- ✓ Proven experience in leading a team in product delivery, on time and within budget

Position Title: Project Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Project Manager will oversee specific short-term or long-term projects on the contract. They will manage all technical aspects of the project by instructing, directing, and checking the work of other team members. They will assist with directing the short and long term planning, control and monitoring of project scheduling and implementation, program and project development, budget review, and adherence. The Project Manager is accountable for maintaining all project records, project information management, monitoring of the project budget, and serving as point of contact for all project activities. They will be responsible for coordinating all project activity with the Program Manager and ensuring all deliverables are submitted on time in accordance with contractual obligations.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and five years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum of four years of project management or supervisory experience.

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Deputy Program Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Deputy Program Manager will have responsibility for operating and enhancing digital library services. Due to the importance and growing need for electronic support, the Deputy Program Manager will have oversight of the website with all resources and services associated with the Goddard Library websites, both Intranet and Internet. Responsibilities include coordination with team leaders and other library staff. The Deputy Program Manager will also work with the Program Manager in the development of special tasks and project assignments. As part of the integrated LA Team, the Deputy Program Manager will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ As Deputy Program Manager, assumes all program manager responsibilities in the absence of the Program Manager
- ✓ Coordinates with the Program Manager in the organization, compilation, and production of deliverables
- ✓ Serves as the point of contact for collecting, monitoring, and reporting of metrics and performance measures throughout the contract
- ✓ Coordinates with the Program Manager and the COTR in the completion of special tasking
- ✓ Serves as onsite contact with subcontractor employees and provides liaison with subcontract contract monitor
- ✓ Devises and plans research projects as required by the Program Manager and the COTR
- ✓ Coordinates with all team leaders in the preparation and delivery of scheduled reports
- ✓ Monitors metrics and statistics on the Web-based Tracking Site to ensure timeliness
- ✓ Reviews reporting mechanisms and implements new processes and procedures
- ✓ Coordinates with the Program Manager and the COTR in completing special reports and investigations, pilot programs and other special services
- ✓ Provides direct supervision over Wallops Technical Branch staff
- ✓ Assists in the implementation of all project-related training associated with the Safety and Health, and Quality Assurance Plans
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and five years of professional related experience above the minimum requirements below

Experience

- ✓ Minimum of six years of progressively responsible experience in a scientific or technical library or information center
- ✓ Minimum of three years (concurrent) experience supervising professional and support staff in a scientific and/or technical library.

Specific Requirements/Licensing

CONTRACT NO: NNG07AZ07C
ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Administrative and technical review responsibilities for library support to include specific duties assigned in the Quality Assurance Plan
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to identify and resolve problems

Position Title: Principal Consultant

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Principal Consultant will assist with the direction and oversight of the marketing and promotion of the library products and services. The Principal Consultant will direct the efforts of marketing and will work with the Program Manager and COTR to develop strategies to attain the library's objectives.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in marketing, business or related field

Experience

- ✓ Minimum of fifteen years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Business Process Re-engineering Specialist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Business Process Re-engineering Specialist will document and analyze production, distribution, cost analysis, and/or a variety of other activities across the project or contract. The Senior Business Process Re-engineering Specialist will use this information to identify opportunities for enhanced operational efficiency through close coordination with all levels of the client and project teams. This position will be responsible for tracking all program functions, output requirements, input data acquisitions and business processes and workflow.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, organizational development, information management, or related field

Experience

- ✓ Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Budget Analyst

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Budget Analyst will provide guidance and oversight for project or contract-level financial management activities ensuring the appropriate managers have access to financial information that is accurate, complete, consistent, relevant, timely and comprehensible. The Budget Analyst will respond to inquiries concerning revisions to existing or new financial/budget developments and recommend modifications as required. Responsibilities also include assisting financial managers and decision makers in planning and evaluation; identification of opportunities for reducing costs and improving performance.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, finance, accounting, or related field

Experience

- ✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Project Control Specialist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Project Control Specialist will track and manage all aspects of a project's cost and schedule control activities. The Project Control Specialist will perform analyses and prepare relevant reports in order to ensure that activities are performed within negotiated parameters and government cost-control guidelines. This specialist will keep detailed records of program expenditures and track any resulting variances. Contractual changes are incorporated into control systems to ensure data integrity and accuracy. The specialist will also prepare project reports upon request.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, project management, accounting, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience
- ✓ Minimum two years of experience with project tracking software

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Quality Assurance Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Quality Assurance Manager will oversee all quality assurance/ quality control activities on a short-term or long-term project on the contract. The Quality Assurance Manager will monitor production statistics and will develop and implement testing procedures for client products and systems. Will also manage the quality assurance staff reporting to the project and will develop, establish, and enforce quality assurance standards and measures for information technology services, where appropriate.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years of applicable experience
- ✓ Minimum one year of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Technical Writer/Editor

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Technical Writer/Editor will develop written information about the project's computing systems that aid in their development, use, and support. Outputs will include a range of documents to be read by both technical and non-technical personnel across all departments. This position may supervise more junior level writers or editors on the project.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in English, computer science, information management, or related field

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Technical Writer/Editor

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Technical Writer/Editor will work closely with all levels of the project to write/re-write, edit and produce technical material. This material may be original text based on technical data provided by the project team, or may be previously-produced material requiring a wide range of editorial and substantive revision.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in English, business, or related field

Experience

- ✓ Minimum of two years of applicable experience
- ✓ Minimum of one year desktop publishing software experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Training Specialist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Training Specialist will plan, organize, and implement a wide range of training activities for all project stakeholders for both technical and non-technical subject matter. The Training Specialist will conduct training workshops or may create online training modules. Will also identify and assess the training needs through meetings with managers and supervisors and conducting surveys; and evaluate training effectiveness and be prepared with alternative ideas if they are not seeing the necessary improvement.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in education, business, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience
- ✓ Minimum of two years of instructional design experience.

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Research Director

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Research Director will coordinate all special research interests on the project and perform full-scale information searches of both electronic and hard-copy material using traditional and Web resources. The Research Director will package textual, graphic and tabular materials for presentations and reports and other material. Will direct the research of other staff on the team and represent the research interests on the contract or resulting project.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, science, or information management, or related field

Experience

- ✓ Minimum of five years of applicable experience directing research, research methods or subject matter expertise

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Research Assistant

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Research Assistant will work in support of special research interests on the project and will perform full-scale information searches of both electronic and hard-copy material using traditional and Web resources. The Research Assistant will prepare textual, graphic and tabular materials for presentations and reports, and will work in collaboration with other team members.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, science, or information management, or related field

Experience

- ✓ Minimum of two years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Scanning Technician

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: The Scanning Technician position is responsible for operating digital image scanning equipment to capture images of large collections of source documents. The Scanning Technician extracts and/or interprets bibliographic or subjective information from source documents into standardized database fields.

Detailed Duties

- ✓ Accepts and organizes scanning from various library staff members
- ✓ Sorts all documents to be scanned
- ✓ Prepares each document for scanning, i.e. placing document separator sheets in multi page stacks
- ✓ Provides minor maintenance of scanner to ensure optimal output and tracks major maintenance provided
- ✓ Scans proper image of documents
- ✓ Identifies different document types and requirements
- ✓ Provides proper indexing of all document types for later retrieval
- ✓ Re-scans bad images
- ✓ Conducts quality assurance on scanned documents
- ✓ Verifies image quality and index information
- ✓ Uses good judgment in deciding which errors to correct and which errors are sent back to originator
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year scanning experience
- ✓ Minimum of one year office or library experience

Specific Requirements/Licensing

- ✓ Demonstrated quick and accurate data entry skills
- ✓ Proven ability to pay attention to detail
- ✓ Proven ability to research and problem solve
- ✓ Proven good organizational skills
- ✓ Proven ability to communicate effectively

Position Title: Administrative Assistant

SUPERVISOR: Program Manager

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: The Administrative Assistant will provide administrative and clerical support to the Program Manager, Deputy Program Manager and library staff.

Detailed Duties

- ✓ Participates in continuous process improvement by making recommendations for better ways to perform functions
- ✓ Performs all the general office requirements necessary to support library administration activities
- ✓ Assists library staff with reports, graphics, and manual production duties
- ✓ Supports employee orientation, awareness, and training activities that involve safety and health, and quality control topics
- ✓ Responsible for telephone system
- ✓ Provides other necessary contract administrative support functions, including development of schedules, meetings and agendas, travel arrangements, and other duties as may be required
- ✓ Maintains list of necessary general office supplies and orders on regular basis

QUALIFICATIONS:

Education

- ✓ High School diploma or GED

Experience

- ✓ Minimum two years experience as an administrative assistant or secretary
- ✓ Experience in working with numbers and figures and charts in reports
- ✓ Experience in Windows environment using Microsoft Office Suite
- ✓ Experience in using Excel or other spreadsheets
- ✓ Experience with tools such as Visio and Gant charts a plus
- ✓ Experience with MS Access or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ General knowledge of office procedures and filing systems, as well as purchasing of supplies
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

Position Title: Word Processor I

SUPERVISOR: Program Manager

CLASSIFICATION: Non- Exempt

RESPONSIBILITIES: This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Some office experience preferred

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

Position Title: Word Processor II

SUPERVISOR: Program Manager

CLASSIFICATION: Non- Exempt

RESPONSIBILITIES: This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as editing and reformatting written or electronic drafts (i.e., correcting function codes, adjusting spacing formatting and standardizing heading, margins, and indentations); and transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of two years of administrative or clerical experience

Specific Requirements/Licensing

- ✓ Familiarity with office terminology and practices
- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Ability to correct copy and resolve issues with documents concerning missing information, improper formatting or discrepancies in instructions
- ✓ Ability to meet assigned deadlines
- ✓ Ability to perform work with general instructions
- ✓ Good organizational skills

Position Title: Word Processor III

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: This position requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents (i.e., complex and lengthy technical reports which include tables, graphs, charts, or multiple columns). Will use either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field is preferred; or
- ✓ Equivalent education and relevant experience combined above minimum requirements below

Experience

- ✓ Minimum of four years of administrative or clerical experience

Specific Requirements/Licensing

- ✓ Ability to multi-task and meet assigned deadlines
- ✓ Ability to perform work independently under minimal supervision or as a team on special projects
- ✓ Ability to communicate effectively both orally and in writing
- ✓ Good organizational skills

Position Title: Warehouse Clerk

SUPERVISOR: Program Manager

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: The Warehouse Clerk position is responsible for a variety of warehouse responsibilities to include shipping and receiving materials, supplies and equipment.

Detailed Duties

- ✓ Performs tasks associated with shipping and receiving materials, supplies and equipment
- ✓ Verifies materials against receiving documents
- ✓ Verifies orders are accurately filled and properly packaged
- ✓ Prepares records, manifests and bills of lading
- ✓ Notates and reports discrepancies and obvious damages
- ✓ Stores materials and supplies within warehouse
- ✓ Organizes and maintains organized shelves
- ✓ Maintains accurate count of inventory
- ✓ Examines stored materials and reports deterioration and damage
- ✓ Performs all warehouse related functions
- ✓ May operate hand or power trucks in performing warehousing duties
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year of warehouse experience to include experience with inventory and shipping

Specific Requirements/Licensing

- ✓ Proven ability to take direction and follow-through with task
- ✓ Proven ability to work under minimal supervision

Position Title: Knowledge Management Team Leader

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a knowledge management professional position with responsibility for identifying and communicating these principles to the library team at large, while implementing and sustaining knowledge management activities in support of the Chief Knowledge Management Officer.

Detailed Duties

- ✓ Works with the Project Manager in support of Library objectives
- ✓ Ensures all deliverables are on-time and compliant
- ✓ Oversees special Knowledge Management projects and tasks
- ✓ Provides leadership to the Knowledge Management Team
- ✓ Facilitates the implementation of interventions related to the organization's redesign of existing business processes
- ✓ Designs and implements a variety of interventions that will foster healthy organizational change in the work environment
- ✓ Maintains staffing of the Knowledge Management Team
- ✓ Provides oversight, integration, and coordination of the Knowledge Management Team, including assignment, monitoring of tasks, and overall performance evaluations
- ✓ Produces management reports on projects and activities

QUALIFICATIONS:

Education

- ✓ Masters Degree in business, education, or organizational psychology, with an emphasis on organizational development or change management

Experience

- ✓ Minimum of five years of increasingly responsible professional experience in managing change initiatives
- ✓ Minimum of three years experience in managing a unit which includes both professional and support staff
- ✓ Experience in conducting data collection, analysis, and research in support of identifying individual and organizational performance barriers
- ✓ Experience in minimizing or eliminating obstacles preventing the achievement of optimal performance
- ✓ Experience in administrative and technical review responsibilities

Specific Requirements/Licensing

- ✓ Proven ability to work effectively with management, employees, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

Position Title: Knowledge Management Analyst

SUPERVISOR: Knowledge Management Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This position will combine the knowledge of organizational development with research skills to provide the business case for new technologies or change initiatives.

Detailed Duties

- ✓ Supports the customer in identifying, quantifying, and documenting the costs and benefits of specific knowledge management initiatives
- ✓ Provides support to customer and Library staff by gathering information, displaying data, or documenting results related to management studies or organizational improvement efforts
- ✓ Works with the Program Manager, the Knowledge Management Team Lead, and the Library staff in support of Library objectives
- ✓ Performs basic research and statistical analysis as directed by the Customer, the Program Manager, or the Knowledge Management Team Lead
- ✓ Provides technical and administrative support in the development and documentation of studies, analyses, and reports
- ✓ Performs specialized research and technical writing tasks
- ✓ Studies and analyzes current advances in program practices and documentation and uses this information to formulate, implement, document, and evaluate processes, practice, systems, programs, or technology

QUALIFICATIONS:

Education

- ✓ Masters degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree with three years of applicable experience above the minimum requirements below

Experience

- ✓ Experience with organizational research and various statistical models
- ✓ Experience with documenting research, studies, and analyses

Specific Requirements/Licensing

- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

**Position Title: Senior Librarian/Information Professional
(Team Leader)**

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: This position will manage a task area within the library. The Senior Librarian/Information Professional will be responsible for supervision of staff, acquisition, cataloging of library materials including print, non-print, and electronic media, and providing reference services. May provide bibliographic verification of requests and conduct literature and electronic searches on technical subjects.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of five years of progressively responsible experience in a scientific or research library
- ✓ Minimum of three years supervisory experience, including both professional and nonprofessional library functions

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Electronic Library & Digital Preservation Team Leader

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: This team leader position will have overall responsibility for the technology and systems used in support of the Goddard and Wallops Libraries and for leadership of the Electronic Library & Digital Preservation (ELDP) Team. As part of the integrated LA Team, the ELDP team leader will interact with the Program Manager and all team leaders. The ELDP team leader will be an integral part of the overall management organization and must have knowledge of systems, services, budget considerations, strategic planning, and personnel management.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to electronic library & digital preservation
- ✓ Integrates all of the technical resources required to maintain state-of-the-art systems and services within an environment of rapidly evolving technology
- ✓ Serves as part of the strategic planning team to analyze and present future technologies and systems as they relate to library functions
- ✓ Responsible for the maintenance, upgrade, enhancement, administration, and performance monitoring of the entire electronic infrastructure within the library including the integrated library system, database integrity, LAN administration, wide area communications interfaces, and intranet/internet services in support of the Goddard Digital Library
- ✓ Optimally focuses the diverse skills and experience of the core technical team, utilizes specialized technical skills of other members of the larger Goddard Library Team, and acquires specialized assistance from other sources when necessary
- ✓ Provides for maintenance of all hardware, software, and network facilities for the Goddard Digital Library
- ✓ Maintains Sirsi/Dynix integrated library system including upgrading, customizing, import/export of data, performance monitoring and systems backup
- ✓ Manages all telecommunications issues, including interfacing with GSFC telecommunications personnel and committees
- ✓ Coordinates and supervises the Electronic Library & Digital Preservation Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Coordinates the external telecommunications connections with the communications network environment for Internet, OCLC, NASA GALAXIE, and commercial database services
- ✓ Provides technical support at both Goddard and Wallops Libraries
- ✓ Monitors system performance
- ✓ Develops and maintains backup and disaster recovery plans
- ✓ Supervises Network Administrator in the areas of preventive and remedial maintenance for all electronic systems hardware and software applications.
- ✓ Ensures the total integration of all GDL modules and information resources

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Works with the members of the Goddard Library Team in developing functional requirements for new systems and applications
- ✓ Develops system design specifications to satisfy requirements and communicates the design to the Electronic Library & Digital Preservation Team
- ✓ Supervises implementation and installation activities
- ✓ Facilitates ongoing communications among the functional library team and the systems team
- ✓ Develops Standard Operating Procedures for the Electronic Library & Digital Preservation Team
- ✓ Develops budget recommendations for equipment and systems to support evolving technology
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Produces management reports on system workloads and operations
- ✓ Maintains statistics and performance measures to ensure contractual compliance and to help the team meet/exceed performance objectives

QUALIFICATIONS:

Education

- ✓ Masters Degree in business, computer science, library or information science; or
- ✓ Bachelors Degree and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of five years of increasingly responsible professional experience in managing complex information management systems, two years of which must have been in a science or research and development environment
- ✓ Minimum of three years experience in managing a unit which includes both professional and support staff in a networked systems environment
- ✓ Experience in managing and troubleshooting local and wide-area networks involving extensive use of TCP/IP
- ✓ Experience must be in a heterogeneous networked environment involving interconnection of UNIX-based servers and Intel-based PCs, and Macintosh clients
- ✓ Experience in administrative and technical review responsibilities for a technology and systems staff with activity as extensive and complex as that at the Goddard Library and involving individuals with skills in UNIX (preferably Sun/Solaris), MS Windows, and Macintosh operating systems

Specific Requirements/Licensing

- ✓ TCP/IP and Internet protocol knowledge and experience are required
- ✓ Proven ability to work effectively with management, other staff members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

Position Title: Access Services & Information Navigation Team Leader

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: This team leader will oversee operations of both Access Services and Information Navigation Services, both integral parts of user services at the Goddard Space Flight Center. The Access Services/Information Navigation Team Leader will also act as an immediate technical resource for the Wallops Library. This position provides day-to-day supervision of the GSFC circulation, access services, and the reference desk, outreach, current awareness, and educational aspects of the library. The Access Services/Information Navigation Team Leader provides an interface with customers in navigating the world of information available to them through the GSFC resources. In addition, the Access Services/Information Navigation Team Leader assures that the library physical environment is well organized, functional, attractive, and responsive to user requests and needs. As part of the integrated LA Team, the Access Services/Information Navigation Team Leader will interact with the Program Manager, all team leads, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to access and navigation services
- ✓ Responsible for oversight of all user services activities, the compiling and entering of metrics data, and departmental representation in oral and written reporting
- ✓ Provides input to marketing plans and strategies, and new product development ideas
- ✓ Interfaces with the Electronic Library & Digital Preservation Team to develop Web processes and electronic access to information
- ✓ Serves as an integral part of the Strategic Planning Team, continuously developing new ideas, concepts, and methodologies of benefit to the library
- ✓ Performs metrics and reporting functions and ensures coordination and timeliness in delivering reports and provide expertise for special tasking
- ✓ Prepares Standard Operating Procedures for the Access Services/Information Navigation Team
- ✓ Provides expert reference and research services to the COTR upon request
- ✓ Ensures that users are provided with access to and instruction in obtaining the information they need in the best format and in a timely manner
- ✓ Coordinates and supervises the Access Services/Information Navigation Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Ensures coverage of the user services area of the library during all hours GSFC Library is open
- ✓ Provides outreach and educational activities to attract and serve users
- ✓ Develops current awareness materials designed to promote the library and its activities
- ✓ Works with the Program Manager to develop educational events and presentations to benefit GSFC personnel and promote library services
- ✓ Ensures the prompt discharge and re-shelving or re-filing of all Library materials and all other collection maintenance activities, including shifting, inventory control, locations updating in the Sirsi/Dynix library system
- ✓ Provides timely production and distribution of overdue notices, hold and reserve notifications; the creation, update and maintenance of the patron records and Sirsi/Dynix circulation table values; the prompt reply and fulfillment of InterLibrary Loan (ILL) borrowing and loaning requests

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- ✓ Responsible for continuous support at the user contact desks; the selective dissemination of news items and the timely display of new materials; the prompt posting, claiming, ordering and binding of serial literature; the prompt receiving, processing, and distribution of mail
- ✓ Ensures continuous operation of photocopiers and other library machines; the efficient and complete attention to patron informational needs and the referral to the government of those that require extensive research; the coordination of outreach activities
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections
- ✓ Produces management reports as required to meet contractual obligations
- ✓ Maintains statistics and performance measures to ensure contractual compliance and to help the team meet/exceed performance objectives
- ✓ Supervises the compiling and data entry of statistics on all team activities, including circulation, ILL, serials control, informational requests, and produces reports on the teams accomplishments

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of experience in providing in-depth research and reference services in science, technology, business in an operations section of a library with automated circulation functions and electronic information resources
- ✓ Minimum of five years concurrent experience managing an Access Team that includes professional and nonprofessional staff

Specific Requirements/Licensing

- ✓ Direct experience in searching a wide variety of scientific and technical online databases
- ✓ Knowledge of copyright issues/laws as they impact library materials
- ✓ Familiarity with science, engineering and mathematics print and electronic reference resources
- ✓ Proven ability to communicate effectively both orally and in writing
- ✓ Proven knowledge of customer satisfaction principles

Position Title: Collection Building Team Leader

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Collection Building Team Leader position provides leadership, direction, and day-to-day oversight of the Collection Team and has principal responsibility for building the library's print and non-print collection, maintaining a philosophy of providing timely provision of library resources. The Collection Building Team Leader will ensure coordination and efficiency in the acquisitions, cataloging/metadata creation, and importing of bibliography data. The Collection Building Team Leader will perform metrics and reporting functions and ensure coordination and timeliness in delivering reports and provide expertise for special tasking. As part of the integrated LA Team the Collection Building Team Leader will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Serves as the principal liaison with the Program Manager for project progress and problem resolution pertaining to the library's collection
- ✓ Responsible for oversight of all Collection Building activities, the compiling and entering of metrics data, and departmental representation in oral and written reporting
- ✓ Coordinates with the Program Manager in the organization, compilation and production of deliverables
- ✓ Coordinates with the Program Manager and the COTR in the completion of special tasking
- ✓ Maintains primary responsibility for library collection building functions, including identification of material for acquisition, acquisition of materials, cataloging, and serials control
- ✓ Responsible for all ordering and receiving of materials, including funds obligation and tracking; cataloging/metadata creation, data import, material processing, and the collection's database maintenance
- ✓ Coordinates with the Serials Technician in ordering and renewing serial subscriptions
- ✓ Coordinates with all team leads in the preparation and delivery of scheduled reports, and the Access Services, Information Navigation and Electronic Library & Digital Preservation deliverables
- ✓ Coordinates with the Program Manager and the COTR in completing special reports and investigations, pilot programs and other special services
- ✓ Plans, directs, carries out, reports on, and evaluates success of programs to build the library collection through both traditional (purchasing books or other materials) and new (Internet, strategic liaisons with other institutions, etc.) methods
- ✓ Maintains knowledge of jobbers and vendors and interacts with them regularly to ensure cost efficient services for the library
- ✓ Maintains acquisitions records and audit trail for acquisition actions and provides Program Manager with reports as required
- ✓ Coordinates and supervises the Collection Building Team, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Supervises the compiling and data entry of statistics on all team activities, including cataloging and acquisitions, and produces reports on the team's accomplishments
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections
- ✓ Produces management reports as required
- ✓ Maintains statistics and performance measures to ensure the team meets/exceeds performance objectives

QUALIFICATIONS:

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Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of three years of progressively responsible experience in a scientific or technical library or information center with automated acquisition, cataloging, and serials control functions
- ✓ Minimum of two years of experience directing collection development, acquisition, cataloging, and processing functions
- ✓ Minimum of three years experience managing collection building teams comprised of both professional and support staff

Specific Requirements/Licensing

- ✓ Experience in managing large acquisitions budgets
- ✓ Experience evaluating, selecting, and cataloging non-print library materials
- ✓ Experience in using OCLC, ILS, Internet services, CD-ROMs, and other pertinent electronic media
- ✓ Direct purchasing experience in building a science library collection, including interacting with and utilizing jobber
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to identify and resolve problems

Position Title: Wallops Site Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: This professional library position manages day-to-day supervisory and technical responsibilities for the Wallops Flight Center Library ensuring appropriate library services are available for customers. The Wallops Site Manager position is required to ensure that regular library hours are maintained, shelf maintenance is performed and circulation services are provided. In addition, the Site Manager acts as a reference librarian providing reference services in the engineering, scientific and earth sciences disciplines. The Site Manager will perform metrics and reporting functions and ensure coordination and timeliness in delivering reports and provide expertise for special tasking.

Detailed Duties

- ✓ Ensures that all library users at the Wallops Flight Center Library are provided with optimal services as agreed to under the terms of the contract
- ✓ Responsible for the daily operations and personnel supervision at the Wallops facility
- ✓ Performs as the Reference Librarian assisting users in research through the identification and retrieval of materials including: print collections, geological surveys, maps, on-line databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Assists the Program Manager in leveraging corporate resources in the best interests of the site library as well as all of GSFC
- ✓ Oversees all library functions, including user and technical services
- ✓ Coordinates and supervises the Wallops Library staff, including assignment and monitoring of tasks and overall performance evaluations in compliance with the Quality Assurance Plan
- ✓ Maintains Wallops Library staff awareness of safety, occupational health, and environmental concerns
- ✓ Conducts in-depth literature searches using a variety of reference materials, including print sources, online databases, and Internet resources
- ✓ Resolves problems and works closely with the Electronic Library & Digital Preservation Leader to ensure services for users
- ✓ Analyzes user requirements and makes recommendations for improvements for required processes and products
- ✓ Responds to engineering, scientific and earth science queries.
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts outreach activities to make research material more accessible to users
- ✓ Maintains current awareness about new products and sources of relevance to the Wallops mission
- ✓ Makes acquisition suggestions regarding scientific materials or services of special interest to Wallops users
- ✓ Performs instructional and training activities
- ✓ Interfaces with all Goddard Library Team Leaders for additional reference support, electronic library support and technical services functions required to operate the Wallops facility
- ✓ Collects, monitors, and tracks metrics and statistics for this site, and provides that information to the project management office
- ✓ Prepares standard operating procedures for the site
- ✓ Researches and writes Library monthly narrative and statistical reports
- ✓ Maintains statistics and other administrative information requested by the Program Manager and required by the contract and prepares reports as appropriate

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- ✓ Interacts with all team leaders to meet all contract requirements and to ensure all user services are implemented
- ✓ Reviews budgets and expenditures to assure compliance with established cost controls
- ✓ Provides input to budget and expenditure projections

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in science, mathematics, or engineering and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of three years of progressively responsible duties in a scientific or research library
- ✓ Minimum of three years supervisory experience, including both professional and nonprofessional library functions
- ✓ Knowledge of integrated library services and technology, including OCLC, CD-ROM, Internet services, and the Internet
- ✓ Experience in conducting literature searches in scientific and technical databases
- ✓ Experience in providing reference services in a variety of media, both print and non-print resources
- ✓ Experience working in a branch or remote library environment

Specific Requirements/Licensing

- ✓ Proven ability to work independently
- ✓ Proven ability to communicate effectively orally and in writing
- ✓ Proven ability to analyze problems and implement resolution methodologies

Position Title: Librarian/Information Professional

SUPERVISOR: Various Team Leaders

CLASSIFICATION: Exempt

RESPONSIBILITIES: This position may assist in maintaining books and publications; searching catalog files and shelves, selecting reference works and periodicals as requested by the user. The Librarian may assist in classifying and cataloging new acquisitions, and may arrange interlibrary loans. The Librarian will serve as primary contact on requests for both technical and non-technical information within and outside the library. This position will also perform specialized online information searches.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years of experience in cataloging and classification, online information searches, public service, and/or interlibrary loans

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Acquisitions Librarian

SUPERVISOR: Collection Building Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Acquisitions Librarian has responsibility for reviewing and evaluating resources for library acquisitions or access in all forms and will be involved in renewing licenses and developing best practices for consortial acquisition purchases.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ With prior approval, responsible for acquiring library materials using a variety of resources and services
- ✓ Responsible for reviewing vendors and sources to ensure that library funds are being maximized
- ✓ Establishes standing orders and deposit account orders; prepare license agreements for electronic information resources
- ✓ Maintains a system of accounts for acquisitions to meet government standards and requirements
- ✓ Oversees all acquisition orders, receipts, and claiming processes using prescribed programs and the GDL system
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ May be responsible for supervising an Acquisitions Library Technician or Assistant
- ✓ Performs quality control on cataloging data input by support staff

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years of experience in library acquisitions, recommendations, and selections
- ✓ Minimum of two years of experience (concurrent) in maintaining automated processing information files
- ✓ Minimum two years experience (concurrent) using Internet tools and other electronic resources to acquire materials
- ✓ Experience in virtual collection development
- ✓ Experience managing junior personnel

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in developing acquisition resources
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

Position Title: Cataloging Librarian

SUPERVISOR: Collection Building Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Cataloging Librarian has responsibility for the bibliographic integrity of the library catalog resources by assuring accuracy and timeliness in cataloging/metadata creation, importing of bibliographic data, and database maintenance.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ Responsible for the quality assurance of all metadata, creation of original cataloging records, oversight of copy cataloging of records, and maintenance of the bibliographic database
- ✓ Produces cataloging records for all library resources using best library standards and best library practices
- ✓ Responsible for all cataloging/metadata creation, importing of bibliographic data, and database maintenance using the Sirsi/Dynix system for inclusion in the NASA union catalog
- ✓ Creates all original cataloging records and quality checks all copy cataloging; performs authority control activities and updates the bibliographic database as needed
- ✓ Selects and adds appropriate NASA subject thesaurus terms to the bibliographic record
- ✓ Updates and corrects cataloging records or fields in records when errors are identified
- ✓ Maintains up-to-date shelf lists and other authority files
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Instructs library staff and users on cataloging matters and answers technical questions
- ✓ Participates in bibliographic committee responsibilities
- ✓ Remains current on new rules and methods for multiple media cataloging
- ✓ Performs quality control on cataloging data input by support staff
- ✓ Technical responsibility for bibliographic control of complete spectrum of computerized book and journal catalogs
- ✓ Supervises the Cataloging Technician

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years experience in cataloging and classification of scientific material, using AACR2 and Library of Congress classifications
- ✓ Minimum of two years of experience (concurrent) in a scientific and technical library or information center, cataloging science and engineering materials
- ✓ Minimum two years experience (concurrent) utilizing OCLC plus substantive original cataloging to MARC II, AACR2 requirements
- ✓ Minimum of one year of experience technically directing and revising work of junior paraprofessional catalogers

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Experience in entering data for the production of online catalogs and computerized products, and in using machine-readable diagnostics and machine-readable authority files

Specific Requirements/Licensing

- ✓ Proven ability to use input materials into cataloging databases
- ✓ General knowledge of quality control and value-added principles desirable
- ✓ Proven ability to work in a team setting with peers and support staff as well as independently

Position Title: Digital Archivist

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Digital Archivist will apply traditional and digital archival principles to the collection, preservation, and presentation of digital materials.

Detailed Duties

- ✓ Archives digital images, documents, video, multimedia and other formats
- ✓ Checks metadata, formatting and file naming
- ✓ Organizes images on server and burns backup media (DVD)
- ✓ Administers and maintains database, coordinating data with other programs as required
- ✓ Communicates with other library staff members regarding availability and characteristics of images in archive
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Reformats and transfers images to other library staff members
- ✓ Maintains documentation of procedural history of the archive
- ✓ Scans archival documents
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Assists in updating the Library's website
- ✓ Maintains current awareness about new products and sources of relevant digitalization-related materials or information
- ✓ Makes recommendations about information content or organization on the Goddard's website

QUALIFICATIONS:

Education

- ✓ Masters Degree in library or information sciences from an ALA accredited university; or
- ✓ Bachelors Degree in information science or a related field and two years of professional experience above the minimum requirements below

Experience

- ✓ Minimum of two years of experience working with digital image archives or equivalent
- ✓ Working knowledge and understanding of digital image file parameters (bit depth, color profiles, resolution, compression, and image size)

Specific Requirements/Licensing

- ✓ Demonstrated ability with database management, including creating and organizing file structures
- ✓ Demonstrated knowledge of file formats, media migration, metadata and preservation flatbed scanning
- ✓ Proficient with Photoshop and similar software
- ✓ Demonstrated ability to scan archival paper documents including safe handling, target values for reproduction and color correction
- ✓ Demonstrated knowledge of best practices for maintaining a longer term digital image archive

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Demonstrated good organizational and communication skills
- ✓ Proven ability to work independently and in a team environment

Position Title: Earth/Space Sciences Librarian

SUPERVISOR: Access Services and Information Navigation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a subject specialist position in earth and space science reference work to assist users in research through the identification and retrieval of library materials using a variety of media, including print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries. The interdisciplinary nature of the earth sciences requires a reference librarian who is experienced in researching information pertaining to multiple disciplines such as: chemistry, physics, environmental and biological sciences, astronomy, space exploration, and geography.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's users
- ✓ Assists users in research through the identification and retrieval of physical and environmental sciences materials including: print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Develops materials and provides users with assistance and instruction in accessing and using library services and products
- ✓ Assists in updating the Library website
- ✓ Working with the Electronic Library & Digital Preservation Team, provides access to the electronic collection
- ✓ Responds to questions about and requests for materials relating to physical and environmental sciences in the library collection and suggests alternate sources of relevant materials
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts online database and Internet searches to locate and obtain relevant science/engineering-related materials
- ✓ Performs training and instructional activities
- ✓ Actively interfaces with GSFC engineering staff
- ✓ Maintains current awareness about new products and sources of relevant physical and environmental science-related materials or information
- ✓ Makes acquisition suggestions regarding physical and environmental sciences-related materials or services of special interest to users
- ✓ Makes recommendations about information content or organization on the Goddard website
- ✓ Conducts outreach activities to make earth sciences-related materials more accessible for users, including conducting Internet searches to find useful sites and publicizing them for the benefit of users
- ✓ Coordinates with government counterparts when information requests include extensive research
- ✓ Assists the Wallops Site Manager with complex reference requests

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Sciences from an ALA accredited university; or

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Bachelors Degree in a relevant science field and a minimum of one year of providing end user reference support above the minimum requirements below; or
- ✓ Bachelors Degree and a minimum of four years experience providing end user reference support in a science library above the minimum requirements below

Experience

- ✓ Minimum of two years of experience in searching online catalogs and databases, CD-ROM's, the Internet, and other media (as well as print resources and documents) to locate and retrieve scientific and technical documents, research results, and related materials
- ✓ Minimum of one year of professional experience assisting library users in the use of scientific/engineering materials
- ✓ Minimum of one year experience utilizing electronic information services to verify and locate library materials held and not held in the collection

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in providing research assistance
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

Position Title: Engineering Librarian

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a subject specialist position in engineering reference work to assist users in research through the identification and retrieval of library materials through a variety of media, including print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries. The Engineering Librarian position is required to ensure that the scientific and engineering references services are performed by an individual who is expert in the research and retrieval of scientific information such as mechanical and electrical engineering, mathematics, composites and materials, thus providing the client accurate and comprehensive reference material that meets all expectations.

Detailed Duties

- ✓ Provides general input and suggestions for improvement of processes and products for the benefit of the library's clientele
- ✓ Assists users in research through the identification and retrieval of physical and environmental sciences materials including: print collections, online databases, document delivery services, the Internet, and other online catalogs and libraries
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Develops materials and provides users with assistance and instruction in accessing and using library services and products
- ✓ Assists in updating the Library's website
- ✓ Working with the Electronic Library & Digital Preservation Team, provides access to the electronic collection.
- ✓ Responds to questions about science/engineering-related materials in the library collection and suggests alternate sources of relevant materials
- ✓ Assists users in formulating search strategies and in locating materials using all available sources and tools
- ✓ Conducts on-line database and Internet searches to locate and obtain relevant science/ engineering-related materials
- ✓ Performs training and instructional activities
- ✓ Actively interfaces with GSFC engineering staff
- ✓ Maintains current awareness about new products and sources of relevant science/engineering-related materials or information
- ✓ Makes acquisition suggestions regarding science/engineering-related materials or services of special interest to users
- ✓ Makes recommendations about information content or organization on the Goddard website
- ✓ Conducts activities to make science/engineering-related materials more accessible for users, including conducting Internet searches to find useful sites and publicizing them for the benefit of users
- ✓ Coordinates with government counterparts when information requests include extensive research

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Sciences from an ALA accredited university; or

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Bachelors Degree in a relevant science field and a minimum of one year of providing end user reference support above the minimum requirements below; or
- ✓ Bachelors Degree and a minimum of four years experience providing end user reference support in a science library above the minimum requirements below

Experience

- ✓ Minimum of two years of experience in searching online catalogs and databases, CD-ROM's, the Internet, and other media (as well as print resources and documents) to locate and retrieve scientific and technical documents, research results, and related materials
- ✓ Minimum of one year of professional experience assisting library users in the use of scientific/engineering materials
- ✓ Minimum of one year experience utilizing electronic information services to verify and locate library materials held and not held in the collection

Specific Requirements/Licensing

- ✓ Proven knowledge of the information-seeking behavior of scientists and engineers and experience in addressing those particular patterns in providing research assistance
- ✓ Proven knowledge of scientific and engineering journals, periodicals, catalogs, and standards
- ✓ Proven ability to work independently

Position Title: Reference Librarian

SUPERVISOR: Access Services & Information Navigation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Reference Librarian has responsibility for providing reference assistance, library instruction for print and electronic resources, collection development and the creation of bibliographies.

Detailed Duties

- ✓ Provides general services for the library's clientele using the library databases and other online resources
- ✓ Serves as reference specialist and liaison to patrons to promote library resources and deliver library services
- ✓ Provides online and face-to-face library and information literacy instruction for users
- ✓ Participates in collection development including the identification and evaluation of high-quality, relevant online databases and reliable resources on the internet
- ✓ Contributes to ongoing improvement of the library website
- ✓ Participates as a library team member to accomplish library goals and initiatives
- ✓ Develops metrics and reports
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university

Experience

- ✓ Minimum of three years experience in library reference services
- ✓ Minimum of two years (concurrent) experience in reference and collection development

Specific Requirements/Licensing

- ✓ Demonstrated experience with library resources, public service, and a commitment to continuous learning and the library profession
- ✓ Demonstrated ability to work well on collaborative projects, interest in emerging technologies and ongoing professional development
- ✓ Proven ability to input materials into cataloging databases
- ✓ General knowledge of quality control and value-added principles desirable
- ✓ Proven ability to work in a team setting with peers and support staff as well as independently

Position Title: Systems Librarian

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Systems Librarian is responsible for the management and functional enhancement of existing and emerging technologies as it applies to the Library and Center applications. The Systems Librarian's responsibilities also include the integration of the technical resources required to maintain state-of-the-art systems and services with an environment of rapidly evolving technology.

Detailed Duties

- ✓ Assists with the implementation and management of current integrated library systems
- ✓ Evaluates the Library computer systems, including the infrastructure and operating system of the integrated library system (Sirsi/Dynix)
- ✓ Investigates and integrates the use of advanced tools and emerging technologies for library programs
- ✓ Provides leadership and direction in the utilization of electronic tools such as: cataloging and circulation systems, HTML tools, Windows NT and Windows 2000, UNIX and various digital library tools
- ✓ Utilizes technology in the development of innovative projects and services for patrons
- ✓ Recommends changes for performance improvement
- ✓ Supports library applications with server platforms and UNIX
- ✓ Performs in compliance with Safety and Health and Quality Assurance Plans
- ✓ Assists in current awareness, outreach, and educational activities to provide users with an understanding of the GSFC Libraries mission and services
- ✓ Assists in updating the Library website

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library and Information Science from an ALA accredited university; or
- ✓ Bachelors Degree in a technical field and two years of library experience above the minimum requirements below

Experience

- ✓ Minimum of two years of experience with an integrated library system
- ✓ Working knowledge and understanding of network protocol, TCP/IP, Intranets, Internet/web applications in libraries, OCLC, digital formats, conversion alternatives, and metadata standards

Specific Requirements/Licensing

- ✓ Demonstrated analytical skills and the ability to work effectively under pressure
- ✓ Demonstrated ability to work well on collaborative projects
- ✓ Interest in emerging technologies and ongoing professional development
- ✓ Demonstrated good organizational, communication and problem-solving skills
- ✓ Demonstrated ability to work independently and in a team environment

Position Title: Library Technician (Cataloging)

SUPERVISOR: Cataloging Librarian

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: This position will be responsible for importing bibliographic data and performing copy cataloging of materials using MARC Record format, accepted standards and practices, and within the established guidelines of the NASA Library.

Detailed Duties

- ✓ Responsible for the cataloging of the Library's materials in compliance with project-related Quality Assurance Plan
- ✓ Assists in verification of bibliographic information, using standard library tools and online databases including OCLC, NTIS, and NASA Technical Report Services
- ✓ Performs copy cataloging for titles with existing records using MARC format and observing authority rules
- ✓ Verifies and updates bibliographic data with the item in hand
- ✓ Prepares displays, updates website and processes holds from previous displays
- ✓ Provides technical and administrative support for all phases of materials processing
- ✓ Maintains files and records to monitor progress and document operations
- ✓ Maintains bibliographic records in the Library's catalog, ensuring that the records are accurate and edits records as necessary to reflect changes in the Library's collection.

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum of one year experience using integrated library system modules for cataloging
- ✓ Experience in Windows environment using Microsoft Office tools, including Excel or other spreadsheets
- ✓ Experience utilizing Sisri/Dynix system cataloging module
- ✓ Experience with MS Access or DBASE III Plus or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ General knowledge of office procedures and filing systems, as well as purchasing of supplies
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

Position Title: Library Technician (Serials)

SUPERVISOR: Access Services & Information Navigation Team Leader

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: This individual will be responsible for serials control, tracking, check-in, and bindery services to ensure serials are properly accounted for and on the shelves as soon as possible. This technician will also be responsible for the offsite storage of journals.

Detailed Duties

- ✓ Manages the serials responsibilities of the Access Services function in compliance with project-related Quality Assurance Plan
- ✓ Maintains a serials control system, including journal check-in and bindery processing, tracks and verifies volumes returned from the bindery, processes theft-detection strips and bar-codes, receipts, bindery status and article delivery services
- ✓ Acquires bindery services and manages the process under the direction of the Team Lead
- ✓ Receives, processes, and stores electronic journal issues according to the Library's established retention policy for each title
- ✓ Provides journal articles on demand to library user's desktops, via photocopies, ILL, or commercial delivery services
- ✓ Assists the team lead in the processing and managing of the off-site journal backfiles
- ✓ Shifts and shelves book and journal collection

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience working in a library setting working with serials
- ✓ Minimum two years (concurrent) experience using an integrated library system
- ✓ Experience in working with electronic dissemination of information
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills

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ATTACHMENT D – IDIQ RATES MATRIX

✓ Proven grammatical skills, both written and oral

Position Title: Library Technician (Information Navigation)

SUPERVISOR: Access Services and Information Navigation Team Leader

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: This position will be responsible for customer assistance, outreach, education services, and other user-related services including circulation, under the supervision of the professional librarians.

Detailed Duties

- ✓ Provides ready reference services, circulation and collection maintenance activities, including mail, shelving, patron records and other duties as assigned in compliance with project-related Quality Assurance Plan and NASA IT Security requirements
- ✓ Answers ready reference requests under the direction of the Librarians
- ✓ Assists users with the operation of information retrieval, reproduction, and document viewing equipment
- ✓ Provides responsive assistance with searching standard reference tools
- ✓ Assists with development of current awareness, outreach, and educational materials
- ✓ Performs circulation, collection maintenance, and other access and navigation activities
- ✓ Selectively disseminates news items
- ✓ Assures timely display of new materials
- ✓ Creates, updates, and maintains user records in the Sirsi/Dynix system

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience assisting customers in a library setting
- ✓ Experience in using an integrated library system
- ✓ Experience in developing materials, preferably in a promotional setting
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with MS Access or DBASE III Plus or other similar databases desirable
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ Proven ability to take direction and work well with varied management personnel
- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

Position Title: Library Technician (InterLibrary Loan)

SUPERVISOR: Access Services and Information Navigation Team Leader

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: This position will be the primary responsible person for performing InterLibrary Loan (ILL) borrowing and lending, maintaining ILL records, and tracking loan transactions.

Detailed Duties

- ✓ Provides a variety of access and navigation support services in compliance with project-related Quality Assurance Plan
- ✓ Monitors operations for unsafe, unhealthful, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan
- ✓ Primarily responsible for borrowing and lending of library materials through interlibrary loan using ILLiad and OCLC
- ✓ Follows up on outstanding requests and tracks to ensure users are provided with required information
- ✓ When material may not be available through regular interlibrary loan processes, researches additional methods for finding and obtaining the desired material
- ✓ Assists in the development of outreach and educational materials and other navigation activities upon request
- ✓ Provides monthly statistics for interlibrary loans
- ✓ Shelves journals and books
- ✓ Monitors information desk assisting patrons with checkouts, renewals, returns and general reference questions
- ✓ Transfers and edits colloquia videotapes into digital format in order to enable internet access and assists with live web casts of colloquia
- ✓ Assists with library events and activities including open house and ILLiad user group meetings

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum two years experience in a library setting assisting users with requests for information
- ✓ Experience in using integrated library systems
- ✓ Experience in Windows environment using Microsoft Office tools
- ✓ Experience with interacting with high level and senior management personnel to set up meetings, develop agendas, and/or arrange schedules a plus
- ✓ Experience with interlibrary loan procedures is preferred

Specific Requirements/Licensing

- ✓ Knowledge of copyright rules and regulations
- ✓ General knowledge of library processes and procedures
- ✓ Proven ability to take direction and work well with varied management personnel

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Proven positive telephone skills
- ✓ Proven organizational skills
- ✓ Proven grammatical skills, both written and oral

Position Title: Library Technician (Wallops)

SUPERVISOR: Wallops Site Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: This Library Technician position will be necessary to assist with staffing, coverage of opening hours, and performance of a wide variety of library responsibilities.

Detailed Duties

- ✓ Collection Building
 - Assists in verification of bibliographic information, using standard library tools and online databases including OCLC
 - Prepares cataloging data online following MARC format and observing authority file rules
 - Generates project files and lists from computer databases
 - Orders all types of library materials, following up and resolving resulting problems
- ✓ Interlibrary Loan
 - Executes interlibrary loan requests using large library networks
 - Provides assistance in the use of bibliographic tools
- ✓ Access Services
- ✓ Serials Tracking
- ✓ Monitors all incoming journal material and shelve material
- ✓ Updates and maintains claim summary list, extracts data from check in system and retrieves missing issues from publishers
- ✓ Provides monthly statistics
- ✓ Participates in all library activities, services, and functions in compliance with project-related Quality Assurance Plan
- ✓ Monitors operations for unsafe, unhealthful, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Associates Degree in related field and two years experience above minimum requirements below; or
- ✓ Equivalent education and relevant library experience combined above the minimum requirements below

Experience

- ✓ Minimum three years experience working in a research library using automated tools
- ✓ Minimum one year experience using integrated library systems

Specific Requirements/Licensing

- ✓ Proven ability to work in a team setting and take instructions from multiple staff

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Proven ability to anticipate questions from users and respond appropriately
- ✓ Proven ability to work with minimal supervision

Position Title: Library Assistant

SUPERVISOR: Various Team Leaders

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: This position is designed to assist the professional staff in the performance of library functions in which the processing of incoming and outgoing library materials is performed including acquisitions, collections and Wallops Site activities.

Detailed Duties

Under professional guidance and supervision and following library manual procedures, Library Assistants perform the following duties:

Wallops Flight Center

- ✓ Provide users with assistance under supervision of librarian
- ✓ Perform routine duties involving collection maintenance, information navigation, and access services at the remote location

Collection Building

- ✓ Verify and process all types of library materials
- ✓ Utilize standard library tools, including RECON and OCLC
- ✓ Perform routine searching in online files for both acquisition and cataloging purposes

Access Services

- ✓ Executes online circulation and interlibrary loan functions and procedures
 - ✓ Maintains mailing lists and processes and disseminates correspondence and reports
 - ✓ Collates, binds, and delivers materials
 - ✓ Retrieves and re-shelves materials and conducts shelf readings
 - ✓ Maintains display areas
 - ✓ Checks in and routes journals and periodicals
 - ✓ Assists with maintenance of all equipment to include cleaning, restocking, supplying, and minor troubleshooting
 - ✓ Distributes mail
-
- ✓ Performs work in compliance with Safety and Health and Quality Assurance Plans

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Technical Experience

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Minimum of one year library experience
- ✓ Experience using a variety of automated library functions

Specific Requirements/Licensing

- ✓ Familiarity with routine online searching for acquisitions and cataloging as well as processing and bar-coding
- ✓ Familiarity with some functions associated with interlibrary loans, acquisitions and circulation
- ✓ Proven knowledge of general office procedures, particularly in production and disseminating of materials
- ✓ Proven computer literacy and ability to learn computer programs quickly
- ✓ Proven attention to detail and ability to follow process flow

Position Title: Library Clerk

SUPERVISOR: Access Services and Information Navigation Team Leader

CLASSIFICATION: Non-exempt

RESPONSIBILITIES: The Library Clerk position is designed to assist the library staff in the routine day-to-day library functions to ensure the library environment is well organized, functional, and attractive.

Detailed Duties

- ✓ Sorts and shelves books, periodicals and other materials in an efficient and accurate manner
- ✓ Verifies accuracy of books shelved including shelving order
- ✓ Operates office machines, including the copier
- ✓ Accesses and enters limited routine information in database under the direction of senior library staff
- ✓ Performs routine clerical duties
- ✓ Provides assistance to patrons as required
- ✓ Provides assistance on special projects as assigned
- ✓ Distributes mail

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Some office or library experience preferred

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good customer service skills
- ✓ Good organizational skills

Position Title: IT Project Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The IT Project Manager will ensure the streamlined operation of the IT Department in alignment with the business objectives on the contract to include planning, coordinating, directing, and designing IT-related activities, as well as provide administrative direction and support for daily operational activities of the IT department. The IT Manager will also work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. Will also define and implement IT policies, procedures, and best practices and oversee all technical personnel reporting to the project.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in business, computer science, information management, or related field; or
- ✓ Bachelors Degree in business, computer science, information management, or related field and four years of technical experience above the minimum requirements below

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum of two years of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Technical Consultant

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Technical Consultant will be responsible for providing consultancy services for a wide-range of technical subjects. These services may be at the project or contract level. The Senior Technical Consultant will impart significant subject matter expertise to the project or issue at hand.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science, information management, or related field

Experience

- ✓ Minimum of seven years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Technical Consultant

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Technical Consultant position will support/coordinate a wide range of technical activities on this contract through interface and collaboration with other technical team members at both the client and project level. The Technical Consultant will provide information, issue resolution and continuous coordination in a support role for all technical needs.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, information management, or related field

Experience

- ✓ Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Information Scientist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Information Scientist position has full professional responsibility for analyzing and making recommendations for improving operational effectiveness of the contractor staff and enhancing utilization of library resources. This position will also focus on the impact evolving information technology will have on GSFC Library operations. This individual will be instrumental in designing and developing special projects. As part of the integrated LA Team, the Senior Information Scientist will interact with the Program Manager, all team leaders, and will be an integral part of the overall management organization.

Detailed Duties

- ✓ Works with Program Manager and COTR to make GSFC Libraries a pre-eminent science center
- ✓ Assists the Program Manager in leveraging experience and expertise of corporate resources
- ✓ Heads activities to develop and implement strategic plans, special projects, and innovative activities designed to test and prove new concepts and applications
- ✓ Provides a link and access to other information and knowledge organizations
- ✓ Develops, analyzes, evaluates, advises on, or improves the effectiveness of work methods and procedures, manpower utilization, distribution of work assignments, management controls, information and documentation systems, forms development and control, and files analysis and design
- ✓ Based on thorough analyses of the organization and its work, advises management about specific problem areas and recommends the application of management principles designed to promote problem resolution
- ✓ Utilizes considerable knowledge of automated information management techniques to increase effectiveness of the organization
- ✓ Studies areas that require new or substantially modified work methods, procedures, and systems based on changes in the integrated library system configuration or new opportunities presented by technological advances
- ✓ Analyzes user requirements for new products/services, analyzes problems/processes for required products, and recommends efficient operational procedures to achieve required services
- ✓ Makes oral and written presentations and prepares graphs and charts which clearly, concisely, and effectively communicate benefits, costs, tradeoffs, and success indicators for current and proposed solutions
- ✓ Evaluates IDIQ work and assists in identifying personnel with credentials needed specific to each project
- ✓ Supervises the personnel identified for special projects for which the Senior Scientist is responsible

QUALIFICATIONS:

Education

- ✓ Masters Degree in library or information science from an ALA accredited university; or
- ✓ Bachelors Degree in business, information management or related field four years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of ten years of information center or library experience, three of which must have been in a research or science library with automated acquisition, cataloging, circulation, serial control and dissemination functions, and an online public access catalog

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Professional experience analyzing library or information center technical processing activities, where operational effectiveness was demonstrably increased by implementation of the proposed candidate's recommendations for change
- ✓ Experience with the application of workflow, statistical, and other quantitative methods to alternative analyses and process improvement
- ✓ Direct experience in analyzing systems, troubleshooting networks, and consulting clients in support of a large system integration project
- ✓ Direct experience working in the development of automated systems, working with information architects in the design of systems, and overseeing the integration of special system projects

Specific Requirements/Licensing

- ✓ Knowledge of the standards, processes, best practices, and innovations in the information science global world
- ✓ Proven ability to work independently on specialized projects that are scientific in nature
- ✓ Proven ability to exercise independent judgment and initiative in analyzing and solving problems and performing technical tasks of the highest degree of complexity
- ✓ Proven reputation in the information arena in the design, development, implementation, and finalization of special projects of a high-level nature

Position Title: Information Scientist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Information Scientist position will analyze and make recommendations for improving operational effectiveness of the contractor staff and enhancing utilization of library resources. This position will also focus on the impact evolving information technology will have on GSFC Library operations. This individual will be instrumental in designing and developing special projects.

Detailed Duties

- ✓ Works with Senior Information Specialist, Program Manager and COTR to make GSFC Libraries pre-eminent science centers
- ✓ Provides a link and access to other information and knowledge organizations
- ✓ Assists with the development, analysis, and evaluation of the effectiveness of work methods and procedures
- ✓ Complies with all applicable requirements of the Safety and Health, and Quality Assurance Plans
- ✓ Engages in fact-finding and analysis of the data gathered via work distribution and workflow charting, task analysis, time and motion studies, statistical work measurement studies, statistical analysis and systems analysis, as well as various types of observational and interview methodology
- ✓ Utilizes considerable knowledge of automated information management techniques to increase effectiveness of the organization
- ✓ Studies areas that require new or substantially modified work methods, procedures, and systems based on changes in the integrated library system configuration or new opportunities presented by technological advances
- ✓ Analyzes user requirements for new products/services, analyzes problems/processes for required products, and recommends efficient operational procedures to achieve required services

QUALIFICATIONS:

Education

- ✓ Masters Degree in Library or Information Science from an ALA accredited university; or
- ✓ Bachelors Degree and three years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of five years of information center or library experience
- ✓ Professional experience analyzing library or information center technical processing activities
- ✓ Experience in analyzing systems, troubleshooting networks, and consulting clients in support of a large system integration project
- ✓ Experience working in the development of automated systems, working with information architects in the design of systems, and overseeing the integration of special system projects
- ✓ Experience with the application of workflow, statistical, and other quantitative methods to alternative analyses and process improvement

Specific Requirements/Licensing

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ATTACHMENT D – IDIQ RATES MATRIX

- ✓ Knowledge of the standards, processes, best practices, and innovations in the information science global world
- ✓ Proven ability to work independently on specialized projects that are scientific in nature
- ✓ Proven ability to exercise independent judgment and initiative in analyzing and solving problems

Position Title: Senior Information Engineer/Architect

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Information Engineer/Architect will manage the research, design, and development of technical products and services to support the contract. This position requires a high degree of creativity, and engineering and programming skills. The Senior Information Engineer/Architect will develop and maintain the high-level design plan for the overall logical and technical IT architecture. This individual will provide technical leadership and consulting across the organization, from strategic decision making down to the project planning level. Position may supervise more junior technical staff on the project.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science, information management, math or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of eight years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Information Engineer/Architect

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Information Engineer/Architect will assist in the research, design, and development of technical products and services to support the contract's activities. Position requires a high degree of creativity, and engineering and programming skills. The Engineer/Architect will also assist in developing and maintaining the high-level design plan for the overall logical and technical IT architecture. This individual will be a member of a team providing technical leadership and consulting across the organization, from strategic decision making down to the project planning level.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science, information management, math, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Software Analyst/Developer I

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Software Analyst/Developer I performs routine assignments that require following project specifications and statements of problems and procedures to create or modify computer programs. The Software Analyst/Developer I may confer with end users to analyze specified methods and procedures, identify problems, and document specific input and output requirements. May use software tools to design detailed flowcharts and generate standardized code.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field

Experience

- ✓ Minimum of one year of application development experience
- ✓ Minimum of one year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Software Analyst/Developer II

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Software Analyst/Developer II will plan, develop, test, and document computer programs, working from detailed source data and will apply standard programming procedures, including GUI development and a detailed knowledge of the application being programmed. The Software Analyst/Developer II may prepare program documentation and materials for users; review program specifications for completeness and conformance to quality standards; and design program logic and codes in authorization language using standards and techniques. Completed projects are reviewed by the project leader for approval.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, information management, or related field

Experience

- ✓ Minimum of three years of application development experience
- ✓ Minimum of one year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Software Analyst/Developer III

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Software Analyst/Developer III will design, develop, implement, and maintain complex business, accounting, and management information systems in both centralized and networked environments. Typically the will work on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. The Software Analyst/Developer III will evaluate user requests for new or modified programs to determine feasibility, cost, and time requirements, and compatibility with existing systems and capabilities; and will determine programming specifications and provide assistance to junior software analysts/programmers.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field

Experience

- ✓ Minimum of four years of application development experience
- ✓ Minimum of two years of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Software Analyst/Developer IV

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Software Analyst/Developer IV will work with users to identify current operating procedures and clarify program objectives. The Software Analyst/Developer IV outline steps required for program development, including diagrams and charts and may write program documentation and user operations guidelines.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree in computer science, math, information management, or related field and two years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of six years of application development experience
- ✓ Minimum of three year of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Software Analyst/Developer V

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Software Analyst/Developer V will review, analyze, develop, install, and modify computer operating systems and will demonstrate expertise in a variety of the field's concepts, practices, and procedures, while relying on their extensive experience and judgment to plan and accomplish goals. The Software Analyst/Developer V will direct program development in complex applications and systems where existing architectures and techniques provide little guidance. The Analyst/Developer V will also provide consultation on complex projects.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Masters Degree in business or management information systems with emphasis on research and analysis; or
- ✓ Bachelors Degree in business, computer science or information management, or related field and three years of relevant experience above the minimum requirements below

Experience

- ✓ Minimum of eight years of application development experience
- ✓ Minimum of five years of experience with one or more programming languages

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Internet Applications Developer

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Internet Applications Developer will plan, coordinate, and supervise all activities related to the design, development, and implementation of internet-related information systems and software applications. They will be responsible for maintaining, supporting, and upgrading existing systems and applications.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

- ✓ Experience with a variety of Web development languages is preferred

Position Title: Web Developer

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Website Developer will build the operations end of the project's Websites and keep them running smoothly. This includes designing, building, and implementing new Web pages and sites; integrating sites with back end applications; migrating legacy applications to the Web; and performing day-to-day administration of the project's Web portfolio.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of five years of applicable experience.

Specific Requirements/Licensing

- ✓ Experience with a variety of Web development languages is required.

Position Title: Webmaster

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: The GSFC website is a critical tool in providing customers with a library interface that is useful and timely. The Webmaster will be a contact for the site and will have overall responsibility for graphic design, webpage structure, and content management and information presentation. As part of the LA Team, the Webmaster will work closely with all staff, ensuring that the site is not only attractive, but is content rich. The Webmaster will also have continuous user interaction.

Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Lead, continually updates existing pages and creates new pages as required
- ✓ Creates Web databases, interactive Web forms, and files upload areas as recommended by the information navigation team
- ✓ Responsible for creating and editing Web user accounts and Web page permissions
- ✓ Continually researches and implements new Web technology
- ✓ Monitors operations for unsafe, unhealthful, or environmentally unsound conditions and reports situations in compliance with Safety and Health Plan
- ✓ Performs in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Creates and edits high-quality HTML pages from raw ideas and words, including items such as informational articles, abstracts, catalog information, monographs and periodicals
- ✓ Designs pages which organize information effectively and attractively and promote easy navigation
- ✓ Creates interactive Web calendars, file upload areas, dynamic Web databases, and interactive Web forms
- ✓ Monitors Web site activity and performance
- ✓ Researches new and innovative Web technology and contribute ideas for improving overall quality of websites
- ✓ Maintains the integrity of all external links
- ✓ Interfaces with the Wallops Site Manager on all related Web site issues
- ✓ Provides senior technical leadership to the Library, including being conversant with the future direction of enterprise systems, how that direction will impact the enterprise, and how future and current systems can be exploited for the benefit of the enterprise
- ✓ Provides technical support and coordination for all aspects of Library IT operations, including: systems infrastructure; website support and maintenance; server maintenance; desktop support; hardware and software purchase, configuration, maintenance and IT security
- ✓ Manages the structure, content, design and maintenance of the Goddard Library's Web sites
- ✓ Works as part of an outreach and publicity team to design, layout and produce publications and marketing materials including brochures, newsletters, signs, logos, exhibits, presentations, and slide shows

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, information science or related field (technical training and experience may satisfy this requirement); or
- ✓ Equivalent education and relevant experience combined

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Experience

- ✓ Minimum three years configuring and maintaining Web sites running Apache Web servers
- ✓ Experience designing Web sites using both text-based tools including and WYSIWYG tools, including Macromedia Dreamweaver
- ✓ Experience creating and editing graphics. Mastery of bitmap imagery editing/Web imagery preparation programs (Photoshop/ImageReady or Macromedia Fireworks) and vector based drawing programs (Adobe Illustrator or Macromedia FreeHand)
- ✓ Experience implementing CGI applications in the Web environment
- ✓ Experience with dynamic page creation (Active Server Pages, Java Server Pages, etc.) from databases

Specific Requirements/Licensing

- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively both orally and in writing, including the ability to deliver presentations and briefings

Position Title: Graphic Artist

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Graphic Artist will work with the courseware production team to design and develop graphic/visual effects used in courseware material. The Graphic Artist will use specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist uses specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in related field; or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of four years of relevant experience

Specific Requirements/Licensing

- ✓ Ability to multi-task and meet assigned deadlines
- ✓ Ability to perform work independently under minimal supervision or as a team on special projects
- ✓ Ability to communicate effectively both orally and in writing
- ✓ Good organizational skills

Position Title: Senior Systems/Network Administrator

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a senior systems professional position with technical responsibility for support of the UNIX-based technology and systems used by the Goddard and Wallops Libraries. Additional systems responsibility may be required in the future, depending on technology evolution and on the skill mix of the Electronic Library & Digital Preservation Team.

Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Leader, oversees the management of the day-to-day customer support and troubleshooting activities related to the UNIX and NT servers
- ✓ Oversees the maintenance and operation of the Sun Solaris systems, applications, and personal computers
- ✓ Ensures proper maintenance of all hardware, software, and network facilities for GDL
- ✓ Installs and maintains complex network devices that link numerous platforms, operating systems, and network topologies in support of library requirements
- ✓ Assists in the planning of future network requirements and system enhancements
- ✓ Provides technical assistance, training, and hands-on help for users of the systems and for UNIX-based servers in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Maintains the Goddard Library's WWW and FTP servers, the CD-ROM system, and the Current Content system utilizing commercial search engines
- ✓ Develops security procedures and manages system backups
- ✓ Troubleshoots and resolves complex problems to ensure minimal disruption of mission-critical applications
- ✓ Provides support for UNIX/NT and other related operating systems including installation, configuration, testing, and maintenance
- ✓ Manages LAN and Web server systems and provides maximum systems benefits, effective system security, and reliability
- ✓ Researches LAN designs and technologies and proposes changes and acquisitions that will enhance library operations
- ✓ Provides user support and education and ensures that all network policies and procedures are implemented and enforced
- ✓ Interfaces with the Wallops Site Manager on all related LAN support requirements
- ✓ Evaluates network hardware and software and assists in network planning

QUALIFICATIONS:

Education

- ✓ Masters Degree in technical or science field; or
- ✓ Bachelors Degree and six years of UNIX experience above the minimum requirements below

Experience

- ✓ Minimum of five years experience as a UNIX system administrator in a Sun Solaris environment

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- ✓ Minimum of five years (concurrent) experience in network operations including network design, installation, monitoring and problem resolution
- ✓ Experience with network technologies including Internet protocols and applications (e.g., FTP, http, and Telnet)
- ✓ Experience with remote communications operation involving TCP/IP and other protocols
- ✓ Experience with commercial and freeware search engines, including having set up a WAIS server in a Sun/UNIX environment
- ✓ Experience with Unix shell scripting (sh/ksh) and Perl is preferred
- ✓ Experience with Apache & Tomcat, PHP
- ✓ Experience with databases, preferably MySQL or PostgreSQL

Specific Requirements/Licensing

- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively both orally and in writing, including the ability to deliver presentations and briefings

Position Title: Systems/Network Administrator

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a systems professional position with technical responsibility for support of the UNIX-based technology and systems used by the Goddard and Wallops Libraries. Additional systems responsibility may be required in the future, depending on technology evolution and on the skill mix of the Electronic Library & Digital Preservation Team.

Detailed Duties

- ✓ Under the direction of the Electronic Library & Digital Preservation Team Leader, responsible for the management of the day-to-day customer support and troubleshooting activities related to the UNIX and NT servers
- ✓ Responsible for maintaining and operating the Sun Solaris systems, applications and personal computers
- ✓ Responsible for maintenance of all hardware, software, and network facilities for GDL
- ✓ Installs and maintains network devices in support of library requirements
- ✓ Maintains adequate capacity of network connections in support of changing technology
- ✓ Provides technical assistance, training, and hands-on help for users of the systems and for UNIX-based servers in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Assists with the maintenance of the Goddard Library's Internet and FTP servers, the media servers and others
- ✓ Resolves day-to-day issues with the UNIX servers, the workstations, and the networked application systems for UNIX systems
- ✓ Provides support for UNIX/NT and other related operating systems including installation, configuration, testing, maintenance, and troubleshooting
- ✓ Ensures LAN and Web server systems are maintained and managed in order to provide maximum systems benefits, effective system security, and reliability
- ✓ Provides network management and traffic analysis including weekly and monthly reporting as determined by the Electronic Library & Digital Preservation Team Leader
- ✓ Assists in the research of LAN designs and technologies and proposes changes and acquisitions that will enhance library operations
- ✓ Provides user support and education and ensures that all network policies and procedures are implemented, and enforced
- ✓ Performs routine system administration functions including backups, user file transfers, disk management, adding/deleting users on the UNIX-based systems, and maintaining x-terminals
- ✓ Interfaces with the Wallops Site Manager on all related LAN support requirements
- ✓ Maintains the Internet, FTP, and other servers
- ✓ Loads UNIX-based network applications and system software
- ✓ Evaluates network hardware and software and assists in network planning
- ✓ Assists in maintaining network, system, and application documentation

QUALIFICATIONS:

Education

- ✓ Masters Degree in a technical or science field; or

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- ✓ Bachelors Degree and three years of UNIX experience above the minimum requirements below

Experience

- ✓ Minimum of three years experience as a UNIX system administrator in a Sun Solaris environment
- ✓ Minimum of two years (concurrent) experience in network operations including network design, installation, monitoring and problem resolution
- ✓ Experience with remote communications operation involving TCP/IP and other protocols
- ✓ Experience with commercial and freeware search engines, including having set up a server in a Sun/UNIX environment

Specific Requirements/Licensing

- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively both orally and in writing, including the ability to deliver presentations and briefings

Position Title: PC/Network Support Specialist

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The PC/Network Support Specialist will design, build, and implement network systems across the enterprise. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all local and wide area network connections, corporate servers, associated software, and communication links. This position will also troubleshoot network performance issues, as well as analyze network traffic and provide capacity planning solutions.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of two years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Programmer

SUPERVISOR: Electronic Library & Digital Preservation Team Leader

CLASSIFICATION: Exempt

RESPONSIBILITIES: This is a computer systems professional position with technical responsibility for application development, operation, maintenance and support, and for extensions of the customized and off-the-shelf application programs used by the Goddard and Wallops Libraries.

Detailed Duties

- ✓ Works under the general supervision of the Electronic Library & Digital Preservation Team Leader in performing advanced systems and applications programming in support of all of the Goddard Library systems and applications
- ✓ Designs and implements new computerized information systems using evolving technology in order to provide expanded capabilities for the Goddard Library staff and users
- ✓ Provides technical support, training, and assistance to the library staff and to users of the library's information systems in compliance with NASA IT Security requirements and project-related Quality Assurance Plan
- ✓ Designs, programs, implements, and documents programs for report generation, data analysis, system usage monitoring, file and database maintenance, and to meet expanded staff and user requirements
- ✓ Develops Perl scripts and user interfaces for database systems
- ✓ Maintains all program documentation for the Goddard Library systems, including the historical records of program modifications. This includes responsibility for configuration management to assure that all changes are systematically planned, approved, implemented, and completely documented
- ✓ Maintains and updates all local databases such as Current Contents
- ✓ Provides local service and consulting for PC and Macintosh users of the library's software systems
- ✓ Provides help desk support for both library staff and users

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years experience with application programming in an environment including X-terminals, Internet and FTP servers and other servers, Intel-based PCs, and Macintoshes
- ✓ Experience in developing, and maintaining large, complex computer programs involving applications utilizing graphical user interfaces
- ✓ Experience with programming languages such as C and C++ in a Sun Solaris environment
- ✓ Experience with remote communications operation involving TCP/IP and other protocols

Specific Requirements/Licensing

- ✓ Knowledge of JavaScript, Java, Perl, UNIX Shell programming, SQL, GUI development tools, Internet applications, and end-user applications

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- ✓ Familiarity with system documentation standards and procedures
- ✓ Knowledge of client/server applications and systems
- ✓ Proven ability to work effectively with management, other team members, and customers
- ✓ Proven ability to communicate effectively orally and in writing, including the ability to deliver presentations and briefings

Position Title: Program Applications Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Program Applications Manager will manage all internal applications and systems development work on the project. The Program Applications Manager will also be responsible for systems analysis and development, and managing the design, programming, and modification of existing or planned software development.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum three years of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Systems Programmer

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Systems Programmer will oversee all the writing, coding, testing, and analysis of information technology systems and applications on the project. This includes researching, designing, documenting, and modifying software and systems specifications throughout the production life cycle. The Senior Systems Programmer will also analyze and amend errors in a timely and accurate fashion, and provide status reports where required. This position may supervise more junior level technical staff.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in business, computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of five years of applicable experience.

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Systems Programmer

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Systems Programmer will write, code, test, and analyze information technology systems and applications. This includes researching, designing, documenting, and modifying software and systems specifications throughout the production life cycle. The Systems Programmer will also analyze and amend errors in a timely and accurate fashion, and provide status reports where required.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Senior Database Administrator

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Senior Database Administrator will design, install, monitor, maintain and performance tune databases while ensuring high levels of data availability. The Senior Database Administrator will be responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of five years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Database Administrator

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Database Administrator will assist in the planning and coordination of database work on the project. The Database Administrator will review the database design and integration of host systems and identify areas for enhancement and improvement. Will ensure accurate, appropriate and effective use of all data contained in the database including the database structure, documentation, and operational guidelines.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, math, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

- ✓ In-depth knowledge of database applications.

Position Title: Communications Specialist (Telecommunications)

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Communications Specialist will be responsible for installing and maintaining all telecommunications equipment (including equipment, hardware, peripherals, etc.). The Communications Specialist will monitor data communications to ensure that resources are available to end-users and will troubleshoot and resolve routine problems, where applicable.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of three years of applicable experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Helpdesk Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Helpdesk Manager will be directly responsible for overseeing the staff and functions of the helpdesk and will troubleshoot and maintain an infrastructure that can include both intranet and extranet configurations and ensure network connectivity throughout a LAN or WAN. The Helpdesk Manager will monitor the performance and stability of all IT networking functions and will assist in internetworking of varied operating systems. Will directly supervise all testing, installation and setup of new hardware and software, and will ensure all helpdesk initiatives and activities are properly documented and resulting reports are generated.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science, information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of four years of applicable experience
- ✓ Minimum of two years of supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Computer Security Systems Manager

SUPERVISOR: Program Manager

CLASSIFICATION: Exempt

RESPONSIBILITIES: The Computer Security Systems Manager will oversee the security of the computer systems and networks. This includes checking server and firewall logs, scrutinizing network traffic, establishing and updating virus scans, and troubleshooting. They will manage and participate in overall security design. The Systems Manager will select, implement, and maintain firewalls and security patches, and will review and oversee the activities related to security alerts, bulletins and other security-related notifications. Direct experience with network and host-based firewalls, intrusion detection technologies and secure virtual private network solutions is required. This position will also analyze and resolve security breaches and vulnerability issues in a timely and accurate fashion, and conduct user activity audits where required.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in computer science or information management, or related field; or
- ✓ Equivalent education and relevant experience combined

Experience

- ✓ Minimum of six years of applicable experience
- ✓ Minimum of three years supervisory experience

Specific Requirements/Licensing

(Will be developed based upon Task Order requirements)

Position Title: Computer Operator I

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. Under the direction of the supervisor, the Computer Operator I resolves common operating problems and may serve as an assistant operator working under closer supervision or performing a portion of a more senior operator's work.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of one year of relevant experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

Position Title: Computer Operator II

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Operator II processes scheduled routines that present few difficult operating problems (i.e., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, the Computer Operator II applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of two years of relevant experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator III
(Network Hardware Installation Specialist)**

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Operator III processes a range of scheduled routines to include operating the system and resolving common error conditions, diagnosing and acting on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ High School Diploma or GED

Experience

- ✓ Minimum of three years of relevant experience
- ✓ Experience in training junior staff in operation procedures
- ✓ Experience resolving operational problems

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

Position Title: Computer Operator IV

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of relevant experience
- ✓ Experience in training junior staff in operation procedures
- ✓ Experience resolving operational problems

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills

**Position Title: Computer Operator V
(Senior Network Hardware Installation Specialist)**

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Operator V resolves a variety of difficult operating problems (i.e., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures which may materially alter the computer unit's production plans. The Computer Operator V may spend considerable time away from the control station providing technical assistance to junior operators and assisting programmers, system analysts, and subject matter specialists with resolution of problems.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of three years of relevant experience
- ✓ Experience in training and monitoring junior staff in operation procedures
- ✓ Experience resolving operational problems

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks
- ✓ Good organizational skills
- ✓ Supervisory experience is a plus

Position Title: Computer Programmer I

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Programmer I assists more senior level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, i.e. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. The Computer Programmer I may perform routine programming assignments under close supervision. The Computer Programmer I may perform elementary fact-finding concerning a specified work process, i.e., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to senior level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in process and reviewed in detail upon completion.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of one year of relevant experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks

Position Title: Computer Programmer II

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Programmer II performs routine programming assignments that require a working knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc. The Computer Programmer II reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of programming experience

Specific Requirements/Licensing

- ✓ Ability to take direction and follow-through with assigned tasks

Position Title: Computer Programmer III

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Programmer III applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation; a well-defined statistical or scientific problem; or other standardized operations or problems. The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultation with senior level staff. The Computer Programmer III monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of four years of programming experience
- ✓ Experience applying judgment in devising program logic and in selecting and adapting standard programming procedures
- ✓ Experience resolving problems and deviations according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under specified objectives
- ✓ Supervisory experience is a plus

Position Title: Computer Programmer IV

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. The Computer Programmer IV plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices. The Computer Programmer IV performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. Will also test, document, and write operating instructions for all work, confers with other technical personnel to secure information, investigate and resolve problems, and coordinates work efforts.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of five years of programming experience
- ✓ Experience applying judgment in devising program logic and in selecting and adapting standard programming procedures
- ✓ Experience resolving problems and deviations according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and direction
- ✓ Supervisory experience is a plus

**Position Title: Computer Systems Analyst I
(Network Installation Technician)**

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Systems Analyst I will provide several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment. The Computer Systems Analyst I carries out fact finding and analyses as assigned; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst; and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of two years of relevant experience
- ✓ Experience resolving problems and deviating according to established practices
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements
- ✓ Ability to adapt guides to specific situations
- ✓ Supervisory experience is a plus

Position Title: Computer Systems Analyst II

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Systems Analyst II applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed. This position requires competence in most phases of systems analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. The Computer Systems Analyst II will also have the ability to determine and resolve data processing problems and coordinate the work with programmers, users, etc.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of three years of relevant experience
- ✓ Experience recognizing probable interactions of related computer systems and predicting impact of a change in assigned system
- ✓ Experience adapting design approaches successfully used in precedent systems
- ✓ Experience working on a segment of a complex data processing scheme or broad system
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements and communicate progress and unusual complications
- ✓ Ability to work independently on routine assignments
- ✓ Supervisory experience is a plus

Position Title: Computer Systems Analyst III

SUPERVISOR: Program Manager

CLASSIFICATION: Non-Exempt

RESPONSIBILITIES: The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. The Computer Systems Analyst III is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems. The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The Computer Systems Analyst III recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist.

Detailed Duties

(Will be developed based upon Task Order requirements)

QUALIFICATIONS:

Education

- ✓ Bachelors Degree in a technical or science field: or
- ✓ Equivalent education and relevant experience combined above the minimum requirements below

Experience

- ✓ Minimum of four years of relevant experience
- ✓ Experience recognizing probable conflicts and integrating diverse data elements and sources, and producing innovative solutions for a variety of complex problems.
- ✓ Experience training and monitoring junior level staff

Specific Requirements/Licensing

- ✓ Ability to work independently under overall objectives and requirements and communicate progress and unusual complications
- ✓ Supervisory experience is a plus

ATTACHMENT E – SAFETY AND HEALTH PLAN

6.0 SAFETY AND HEALTH PLAN

The Library Associates (LA) Team's proposed Goddard Libraries Safety and Health Plan applies to all members of the Team. This includes LA, Zimmerman Associates, Inc. (ZAI), and Bridgeborn in the planning, management, and control of the Industrial/Occupational Safety Program for their operations under the Goddard Space Flight Center (GSFC) Libraries. It is our understanding that all tasking performed under this contract will be performed on-site at the Goddard Libraries. The LA Team will ensure the protection of personnel, property, equipment, and the environment through continual safety and health training, comprehensive inspections, staff awareness of Goddard safety and health policies and regulations, and execution of our proposed Safety and Health Plan.

The Safety and Health Plan fulfills the data requirements specified for the employees who support this contract at the Goddard Libraries. The LA Team will adhere to the standards and requirements identified in the Goddard Safety and Health Program. Within 30-days of contract start-up, our Safety and Health Plan will be amended by reviewing the current Plan with an emphasis on specific issues and areas required under the Goddard Safety and Health Program. LA's teaming partner, ZAI, is part of the current team responsible for operation and management of the Goddard Libraries contract, including the development, maintenance, and enforcement of the Goddard Libraries current Safety and Health Plan. We will build our Plan based on the Goddard's existing Plan.

Once our initial draft Plan is approved by the Contracting Officer, the LA Team will implement the plan by reviewing the document in formal safety and health training sessions, providing copies of it to all LA Team staff, publishing the Plan on the Project Management (PM) Website, and obtaining signed acknowledgements from our staff to document completion of training and an understanding of the Plan. In addition, any changes to this Safety and Health Plan will be annotated with a revision alpha letter and date and subject submitted for approval by the Contracting Officer prior to implementation and distribution to the staff. Following ISO 9000 procedures, the Program Safety Officer will maintain the current approved version of the Plan, and make it accessible on the Program Management (PM) Website.

The provisions of this Plan are canceled/and or superseded by additions, changes, or deletions to Federal, State, and local health and safety policies and guidelines as determined by GSFC personnel overseeing the Goddard Libraries contract and Goddard Contracting Officer (CO). Any additions, changes or deletion to our Plan will be formally submitted to the CO for approval, and only then will be incorporated to the current Plan.

The LA Team does not take any exceptions regarding the requirements associated with NASA safety and health requirements.

6.1 Policy

It is the LA Team's policy to provide a safe and healthy work environment for project staff and to comply with all applicable Federal and State laws. Additionally, when working at a customer's facility, it is LA's policy to abide by the safety and health requirements of those facilities, as long as those requirements do not conflict with applicable Federal and State laws. Providing a safe and healthy work environment is the responsibility of every LA employee and manager, at all levels, and every subcontractor employee.

The NASA and Occupational Safety and Health Administration (OSHA) safety policies are equivalent to and consistent with the LA Team's policy—without exception. LA's corporate policy is to establish safety and health plans as part of our operations both at LA sites and at sites operated by our clients when operational conditions make these plans desirable or when they are required.

The Code of Federal Regulations (CFR) defines occupational illness as "damage to or loss of equipment or property, or damage to the environment." Appendix H of the solicitation, Sample Safety and Health Plan for Service or Operations Contracts, mandates that the LA Team provide a Safety and Health Plan that discusses policies, procedures, and techniques that will be used to ensure the occupational health and safety of LA Team personnel and the safety of all working conditions throughout the performance of the contract. The Safety and Health Plan will also address policies, procedures, and techniques used to ensure the health and safety of Government employees and the public. The Safety and Health Plan encompasses subcontractor personnel for subcontracts valued at more than \$500,000 and is subject to approval by the cognizant Contracting Officer (CO).

6.1.1 Goal and Objectives

The primary goal of the LA Safety and Health Plan is to perform project operations in a manner that is safe in all respects and at all times and to provide an environment that, to the maximum extent practicable, is free from all safety and health dangers. The objectives of this Plan are as follows:

1. Ensure no incidents or mishaps occur
2. Successfully pass all NASA safety audits
3. Comply with all applicable NASA, Federal, and State regulations
4. Successfully support and participate in all NASA fire and safety drills
5. Maintain the NASA Goddard Library and Wallops Technical Library facilities at all times in a manner consistent with NASA, Federal, and State safety and health regulations
6. Ensure all project employees are trained and understand the requirements of the LA Safety and Health Plan
7. Report immediately any incidents, should they occur, to the Program Safety Officer (Access Services Team Leader), or in his/her absence, to the Program Manager and the applicable NASA Safety Official

8. In the event of personal injury, report immediately any incidents to the LA corporate Vice President (VP), Client Services; for subcontractors, report any incidents to the subcontractor's Human Relations (HR) Director

A Safety and Health Plan that ensures a work environment is free from hazards to human health, ranging from proper use and disposal of chemical or toxic substances used in daily work tasks, to ensuring stairs and hallways are free from obstacles, to making sure that facilities are secure from outside threats, must allow for all possible scenarios with detailed procedures for each. A Safety and Health Plan must ensure safety and health by anticipating what could go wrong and clearly stating detailed, logical, and easily accessible practices and procedures for responding to anything that does go wrong. With the critical objective to create and maintain a healthful, safe work environment at the Goddard Libraries, the LA Team's Safety and Health Plan will ensure a positive work environment that encourages the following:

- Employee productivity
- Effective performance
- Employee morale and security
- Positive customer and client relations
- General health and welfare of the LA Team, other subcontractors, vendors, and client personnel

The LA Team will parallel the NASA Performance Evaluation Profile (PEP) for monitoring and reporting safety and health activity. Section 6.1.7 Program Evaluation of our plan provides our understanding and procedures related to the NASA PEP program. The following table presents a summary of actions and associated schedules in performing PEP activities:

Action	Schedule
Submit Draft Safety and Health Plan	Submitted with Proposal
Submit Final Safety and Health Plan	Within 30-Days Contract Start-up
Submit Health and Safety Report	Quarterly
Reporting Unsafe or Hazardous Conditions	Immediate
Conduct Training on Safety and Health Plan	Immediately Upon Contract Start-up, and as Changes Take Place
Conduct Safety and Health Surveys, Audits, and Inspections	Annual, Quarterly, Monthly, Weekly, and Daily
Conduct Internal and External Safety & Health Status Meetings with the CO and NASA safety office	Regularly Scheduled and Ad hoc
Provide Recommendations Regarding Safety & Health Issues (equipment, permits, etc.)	As needed

The LA Team Safety and Health Plan is designed to be coordinated with Goddard safety, environmental, and occupational health initiatives, and managed and coordinated through the Goddard Safety, Environmental, and Security Office (Code 250). The Safety, Environmental, and Security Office has established a comprehensive health and safety program for GSFC that addresses all aspects of operations at the Center. The Safety, Environmental, and Security Office has developed contractor health and safety information that is available via the Code 250 Web page. In planning, implementing, and updating project Safety and Health Plans and activities, the LA Team will work cooperatively with the Contracting Officer (CO); the Library Contracting Officer's Technical Representative (COTR); and, if appropriate, Goddard representatives from the Safety, Environmental, and Security Office, other Goddard representatives designated by the CO or COTR (such as the GSFC Emergency Response Team or GSFC recycling coordinators), and/or community public safety representatives.

6.1.2 Management Leadership

The Program Manager has overall responsibility for all contract activities, including oversight for developing, maintaining, and complying with the Safety and Health Plan. The Access Services Team Leader is designated as the Program Safety Officer and is responsible for maintaining the Safety and Health Plan, leading staff training initiatives, and ensuring compliance with the Plan. The Program Safety Office will be assisted by the Administrative Assistant. Program Team Leaders are responsible for verifying that their staff adhere to the requirements of the Plan, as well as NASA safety and health guidance and directives.

The LA Team designates safety and health plan management leadership responsibility at several levels. The LA Team Program Safety Officer (Access Services Team Leader) will be the primary individual responsible for the Goddard Libraries' safety and security activities including compiling and reporting the results of all safety and health activities. The Program Manager will serve as backup to the Program Safety Officer and is the "direct line" Manager responsible for all onsite project activities. The LA Team Program Manager will have overall control and responsibility for the management of the project, including interface with the Program Safety Officer. The Program Manager is responsible for all final reporting of any safety and health activities. The LA Team Program Managers, Program Safety Officer, and the Program Team Leaders will also be responsible for conducting safety and health audits, inspections and surveys on a daily, weekly, monthly or on an as-needed basis. As an example of daily inspection activities, the first arriving LA Team Manager or Program Team Leader will conduct an immediate visual walk-through of the Libraries to ensure the Libraries appear safe, secure, and hazard-free.

The LA Team Program Manager and Program Safety Officer will provide updated documentation and forms, organize and maintain records, compile reporting data, and maintain mishap reports. The Program Safety Officer will be the liaison with the NASA Goddard Safety Office. The LA Team Program Manager and Program Safety Officer will also support orientation, awareness, and training activities with a health and safety focus. The Administrative Assistant will provide backup support for entering reports, safety audits, and information into the LA Team Project Management Website.

All the LA Team Managers and Team Leaders (within their Teams) will be responsible for monitoring operations events or situations relating to safety, occupational health, and/or environmental implications; monitoring the quality of staff performance in regard to Plan provisions; implementing changes resulting from requirements changes or mishap investigations; and assisting with training and orientation activities. Team Leaders will also be responsible for providing communications and maintaining team awareness of safety, occupational health, and environmental concerns. Team Leaders will assist with safety audits as required by the Plan. However, the ultimate authority for all safety and health issues will be the Program Safety Officer (Access Services Team Leader).

As the LA Team Managers and Team Leaders document any type of safety or health issue, it will immediately (within 1-working hour) be reported to the Program Safety Officer. The Program Safety Officer will conduct a follow-up review and/or investigation of the issues and determine the severity level, urgency and priority level, identify the next level of escalation as appropriate, and report the situation. The Program Safety Officer will determine the severity and reporting level. For example, certain safety and health incidents require immediate action (odors, smoke, leaks, fire, etc.). However, some safety and health issues may require reporting through normal channels (broken furniture, loose carpeting, etc.).

The Program Safety Officer will be responsible to conduct inspection audits with Goddard safety personnel as required. It is our understanding that NASA will conduct periodic audits and inspections. The Program Safety Officer will accompany the NASA safety person through the Libraries. In addition, the Program Manager or Program Safety Officer will conduct a weekly facility safety walk through.

The Program Manager will work with the Program Safety Officer to finalize reporting of audits, inspections, or incidents. The LA Team will submit a template for safety and health reporting as part of our monthly reporting. The template will include data on incidents, injuries, days lost, property damaged, associated cost, etc.

6.1.3 Employee Involvement

The LA Team will utilize numerous procedures to be active and involved in safety and health program activities. We realize that the employees can provide the most effective feedback in identifying and recommending safety and health programs. As part of the initial and follow-up training of LA Team staff relating to the Safety and Health Plan, staff will be encouraged and empowered to report observations and recommendations. Staff will be instructed on determining the severity of situations and how to act independently. Staff will be given the tools and guidance on observations techniques, documenting procedures, and appropriate contact listings. Staff will be taught how to complete appropriate logs, communication protocol, and reporting.

Safety and health training will be a part of the LA Team's overall project orientation. All employees upon beginning work on the project will participate in orientation that will include reviewing the requirements of the Safety and Health Plan. Additional procedures and promotion criteria include the following activities:

1. The Project Safety Officer will conduct annual Safety Meetings to review the Plan and any changes and/or updates. During these meetings, staff will be encouraged to identify potential risks and methods for mitigating those risks, as already included in the Plan or as recommendations for inclusion in the Plan.
2. Staff will actively participate in NASA fire and safety drills.
3. During training exercises and after drills, a lessons-learned session will be conducted by the Program Safety Officer during which staff will be encouraged to provide input and ideas about improving safety and health on-the-job.
4. The LA Team will incorporate employee recognition and incentive awards to encourage suggestions, ideas, and contributions to strengthen safety and health services.
5. The LA Team will establish an anonymous suggestion box for employees to voice concerns, make recommendations, and nominate co-workers for recognition. All employees working under the contract are eligible and encouraged to participate.
6. Staff will be given specific areas of responsibility to monitor safety and health related issues, such as safety guidelines for electrical outlets and shelving.
7. Ad hoc one-on-one meetings will be conducted to survey employees regarding safety and health on the project site.
8. The LA Team will conduct a safety awareness day annually.
9. Each staff member employed under this contract is responsible for participating in monthly safety audits to ensure the highest level of compliance with this Safety and Health Plan. These audits will be reported as outlined in Section 6.1.8 Documentation.

The LA Team involves all staff in all aspects of quality of project operations, including the quality of the safety and healthfulness of the physical environment in which our Team performs its work. The LA Team Project Staff will be responsible for monitoring operations for unsafe, unhealthful, or environmentally unsound conditions and reporting those situations to management. They will also be responsible for identifying and reporting opportunities to enhance the healthfulness and safety of operations. Employees will not be disciplined or suffer any retaliation for reporting a safety violation in good faith.

6.1.4 Assignment of Responsibility

The LA Team assigns specific staff responsibilities for safety and health programs according to the requirements set forth by NASA in Section L.8 Safety and Health Plan of the RFP, including Appendix H Sample Safety and Health Plan for Service or Operations Contracts. The LA Team roles and responsibilities are described in detail in Attachment 3, LA Team Roles and Responsibilities.

The LA Team Program Manager has overall responsibility for implementing the Safety and Health Plan and for updating the plan whenever it is required. The Program Safety Officer is responsible to monitor and maintain the plan. The Program Manager has complete authority to implement elements of the plan and to commit project resources within the terms of the contract in support of it as necessary. The LA Team staff assigned to the Goddard Libraries performs specific safety and health functions under the direction of the Program Manager.

The LA Team recognizes that safe, healthful, and environmentally sound operations are the responsibility of all members of the Project Team. Our core belief in employee involvement and empowerment is central to our continuous improvement quality management philosophy. Our Safety and Health Plan provisions grant all employees the responsibility and authority to intervene in situations that create unsafe conditions and to immediately report any situation that compromises occupational health or environmental standards or regulations. This responsibility bears with it an understanding of the importance of such actions—reinforced in orientation and training programs—that precludes work interruptions for trivial events, but that recognizes the importance of safety, occupational health, and environmental considerations. The LA Team recognizes the important contributions that safety, health, and environmental awareness represent and rewards (monetarily or through recognition) employees who provide assistance in this area.

The LA Team recognizes the critical requirements associated with supporting the Safety and Health Plan. Therefore, LA will provide corporate support to assist with the safety and health program. The LA corporate Vice President (VP), Client Services, will review all project safety and health reports from the Program Manager. The LA corporate VP, Client Services, will serve as a safety administrator for the project. The LA corporate VP, Client Services, will be responsible for auditing the mishap reporting process to provide another level of expertise and advice and guidance to the project.

Prime and subcontractor corporate oversight responsibility for the Safety and Health Plan reside with the Program Manager and Project Safety Officer, with support from the LA corporate VP, Client Services, located at the LA corporate headquarters. The LA corporate VP, Client Services, will ensure:

- Coordination of corporate resources in support of the plan
- Coordination of mishap reporting
- Auditing mishap reporting process
- Coordination of Team-level mishap reporting
- Follow-up on corrective measures
- Compliance with corporate policies and procedures
- Corporate reporting and record keeping

These roles and responsibilities are described in terms of Safety and Health Plan requirements in the subsections below.

6.1.4.1 Safety Representative

The LA Team role and responsibilities are identified in Attachment 3. For purposes of this contract:

- The LA Team Access Services Team Leader will be the Program Safety Officer. The Program Safety Officer will ensure that the LA Team staffs follow all Goddard safety, health, environmental, and fire protection issues. The Program Safety Officer is the main liaison (communication) point with the NASA Safety Officer and attends meetings related to the Goddard Safety and Health program. In this role, the Project Safety Officer will monitor, report, and survey the LA Team adherence to GSFC safety, health, environmental, and fire protection policies, procedures, and concerns.

- The LA Team Program Manager serves as back-up to the Program Safety Officer and is responsible for all safety and health reporting and provides the final authority for all safety and health issues. The Program Manger will be assisted by the Deputy Program Manager.
- The LA Corporate VP Client Services will provide support as the corporate Safety Administrator. The Safety Administrator will review the safety and health reports with the Program Manager to ensure acceptable and adequate safety and health procedures are in place to protect the LA and client staff and equipment.

6.1.4.2 Company Physician

The LA Team will not provide an on-site company physician. The LA Team members do not maintain a “company physician.” However, as part of the benefits packages offered by each teaming company, employees are given the opportunity to participate in medical and life insurance programs. The LA Team Program Safety Officer will be the point of contact for NASA safety personnel and the NASA clinic regarding inquiries about staff medical data. Although the Project Safety Officer will be the primary liaison, because of confidentiality concerns, the LA Team’s corporate HR Departments will maintain insurance information for all project staff including the name, address, and telephone for their primary physician. The Program Manger will act as backup to the Program Safety Officer.

6.1.4.3 Building Fire Wardens

The Program Safety Officer serves as the Fire Warden for facility areas assigned to the LA Team staff at Goddard. The LA Team’s Goddard Libraries staff will actively participate in fire drills. LA Team staff will be given on-going training regarding Goddard’s fire safety program. On a monthly basis, the LA Team staff will be identified on a rotating basis to provide assistance to the Library (LA Team) Fire Warden. The Program Manager will be the backup to the Program Safety Officer as the primary Fire Warden if project operational responsibilities make it desirable. The LA Team Site Manager will serve as the Fire Warden for the area assigned to the LA Team at the Wallops Island site. When warranted, the designated Fire Warden will wear an identifying arm band. The LA Team Fire Wardens will be responsible for ensuring LA Team adherence to NASA policies and procedures relevant to fire safety, health, and protection policies. This includes determining the evacuation plan for the Libraries in case of emergency. It will be up to the Fire Warden and designated backups to ensure that all staff are aware of proper evacuation procedures and routes, to provide testing of the plan on a periodic basis, and to be the last one out of the facility should any evacuation be required.

6.1.4.4 Designated Safety Official

For purposes of this contract:

- The LA Team’s Access Services Team Leader will serve as the Program Safety Officer. The Program Safety Officer is designated as the formal contact (liaison) point with regulatory agencies and NASA. The Program Safety Officer will attend all Goddard safety meetings and be involved with all safety and health inspection activities. The Program Safety Officer will ensure that the LA Team staff follow all Goddard safety, health, environmental, and fire protection policies. To ensure adherence to Goddard’s safety, health, environmental, and fire protection policies, procedures, and concerns, the Program Safety Officer will monitor, report, and survey the LA Team’s activities in these areas.

- The LA Team Program Manager and Program Safety Officer will be responsible for the implementation of the Plan, and any changes to it. The LA Team Program Manager serves as backup to the Program Safety Officer. The Program Manager is responsible for ensuring that all safety and health reporting is completed and provides the final authority for all safety and health issues.

6.1.5 Provision of Authority

The LA Team's Safety and Health Plan is based on and all relevant NASA requirements as well as applicable Federal, State, and local regulations and standards and is consistent with all provisions. The LA Team Program Manager and Program Safety Officer will review compliance with applicable requirements, regulations, and standards as part of the annual review. The Program Safety Officer will meet with the Goddard safety office representatives on a regular basis to review the GSFC safety and health program. The Program Manager and Program Safety Officer will meet monthly, or more often, as needed, to review surveys and reports, review the Plan, and review any new or changing Goddard safety and health requirements and applicable Federal, State, and local regulations. Any identified changes will be presented to the CO and GSFC safety office for approval and implementation.

The Program Manager will incorporate changes in the Plan based on changing NASA requirements when notification of change is received from the CO. The Program Safety Officer will document change actions to create a history of compliance updating.

In addition, the LA corporate office will also monitor the Federal, State, and local regulations for possible changes to the Plan. Observations and recommendations will be discussed with the Program Manager.

6.1.6 Accountability

As the central authority point for the project's safety and health program, the Program Manager is accountable to the LA's corporate VP, Client Services. The Program Manager will report to the CO, NASA safety office, and LA's VP, Client Services, on Plan status, updating requirements, including the LA Team's success in ensuring the quality of Safety and Health Plan operations. The Program Safety Officer will be responsible to monitor and survey the Plan and report to the Program Manager. The Program Safety Officer, with assistance from the Team Leaders and Administrative Assistant, will monitor the safety and health environment of Goddard Libraries. The Program Safety Officer will communicate with the Team Leaders weekly to review safety and health issues. The Program Manager and Program Safety Officer will report critical incidents immediately as they are identified.

LA, through its Program Manager and subcontractor corporate managers is accountable to NASA via the CO and the COTR for the effectiveness of Plan implementation and for the adequacy and quality of health and safety maintenance provisions. The Program Manager will report to the CO and/or COTR as specified by NASA according to the reporting requirements established for the Plan. The Program Safety Officer will inspect and monitor the environment, reporting all findings to the Program Manager.

LA Team staff will be given continual training regarding their responsibilities for safety and health management, including Government Furnished Equipment (GFE). In addition, the Program Safety Officer will survey (interview) the staff monthly to solicit input and comments, and re-enforce critical elements of the Plan. The LA Team will maintain a philosophy of positive staff motivation for staff adherence to the Plan. In addition to providing award incentives to staff for suggestions that are implemented and enhance the Plan, we will include events that highlight safety and health. The LA Team will have a "Project Safety Day" that will include discussions, handouts, displays, presentations, and videos that draw attention to safety and health. The LA Team will provide refreshments throughout the safety and health day and invite displays and presentations from the NASA safety office.

Failure of the LA Team staff to adhere to the Safety and Health Plan may result in disciplinary action. Instructions to the LA Team staff will reinforce the critical importance of safety and health requirements, and that it is incumbent on the employees to follow the Plan. The LA Team staff will be given a copy of the Plan for reference. Violation of requirements identified in the Plan will be treated equally as violating any project policy or procedure. The Plan will be reviewed with the staff by the Program Safety Officer as part of the training orientation.

6.1.7 Program Evaluation

The LA Team understands the program elements associated with the NASA Performance Evaluation Profile (PEP) to evaluate safety. The LA Team will use the NASA PEP as a model in developing our safety and health program. PEP is a Center level safety and health self-evaluation tool to evaluate safety and health at the facility. The goal of NASA PEP and our Safety and Health Plan are similar in that both evaluate views of safety and hazards and cross-reference with incidents to determine possible changes in policies or procedures. The critical elements of the NASA PEP and our plan are identifying the safety philosophy and safety focus. The LA Team will use the following NASA PEP documentation to finalize our plan:

- NASA Contractor Safety Health Plan
- Sample Contractor Safety Plan
- Contractor Safety/RBAM Program Management
- Templates for Health and Safety Reporting
- Contractor Safety Plan Requirements Checklist
- Contractor Safety Plan Audit Checklist

It is our understanding that the PEP program consists of multiple levels. The LA Team will extract key elements of the NASA PEP with the goal of achieving a level 5. The solicitation does not identify any PEP level requirements associated with any type of PEP compliance.

The LA Team Program Safety Officer will conduct staff safety and health surveys similar to the NASA PEP surveys conducted. The LA Team staff surveys will be conducted on a quarterly basis using an audit checklist. The results of the survey will be reported to the CO, NASA safety office, and LA corporate office through the Program Manager. The survey results, along with other issues identified through other efforts, i.e., inspections, incidents, etc., will be included in the LA Team's monthly project report. Issues or concerns that require immediate attention will

be sent instantaneously to the CO, NASA safety office, and LA corporate office. The Program Safety Officer, LA Team, or Program Manager will directly follow-up until a final resolution has been implemented.

The LA Team will adhere to all change procedures (steps and methods) of the Government PEP as identified in Section V1, Changing the Performance Evaluation Plan, (PEP), of the solicitation. As identified in NASA's Safety Awareness Campaign (www.safety1st.gsfc.nasa.gov), we will maintain strict adherence to "contractor" safety based on the Risk-Based Acquisition Management (RBAM) program (reference NASA Risk Management Procedural Requirements NPR 8000.4).

Staff will be instructed to immediately respond and report any safety and health situation that presents a clear hazardous situation as part of the Plan and associated training. The Plan will identify the steps to be taken by staff in the event of an immediate critical incident. These steps include the following:

- Containment of the situation if possible (For example, should water be leaking from the ceiling onto equipment or books, the equipment or books would be immediately moved to a safe area and precautions taken with electrical cords)
- The Program Manager or Program Safety Officer would be informed
- The Program Manager, Program Safety Officer, or staff would contact the appropriate NASA safety office and/or security. (Each LA Team staff member will be issued a copy of NASA "emergency" contact names and telephone numbers)
- In the event of evacuation, any Library customers and staff would be requested to leave, and the NASA safety office was notified
- After the situation was stabilized, the Program Safety Officer would obtain written and verbal statements for staff that were involved. The Program Safety Office would draft a report (document) for submittal to the Program Manager, CO, NASA safety office, and/or The LA corporate office. Any reports or incident write-ups will be delivered to the appropriate Government representative within 30-days.
- The Program Safety Officer or Program Manager would initial follow-up activities

The LA Team will participate in the NASA PEP survey as requested by the Government. In addition to the quarterly surveys, the Program Safety Officer will conduct an annual survey (evaluations) of LA Team staff. The resulting report from the quarterly and annual surveys will address topics:

- Identification of any hazardous operations and products
- Risk identification and severity ranking procedures
- Approach to identifying and implementing specific risk evaluation tasks when they are required
- Risk management and documentation methodologies
- Internal audit responsibilities and methods
- Assessment of overall program evaluation methods, including the performance of personnel performing them, reporting procedures and requirements, and the adequacy of evaluation frequency

The Program Manager will ensure that the quarterly survey results are completed and submitted as a report to the Government no later than 15 days after the end of the quarter and the annual evaluations are completed and submitted to the government no later than 30 days after the end of the program year. Any evaluation safety and health reports, including the final Plan, submitted to the Government will at a minimum include:

- Hazardous operations and products
- Classification and rankings of risk severity
- Plan for conducting evaluation tasking, including the documentation process and responsible staff

The LA Team understands that many elements of the Plan and report are not applicable because all contract work performed will be on the client's (Goddard's) site.

The Program Safety Officer will coordinate any Goddard PEP survey participation in accordance with government direction and requirements.

6.1.8 Documentation

The LA Team will effectively document all elements of the Safety and Health Plan. This process will include effective change management, inspection reporting, and incident reporting documentation.

The LA Team will document health and safety inspection activities using the forms provided in Attachment 4, Facility Inspection Form, and Attachment 5, Equipment Inspection Form. We will record inspections in the log provided in Attachment 6, Inspection Log. These reports will be available for CO and COTR review via our Project Management Website. The LA Team will carefully record safety and health status and report it internally and to GSFC personnel, if appropriate. We will use the Project Management Website to record inspection, mishap, and close-call reports and to report the project health and safety status within the team. We will use electronic versions of the reporting tools provided as attachments to this plan. The Program Manager will be responsible for migrating completed copies of electronic reports to the inspection report file accessible by the Project Management Website. The LA Team will make the inspection report file available to the CO or the COTR, if NASA elects to do so.

The LA Team will review the applicability of NASA and Goddard-specific directives and guidance documents during the phase-in period and then annually during the life of the contract. Our corporate administrative staff will monitor EPA, OSHA, and Department of Energy (DOE) Websites to identify changes in laws or Government-wide policies and standards with potential safety and health implications for the Project.

The LA Team will periodically monitor the performance of the Safety and Health Plan activities to ensure they are performed correctly and that the tasks that we perform are carried out in a manner that protects the safety and health of our employees, clients, and the public and that ensure the safety of the environment in which we work. The LA corporate VP, Client Services, will review inspection and mishap reports uploaded to the PM Website to identify potential problems, emerging issues, or situations that suggest a pattern of activities that might endanger

the safety or health of the LA Team, NASA personnel, the public, the facility, or the equipment. The Program Safety Officer and Program Manager will discuss the safety of the project environment with the CO and COTR during performance review meetings.

6.1.8.1 Roster of Terminated Employees

The Program Manager will be responsible for reporting information on terminated employees to the Occupational Health Officer within 30 days at the end of each contract year. Reporting rosters will consist of the following information:

- Date of the report
- Contractor name and number
- The name, social security number, assigned Center Badge number, and termination date of each terminated employee
- Program Manager's name, address, and telephone number

This information will be readily available at all times to NASA officials. As part of the LA Team's corporate record keeping, the required information on terminated employees is maintained in HR databases. The database provides immediate data on all employees, including employee number, benefit information, hire dates, salary information, social security data, and deduction data (taxes, FICA, Social Security, etc.). This information is available to the LA Team Program Manager upon request.

In addition, upon termination of staff from the Goddard Libraries project the following procedures will be implemented:

- An exit interview will be conducted and any keys, cards, or badges collected
- NASA security will be informed immediately (within 1-working day),, in writing through the CO and COTR, of the staff member's termination
- Any NASA keys, cards, or badges will be returned to the CO or COTR

6.1.8.2 Material Safety Data

Based on the support services required in the solicitation, the LA Team will not "prepare and/or deliver to NASA" any hazardous materials. No hazardous material is anticipated to be brought onto government property or to be included in property delivered to the government under the terms of this contract.

6.1.8.3 Hazardous Materials Inventory

The LA Team will inspect facility areas assigned for performance of this project to identify hazardous materials as defined by 29 CFR 1919.1200. The Program Safety Officer (and the Site Supervisor at the Wallops site) will prepare a hazardous materials inventory that documents materials located at the sites. Hazardous materials inventory data will be collected by site inspections and audits within 5-work days after contract start-up. Follow-up hazardous materials inventories will be performed on a quarterly basis. The inventory report for the Goddard Libraries will include:

- Information identifying the material
- Material location information
- Description of quantities on hand

The resulting inventory report will be reviewed and submitted to the CO through the LA Team Program Manager.

6.1.9 Government Access to Safety and Health Program Documentation

As described previously, the LA Team will make the results of all audits, inspections, and reports available to the Government for review. This information ranges from formal reports and documentation to results of random safety and health inspections and surveys. The LA Team will make all applicable documentation associated with the Plan available to Goddard via the PM Website. The Program Safety Officer will be responsible for all safety and health-related document record keeping. The Program Manager will provide physical copies of documentation, obtained from the Program Safety Officer, when requested to do so by Goddard.

Personnel files will be maintained at the appropriate company's HR department because of the confidentiality of information contained in them. The HR files contain information relating to a variety of personnel issues, including memos, orientation, and benefit sign-up information filed in employee records by HR staff. HR files related to staff safety and health documentation and training will be maintained in a separate section at the respective company HR department. Although most information contained in the personnel files is confidential, the Program Manager will be authorized to copy materials related to safety and health documentation. This material will be available for review by Government personnel, as requested.

6.1.10 Safety Requirements Review

The Program Safety Officer (Goddard Library) and the Site Supervisor (Wallops Technical Library) will participate in safety requirement reviews as requested by the Government. The LA Team will review any referenced documentation as identified by Goddard. The LA Team will only review safety requirements and/or documentation with the approval of the CO. Our involvement with safety and health requirement reviews may range from impact analysis to resource requirements to actual pilot testing of directives and procedures.

6.1.11 Procurement

LA's corporate VP, Client Services, reviews all subcontract procurement documents to ensure compliance with Safety and Health Plan provisions as part of the subcontract review and approval process. After approval by LA corporate VP, Client Services, the LA Team Program Manager presents the CO and COTR a safety and health impact analysis of all proposed procurements before final authorization is received. When the LA Program Manager identifies a product or material that needs to be procured, he/she will notify the LA corporate VP, Client Services, and describe the requirements and justification. The LA corporate VP, Client Services, analyzes the request to determine safety and health impacts. A formal approval/disapproval memo is then issued to the LA Team Program Manager and includes safety and health impact information. The memo will be given to the CO and/or COTR by the Program Manager as part of the procurement process. The LA Team Program Manager will have full contract authority for subcontractor activities and tasking relating to the procurement process.

6.2 Workplace Analysis

As identified in the solicitation, all support services for the contract will occur on client (Goddard) sites using GFE and Government Furnished Materials (GFM). The LA Team will not bring in or deliver any type of hazardous materials. However, this is not meant to imply or indicate that workplace hazards are not present in the Goddard Libraries.

The subsections below describe specific elements of the LA Team Plan in the area of workplace hazards :

6.2.1 Hazard Identification

Identification of workplace hazards will take place through facility inspections and surveys. Within the first week of contract start-up, the LA Team Program Safety Officer and Program Manager will conduct an inspection of the Goddard Libraries, including equipment. Any immediate hazards will be identified and reported to the Goddard safety office and CO. In general, the LA Team does not view the Goddard Libraries as hazardous workplaces. We fully recognize that workplace hazards can occur at any time, such as leaks, broken equipment, overuse of electrical outlets, cords running across the floor, etc. It will be the responsibility of the Program Safety Officer to evaluate and analyze potential workplace hazards, situations, and report possible impacts through the Program Manager. Hazards determined to be immediately dangerous or critical will be immediately reported to the Goddard safety office. Action and responses to potential hazards or safety concerns that are determined to be less serious will be recommended through normal reporting channels. All companies making up the LA team have managed and operated similar client site libraries and are very aware of the procedures and processes required to deal with potential hazardous situations.

The LA Team will adhere to Goddard's hazard assessment and probability methodologies as described in the *NASA Safety Manual* in identifying, quantifying, assessing, reporting on, and describing hazards that are encountered in the operation of the Goddard Libraries Project. We will perform three types of assessments in identifying hazards:

1. Comprehensive Surveys

The LA Team will perform annual comprehensive inspections and surveys to monitor the condition of facility areas involving project activities we are responsible for to identify existing and potential hazards. As part of the annual workplace inspection, the LA Team will perform the following tasks to ensure a hazard-free work environment:

- Monitor the status of exit markers and report when lighting is deficient and signage is damaged, incomplete, or inaccurate
- Ensure the Goddard Libraries-originated evacuation procedures are clearly posted and up to date
- Validate the accuracy of emergency contact lists, update the lists as necessary, and post the lists at prominent locations throughout the facilities
- Monitor facility areas for hazardous situations (see below)
- Monitor equipment work areas to ensure they are clear of obstacles
- Ensure adequate work room around equipment so that boxes and clutter are not left in walkways
- Validate accuracy of procedures for disposing of monitors and other electronic equipment according to Federal laws and standards

The LA Team will also perform comprehensive monthly audits of work areas according to the Monthly Safety Audit Checklist (Attachment 7). When conducting an audit, staff will consider:

- Are compliance guidelines, for the potentially hazardous situation in question, outlined in the Safety and Health Plan?

- Are safety audits, in general, being conducted with appropriate frequency?
- Are work areas neat and organized?
- Are unsafe procedures rectified promptly?
- Are unsafe conditions reported?
- Are new procedures reviewed and documented?

The LA Team Program Safety Officer will compile the results of the various inspections, audits, and surveys and present the finding and any recommendations to the Program Manager. After review and approval, the Program Manager will enter (report) the safety and health information into the PM Website.

2. Change Analysis

Changes or modifications to the Plan can be made only through two distinct entities: (1) Goddard can initiate a change by updating or adding health and safety requirements or regulations; (2) The LA Team Program Manager can recommend changes to the Safety and Health Plan. Any changes to the Plan must be approved by the LA Team corporate office, CO, and COTR. Within 5-days of the Goddard Libraries contract start-up, the Program Safety Officer will perform facility inspection of the Goddard Libraries. This inspection will establish a base-line review and allow for the LA Team Safety and Health Plan to be finalized and approved. Once the Plan has been finalized, the LA Team will continue to conduct facilities inspections, audits, and surveys.

During subsequent LA Team inspections, it is possible that new or undiscovered hazards may be identified that create the need for modification or changes to the Plan. The Program Safety Officer will analyze the impact and potentially recommend changes to the Program Manager. Once any change recommendations are approved by the Program Manager, they will be presented to the NASA safety office and CO for approval and implementation.

Changes may also occur as NASA requirements and regulation change, or if there are changes to the contract. The LA Team will review the applicability of NASA and GSFC-specific directives and guidance documents during the phase-in period as a base-line. The Plan will be reviewed periodically and annually, during the life of the contract to ensure that it is up to date and that facilities, equipment, processes, and work environments are compliant with evolving requirements. As NASA directed changes in the safety and health program are requested, the LA Team will analyze the change recommendation and modify the Plan as appropriate.

In addition, the LA Team Program Safety Officer and the LA corporate VP, Client Services, will monitor EPA, OSHA, Department of Energy (DOE), and other related Websites to identify changes in laws or Government-wide policies and standards with potential health and safety implications for the management and operation of the Goddard Libraries. Should any relevant safety and health issues be identified, the CO will be notified.

The LA Team will continually monitor the performance of the Safety and Health Plan activities to ensure compliance with procedures and guidelines and to protect the safety and health of employees, clients, and the public in the Goddard Library facilities. The Program Safety Officer and Program Manager will review inspection and mishap reports uploaded to the PM Website to

identify potential problems, emerging issues, or situations that suggest a pattern of unsafe activities that might endanger the health or safety of the LA Team, NASA personnel, the public, or facility equipment. The Program Manager will discuss the safety of the project environment with the COTR and CO during performance review meetings.

3. Hazard Analysis

The Program Safety Officer and Program Manager will evaluate identified hazards in terms of the following:

- Severity
- Potential impacts on operations
- Mitigation alternatives
- Causes

The findings, along with any recommendations, will be reported to the CO in normal reporting channels and on the Project Management Website. The Program Safety Officer and Program Manager will be available to discuss any findings, analysis, and recommendations.

6.2.2 Inspections

The LA Team did not identify any Goddard administrative requirements for inspections, however, the LA Team's Program Safety Officer and Program Manager are available to accompany Goddard safety office personnel on inspections of the Goddard Libraries.

The LA Team's regular inspection program provides a method for ensuring ongoing status and hazard assessment over the life of the contract. The Program Safety Officer will perform inspections on a quarterly and annual basis, not including the initial base-line inspection performed 5-days after contract start-up. This approach ensures that the risk potential of all project initiatives will be considered over their entire life. We will use this process to:

- Identify and resolve discrepancies between requirements and observed conditions
- Integrate risk/hazard abatement strategies into special projects
- Ensure risk and hazard potential is considered during project/activity design and implementation phases
- Develop and assess safety and occupational health goals and objectives
- Develop training activities and assess the impact of training initiatives
- Assess project success in meeting safety and health goals
- Identify and define new hazards

Results of the health and safety inspections will be reported on the Project Management Website and sent to the CO and Goddard safety office in hard copy. The report will have two separate sections. One section will identify where requirements vary with the actual visual inspection, including analysis of the impact and recommendations. The second section will identify new hazards or changes in existing hazards, including an analysis of the impact and recommendations for remedying the problem. Any incident reports will be sent to the CO and Goddard Safety Office immediately.

6.2.3 Employee Reports of Hazards

The LA Team will include employee identification of hazards as part of the job requirements for all staff. In fulfilling this requirement, the LA Team staff will be encouraged and empowered to report potential hazards and will provide special recognition for staff that identify significant hazards. Also, the Team will publicize the positive results of the hazard reporting process. The LA Team corporate offices HR departments will pay special attention to hazard reporting situations. In order to provide additional reassurance, the LA Team will establish an anonymous suggestion box that will be reviewed weekly by the Program Manager. The Program Safety Officer will follow up on all hazard reports, conducting a thorough review and analysis. Results of the initial report, follow-up analysis, and final recommendations will be submitted to the CO. The LA Team will reinforce with staff that reporting hazards is an important job function and will figure positively in their performance evaluations and consideration for promotion.

During Safety and Health Plan staff training, staff will be instructed on the proper procedures for reporting critical and non-critical hazards. Staff will be trained to complete the proper logs. Also, staff will be given assurances and protections that they are free to report any type of hazardous situation.

6.3 Mishap Investigations

6.3.1 Mishap Investigations

The LA Team will report events (mishaps and close calls) and lessons learned as mandated in NPG 8621 “NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Record Keeping,” and in compliance with OSHA requirements. Copies of any reports will be investigated by the Program Safety Officer. Copies will be maintained by the Program Manager and the Goddard safety office. The LA Team’s corporate VP, Client Services, will follow up on reported events by conducting an on-site investigation. The visit will be coordinated by the Program Safety Officer.

As part of the LA Team’s safety and health training, staff will be given detailed instructions on fire evacuation procedures, provided a floor plan for evacuation routes, and supplied the appropriate telephone numbers for reporting hazards, including emergency numbers for fire reporting.

The LA Team will coordinate with the COTR and other required Goddard personnel for the use of the NASA Safety Reporting System (NSRS) to inform designated GSFC staff about safety concerns. The LA Team will also use the PM Website to communicate all safety and health issues as they relate to the contract.

The Program Manager will coordinate mishap investigation activities and lead investigations of significant mishaps. Team leaders will investigate close calls and minor mishaps. In conducting mishaps and close calls investigations, the LA Team will consider:

- Environmental conditions
- Contributing factors (such as materials, time of day, ongoing events, and so forth)

- Staff performance
- Compliance with regulations, standards, procedures, and other requirements
- Signage and documentation
- Training

The Program Safety Officer will investigate the mishap, will survey the physical location where the mishap occurred, and speak with those individuals who witnessed or were part of it. These free-form discussions will be designed to identify causes, outcomes, and possible preventive actions. The Program Safety Officer will document the results of the investigation including:

- A description of the events leading up to the mishap
- Factors that contributed to the mishap occurring
- Impacts and outcomes
- Damages (including an estimate of the costs and impacts of damages)
- Injuries (if any)
- The names and location information for key participants
- Mitigating circumstances and suggestions for mishap prevention

As references in Volume IV Past Performance “OSHA Information” there have been no mishaps, recordable incidents, or days away from work in our Project Descriptions.

Reporting procedures for accidents are discussed in Section 6.3.2.1.

6.3.2 Trend Analysis

The goal associated with trend analysis is to eliminate or significantly reduce workplace mishaps. Accurate and timely trend analysis will allow for possible changes in the work structure and Safety and Management Plan that will take into account situations that impact mishaps. The Program Safety Officer will correlate all data collected regarding mishap reporting. The Program Safety Officer will enter key mishap reporting data into a database residing on the Project Management Website. The information will be sorted across various entry fields to establish trends relating to mishaps. For example, the reports may indicate that mishaps occurred at a particular time of day, at a particular location, or while performing a specific activity. Having the ability to identify mishaps in relation to specific circumstances or conditions is critical to maintaining an effective and efficient Plan. The Administrative Assistant will assist the Program Safety Officer with data entry of mishap information.

The Program Safety Officer will report trend information and any recommendations to the Program Manager who will present this information to the CO for review. Once a determination is made that modifications to the Safety and Health Plan or procedures would eliminate or reduce mishaps and approval is obtained from the CO, the Plan will be updated with the changes. The LA Team staff will be trained on the new or updated safety elements, and then the modifications will be implemented. Typical information entered into the mishap reporting database would include:

- Date of mishap
- Time of day

- Location
- Activity being performed
- Equipment used
- Type of mishap (falling or tripping, damage to materials, staff injury, etc.)
- Description of circumstances and results

6.3.2.1 Accident Incident Summary Report

GSFC stipulates that accident reports are to be directed to the CO and Code 250. In addition, the Program Manager will inform the COTR immediately after the event is identified. The Program Manager will ensure that appropriate information is entered in the NSRS, documented in safety and health records, and made available via the PM Website, as appropriate. The LA Team will retain non-official occupational injury records involving the Goddard Libraries staff or the LA Team's staff for accidents that are reported to OSHA in accordance with 29 CFR 1960, Subpart I, "Record Keeping and Reporting Requirements," and NPG 8621.x, "NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Record Keeping.

The Program Safety Officer will complete a NASA Mishap Report (Form 1627 or its successor) for events, as required, and distribute sections of this multipart form as directed by NASA (if contractor dissemination is appropriate). The Program Manager will review and approve all mishap reports. The Program Safety Officer will make copies of mishap reports and ensure that a copy is given to the COTR when the form is completed and approved by the Program Manager. The LA Team will retain a physical copy of the report in a mishap reporting file in the Goddard Library contractor work area as well as the Project Management Website and appropriate corporate personnel files. The Program Safety Officer will complete and file accident incident reports each month, including for months when no accident incident occurs.

The Program Safety Officer will provide, if necessary, supplemental written reports that fully describe events and circumstances. The Program Manager will review the reports and will ensure that supplemental reports are objective and draw no conclusions from the events that have occurred. The LA Team Program Manager will review mishap reports to identify "lessons learned" and then update the Safety and Health Plan and operational procedures to reflect improvements. The LA Team will also use this information internally for project staff training.

We will prepare reports that cover the following mishaps:

- Accidents (vehicular and personal)
- Injuries
- Fatalities
- Events resulting in lost time as a result of occupational injury or occupational disease
- Environmental contamination beyond levels set forth in the contract schedule
- Loss of property beyond mandated limits
- Fires
- Close calls (events in which no injury or damage occurred, but that have the potential for resulting in injury or damage)

The Program Manager will make an immediate telephone call to the LA corporate VP, Client Services, and, if appropriate, to the cognizant Subcontract companies, apprising the

Corporate/Subcontract corporate offices about the event, implications, and estimated impacts. The Program Manager will follow-up the verbal report with a written report that will be available via the PM Website.

6.3.2.2 Log of Occupational Injuries and Illnesses

The Program Safety Officer will coordinate preparation of occupational injury and illness logs, in the appropriate format and in compliance with CFR 29 1904.5, with the Program Manager and LA's corporate VP, Client Services, and ensure that the log is delivered to the CO within 45 days of the end of the calendar year for each year that the contract is in force. The logs will include both the Goddard Library and Wallops Technical Library.

6.4 Hazard Prevention and Control

As stated previously, the LA Team will input data regarding mishaps into a tracking database to identify and report trends. A report on these trends and recommendations on actions to be taken will be sent to the CO. The database will also contain results from inspections, audits, and surveys that identified potential hazards. The goal of eliminating or reducing mishaps goes hand-in-hand with the elimination or reduction of hazards. The Program Safety Officer will review data collected regarding potential hazards and provide recommendations on improvements. For example, overloading an electrical outlet is a potentially hazardous situation; however, by recommending something as simple as obtaining power strips, this hazard can be eliminated.

The subsections that follow describe the LA Team's approach to identifying, reporting on, and eliminating hazards and risks.

6.4.1 Appropriate Controls

The LA Team will incorporate hazard prevention mechanisms into project operations using hazard prevention precedence techniques. As the LA Team Managers and Team Leaders develop or modify procedures and work processes, they will take into account design considerations that reduce, control, or eliminate hazards where possible. Where it is not possible to eliminate the hazard, the LA Team will incorporate safety devices, warnings, procedures, and training that reduce the potential for hazard, mitigate risk, and reduce possible impacts. We followed this approach in developing the procedures on which we based our operational strategy; and we will follow this strategy in updating our approach over the life of the contract. The Program Safety Officer and Program Manager will review draft procedures to ensure that hazard reduction methodologies have been considered and appropriate measures have been incorporated to eliminate, reduce, and mitigate hazards.

The LA Team Program Safety Officer will monitor reports of potential hazards by examining inspection, audit, and survey results. The Program Safety Officer will correlate the effectiveness of changes in procedures and training to the elimination or reduction of potential hazards. Management and operation of the Goddard Libraries cause limited exposure to chemical, waste, and discharge types of hazards; however, this does not diminish the LA Team's constant diligence in hazard prevention and control at the Goddard Library sites.

6.4.1.1 Hazardous Operations

No hazardous operations are contemplated during the course of normal contract operations for this effort. Should the design of project operational plans (see 6.4.1) identify potentially hazardous operations, the Program Safety Officer, Program Manager, and cognizant Team Leaders will develop an awareness strategy that ensures all project personnel, appropriate Goddard personnel, other contractors, and library visitors are notified about the activity. The LA Team will use the following mechanisms as appropriate:

- Warning signs
- Notification on the PM Website
- Notification on the Goddard Website
- Posting staff at library entrances during the time when the hazardous operation is occurring
- Curtailing access to parts of the facility where the operation will occur

The Program Safety Officer will ensure that the staff is trained appropriately concerning:

- The nature of the hazard
- Possible outcomes or impacts
- Mitigation procedures
- Emergency response procedures

The Program Safety Officer and Program Manager will ensure that the CO, COTR, and Goddard personnel responsible for emergency response are notified about the operation and will coordinate the development of a response plan (if appropriate) with NASA officials.

6.4.1.2 Written Procedures

As discussed in Section 6.4.1, the LA Team will incorporate hazard prevention and reduction procedures as part of our process/procedures design methodology. As processes and procedures are finalized, the LA Team will document them in a manner that clearly specifies the hazard reduction mechanisms that have been incorporated in them. When the Program Manager has reviewed the backup documentation and recommended procedural changes, they will be presented to the CO for final approval. Once approved by the CO, the Plan will be updated and changes implemented.

As the new hazard prevention procedures are implemented or changed in the Safety and Health Plan, the LA Team staff will be provided detailed training on the changes and given individual hard copies of the new procedure. In addition, changes to the Plan will be posted and available on the PM Website.

6.4.1.3 Protective Equipment

The Project Safety Officer will establish a monthly schedule to inspect equipment (copiers, PCs, etc.) used to support management and operation of the Goddard Libraries. The inspections will be logged and made available to Goddard personnel as requested. The Program Safety Officer will provide equipment status reports to the Program Manager. Reports will be sent to the CO and COTR with any maintenance or replacement recommendations.

The Program Safety Officer and Program Manager will identify any required protective equipment needs during the procedure design and documentation phase (see Section 6.4.1) and

provide a cost estimate and specification to the COTR if the equipment is to be government provided. The LA Team's Contract Manager will coordinate contract modifications (if they are appropriate) with the CO, and the LA Team's administrative staff will procure the items within specification and budget if they are to be contractor provided.

6.4.1.4 Permits

No permits are anticipated to be required for this contract. The Program Safety Officer and Program Manager will identify potential permit requirements as part of the hazard reduction precedence analysis described in Section 6.4.1. The LA Team will provide information to Goddard facilities personnel that support the acquisition of appropriate permits.

6.4.1.4.1 Asbestos Exposures

The LA Team will comply with any applicable Goddard Asbestos Control Program. Based on our Team's experience with the Goddard Libraries and solicitation requirements, the LA Team staff will be on-site in an asbestos-free environment.

6.4.1.4.2 Toxic or Unhealthful Materials

It is our understanding that the LA Team will not be involved with exposure to toxic or unhealthy materials. Based on our Team's experience with the Goddard Libraries and solicitation requirements, the LA Team staff will be on-site and not exposed to toxic or unhealthy materials with the following exception: The disposal of copier toner will be coordinated by the Program Safety Officer through the Goddard facility personnel.

6.4.1.4.3 Hazardous Waste

This activity is not applicable to the requirements identified in the solicitation for management and operation of the Goddard Libraries. However, as part of the inspection process conducted by the LA Team, the Program Safety Officer will report any unusual sighting of potential hazardous waste to the Goddard safety office.

6.4.1.4.4 New or Modified Emissions/Discharges

This activity is not applicable to the requirements identified in the solicitation for management and operation of the Goddard Libraries. However, as part of the inspection process conducted by the LA Team, the Program Safety Officer will report any unusual odors or emissions to the Goddard safety office. The LA Team staff will be instructed, as part of the Safety and Health Plan training, to identify and immediately report unusual odors or emissions to the Program Safety Officer or Program Manager.

6.4.2 Facilities Baseline Documentation

The Program Safety Officer will maintain all documentation related to our Safety and Health Plan. The LA Team will adhere to all documentation requirements required by NASA. In addition, as previous identified, the LA Team will follow ISO 9000 standards for quality control on the project. As part of the ISO 9000 standards, stringent, historical, and controlled documentation is required. The LA Team draft Plan will serve as the initial baseline documentation for safety and health. Copies of reference documentation will be filed with the

Plan as new versions are approved by the CO and implemented. The PM Website will maintain a section on safety and health documentation that is available to Goddard.

6.4.3 Preventive Maintenance

As part of our final Safety and Health Plan, the LA Team will identify the schedule for preventive maintenance and for reporting documentation for Goddard Libraries equipment. The Goddard Libraries' copiers and printers are the only equipment requiring preventive maintenance. The Program Safety Officer will inspect the equipment on a monthly basis and provide a status report to the Program Manager. The Program Manager will coordinate a maintenance schedule with the Goddard facility personnel.

6.4.4 Medical Program

This activity is not applicable to the requirements identified in the solicitation for management and operation of the Goddard Libraries. However, as part of our survey program, the Program Safety Officer will query staff regarding health issues in the workplace. The workplace environment for the Goddard Libraries does not provide a health risk to the LA Team staff. Results from the surveys will be reported to the CO.

6.5 Emergency Response

The LA Team Program Manager will monitor safety, occupational, health, and environmental information available via the NASA, GSFC, and Code 205 Web pages to identify training materials and training opportunities, and to plan training activities for the project staff. These sites list training opportunities that may be available to contractor as well as to Government personnel.

When appropriate training opportunities are identified, the Program Manager will discuss them with the COTR to determine whether a project representative should attend, then designate a member of the project team to attend the training session and report on results, if the COTR elects to have the project represented. The LA Team will coordinate and comply with any NASA "sheltering in place" policy and/or procedures. Safety and training areas include, but are not limited to:

- Evacuation plans and routes
- Emergency contact information
- Safe equipment operating procedures
- Procedures for maintaining facility areas in a safe manner
- Seat belt and cellular telephone rules
- Use of safety equipment (if activities or equipment require the use of safety items)
- Hazard reporting procedures
- Trash handling and recycling procedures
- Safe work area practices
- Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED)

6.6 Safety and Health Training

The LA Team recognizes that long-term occupational health and safety and operational practices designed to safeguard the environment are best promoted through continuing high levels of awareness and regular training.

The LA Team Program Manager, with support from the Program Safety Officer will oversee the health and safety training program. The LA Team Program Manager will coordinate closely with the Wallops Site Manager to ensure similar safety and health training is performed. The Program Manager will be assisted by the Program Safety Officer at the GSFC site to oversee and implement all safety and health training, including the following tasks:

- Assess project operations and determine training needs
- Develop or select training materials
- Structure training experiences
- Schedule training activities
- Ensure appropriate resources (forms, documentation, demonstration equipment, guest speakers, and so forth) are available
- Assess the results and impact of training
- Perform regular safety audits

The LA Team will actively participate in safety and health training activities. We will ensure a staff member is fully trained in CPR and AED. The LA Team will offer CPR or AED training through the Goddard safety offices (if available) or the American Red Cross Health and Safety Services.

Attachment 1 - Authority References

All authority (expressed and implied) as regards the Safety and Health Plan resides with NASA and the NASA employees overseeing Comprehensive Technical Services in support of the GSFC and Wallops Island Libraries contract. Within that context, authority for the plan is drawn from the following sources (designated as the sources of authority for the NASA Safety Manual):

- 42 U.S.C. 2473© (1), Section 203©(1) of the National Aeronautics and Space Act of 1958, as amended
- 5 U.S.C. Section 7902, 29 U.S.C. Sections 651 et seq., and 49 Appendix Section 1421, the Occupational Health and Safety Act of 1970 (Public Law (PL) 91-596), as amended
- Executive Order (E.O.) 12196 of February 26, 1980, Occupational Health and Safety Programs for Federal Employees
- 29 CFR Part 1910, Occupational Health and Safety Standards
- 29 CFR Part 1960, Basic Program Elements for Federal Employees, Occupational Health and Safety Programs and Related Matters
- NHB 1101.3, The NASA Organization, (Chapter 4, 416, Office of Safety and Mission Assurance, Code Q)

Attachment 2 - Safety References

- 5 U.S.C. Section 7903, Protective Clothing and Equipment
- 40 U. S.C. Section 619, Compliance with Nationally Recognized Codes (Section 6 (a) of P.L. 100-678, November 17, 1988), as amended
- 42 U.S.C. 11001 et seq., Emergency Planning and Community Right-To-Know Act
- E.O. 113043 of April 16, 1997, Increasing Seat Belt Use in the United States
- 49 CFR Parts 177, 571, Carriage by Public Highway; Federal Motor Vehicle Safety Standards
- EM 385-1-1, U.S. Army Corps of Engineers, Health and Safety Requirements
- NHS/IH-1845.3, Hazard Communication
- NPD 1800.1, NASA Occupational Health Program Policy
- NPD 3810.1, Processing Claims Under the Federal Employees Compensation Act
- NPD 6000.1, Transportation Management
- NPD 8070.6, Technical Standards
- NPD 8621.1, NASA Mishap Reporting and Investigating Policy
- NPD 8700.1, NASA Policy for Safety and Mission Success
- NPD 8710.1, Emergency Preparedness Program
- NPD 8710.2, NASA Health and Safety Program Policy
- NPG 1441.1, NASA Records Retention Schedules
- NPG 2810.1, Security of Information Technology
- NPG 4100.1, NASA Materials Inventory Management Manual
- NPG 4200.1, NASA Equipment Management Manual
- NPG 5100.4, Federal Acquisition Regulation Supplement (NASA/FAR Supplement)
- NPG 7120.5, Program and Project Management Process and Requirements
- NPG 8621.x, NASA Procedures and Guidelines for Mishap Reporting, Investigation, and Record Keeping
- NPG 8715.1, NASA Health and Safety Handbook - Occupational Health and Safety Programs
- NPG 8715.x, NASA Emergency Preparedness Program Plan
- NPG 8820.3, Pollution Prevention
- NPG 8831.2, Facilities Maintenance and Energy Management Handbook

- NPG 8840.x, NASA Procedures and Guidelines for Implementing the National Environmental Policy Act, and Executive Order 12114
- NASA-STD-8719.7, Facility System Safety Guidebook
- NASA-STD-8719.9 (will replace NSS 1740.9), NASA Safety Standard for Lifting Devices and Equipment
- NASA-STD-8719.11 (will replace NSS-1740.11), NASA Safety Standard for Fire Protection
- NASA-STD-8719.11 (will replace NSS-1740.11), NASA Safety Standard for Fire Protection
- NASA-STD-8719.13 (will replace NSS 1740.13), NASA Software Safety Manual
- National Aeronautics and Space Administration Charter of the NASA Aerospace Safety Advisory Panel, April 29, 1999
- ANSI/ASQC Q90001-1994

Attachment 3 – LA Team Roles and Responsibilities

PROGRAM MANAGER

- Manages and controls overall project
- Has overall responsibility for development and compliance of the Plan
- Issues final approval for all reporting and recommendations

PROGRAM MANAGER AND PROGRAM SAFETY OFFICER

- Monitor implementation of the Plan
- Assess the quality of staff performance in regard to activities governed by the Plan and identify personnel who make significant contributions in plan areas
- Assess compliance with relevant Federal, NASA, Center, and State and local standards, requirements, and guidelines
- Ensure plan documentation is up to date and accurate
- Coordinate plan activities with GSFC representatives
- Plan cooperatively regarding safety, health, and environmental issues with the project COTR
- Collect data and write reports (mishaps reports, incident reports, etc.)
- Identify and resolve problems
- Coordinate and/or conduct audits, surveys, and inspections

PROGRAM SAFETY OFFICER

- Serves as project fire warden
- Audits the effectiveness of the plan in meeting Government, agency, and center safety, health, and environmental objectives
- Compiles and records the results of audits, surveys, and inspections; organizes and maintains records; and responds to requests requiring the use of records
- Ensures records are accurate, up-to-date, and well-organized
- Plans and implements staff awareness activities
- Orients new staff to provisions of the Safety and Health Plan
- Identifies corporate resource needs, contacts corporate personnel, and coordinates the application of corporate resources in support of specific elements of the plan
- Coordinates subcontractor compliance activities
- Reports on health and safety-related events
- Investigates, documents, and files reports on mishaps
- Develops post-mishap “lessons learned” documentation
- Assesses the impacts of changes in operations or standards/procedures and devises plan revisions that address them

ADMINISTRATIVE ASSISTANT

- Updates plan documentation and forms
- Inputs data into the reporting formats
- Assists with maintenance of mishap reports
- Supports orientation, awareness, and training activities that involve safety and health topics
- Administers the recycling program

TEAM LEADERS

- Monitor operations for events or situations with safety, occupational health, and/or environmental implications
- Monitor the quality of staff performance in regard to Safety and Health Plan provisions
- Report and assist with internal (project) investigations of mishaps
- Implement changes/revisions that result from requirements changes or mishap investigations
- Assist with training and orientation activities, and conducting audits, surveys and inspections.
- Maintain team member awareness of safety, occupational health, and environmental concerns

LIBRARY STAFF

- Monitor operations for unsafe, unhealthful, or environmentally unsound conditions and report situations to management
- Participate in monthly safety audits

Attachment 5 - Equipment Inspection Form

EQUIPMENT INSPECTION FORM

Date/Time:	Inspector:
Facility: Homer K. Newell Library _____ Wallops Facility Library _____	
Equipment Inspected (List and Describe):	
Checkpoints: Work area cleanliness and safety _____ Equipment safety features (in place and operational) _____ Supply storage _____ Operating instruction signage _____	
Results (Description):	
Signature/Date: _____ Disposition:	

Attachment 6 - Inspection Log

Date	Inspection Activity	Inspector Initials	Summary of Results

Attachment 7 - Monthly Safety Audit Checklist

Monthly Safety Audit Checklist

General Safety	Satisfactory	Requires Attention	Date Corrected
Walking surfaces safe			
Ventilation adequate			
Work areas clean			
Work areas properly illuminated			
Emergency lights functioning			
Exits clearly marked			
Egress paths clear			
Non-exit doors marked as such			
Emergency phone numbers posted			
Appropriate caution labels and warning signs posted			
Fire Protection			
Fire alarm pull stations visible and accessible			
Fire evacuation plans posted			
Fire doors closed if required			
Fire extinguishers available and inspection tags up-to-date			
Electrical Safety			
Appliances in good working order			
Electrical power strips not connected in series			
Power cords in proper order (not frayed)			
Storage Safety			
Supplies and materials properly stored			
No exposed sharp objects			
Task Safety			
Employees instructed in proper first aid and emergency procedures			
Employees aware of hazards involved with their tasks and work areas			
Hazard mitigation in effect when required			
Remarks			

**NNG07AZ07C
ATTACHMENT H
LIBRARY MANUAL
MAY 2006**

LIBRARY MANUAL

The Library Manual sets forth the authorities, specifications, and delivery schedule for this mission contract. The text is organized in the same sequence as the Statement of Work.

In general, each section is divided into the following topics:

AUTHORITIES AND REFERENCE TOOLS
OPERATING SPECIFICATIONS
DELIVERY TABLE

LIBRARY MANUAL EXHIBITS

The exhibits are intended to illustrate the products. The absence of an exhibit does not mean that the product does not exist. They do not represent a complete spectrum of the products. The exhibits should be used in conjunction with the specifications. Some of the exhibits may pertain to more than one part of the manual.

NNG07AZ07C
ATTACHMENT H

COLLECTION BUILDING

ACQUISITION

AUTHORITIES AND REFERENCE TOOLS - ACQUISITIONS where ★ designates standard authorities

- Library Manual
- Technical Processing Procedures Manual
- Network protocol standards
- Goddard Personnel Locator
- Goddard Telephone Book
- NASA Journal Holdings List
- Goddard GALAXY Online Catalog
- Goddard purchase order requests
- Batch order control charts
- GSFC Specifications Catalog
- GSFC Publications Office
- GSFC Xdocuments Catalog
- Dateline Goddard Announcement
- ★OCLC data base
- ★NASA Aerospace Data base
- ★NTIS data base – Online Version
- ★U.S. Government Manual
- ★Congressional Directory
- ★Publisher's Trade List Annual
- ★Ulrich's International Periodicals Directory
- ★Irregular Serials and Annuals
- GPO Catalog Online

Further, the government requests establishment of the format of the item to be acquired. For books paper copy vs. electronic copy, multimedia or microfiche copy (in rare instances) For journals electronic copy vs paper copy, multimedia or microfiche copy

- Other types of literature
In the absence of a designation, paper copy is assumed
- Non-printed media
Requests for tapes, cassettes, video disks, magnetic tapes are specifically identified as such.

Finally, the user request forms establish the retention requirements:

- Permanent retention
- Interlibrary Loan
- None – merely suggestion for the library collection
- Suggester/Requestor

The differential is the ultimate destination of the item:

- the suggester is suggesting it for inclusion in the library collection; the suggester normally is given the courtesy of being first on the reserve list for that title when it arrives

- the requestor needs the item for immediate use; the requestor is called; the item is usually delivered; it may or may not be returned to the library

- Priorities of Service

See Performance Goals



CATALOGING

AUTHORITIES AND REFERENCE TOOLS - CATALOGING where ★ designates standard authorities

- Library Manual
- Technical Processing Procedures Manual
- SIRSI Reference Guide - Cataloging
- ★AACR2
- ★LC Name and series Authority File via OCLC
- ★LC Subject Headings List
- LC Rule Interpretations
- ★LC Classification Schedules (except Legislative Materials)
- ★LC Author Number Table
- NASA Thesaurus
- NASA/RECON User's Reference Manual
- NASA/RECON data base
- ★OCLC Bibliographic Input Standards
- OCLC Books Format
- OCLC Cataloging : User Manual
- OCLC Machine-readable Data Files Format
- OCLC Name Authority: User Manual
- OCLC MARC Code Lists
- OCLC Serials Format
- OCLC Reference Guide : Cataloging Subsystem
- ANSI National Standard for Serial Holdings Statements at the Summary Level
- U.S. MARC format for Holdings and Locations

OPERATING SPECIFICATIONS

A general description follows of the forms and methods used in transmitting requests to the contractor.

The government requests will be forwarded in several ways:

- in writing
- verbally and then confirmed in writing
- via electronic file transfer

The requests will be forwarded in several formats:

- Electronically via Goddard Library Electronic Request Form(s) via Goddard Library Website
(Used primarily for document and interlibrary loan requests)
- Electronically via ILLiad or current GSFC Library Interlibrary Loan Software
- Goddard Library Acquisition Batch Form
- Goddard Library Card Application Forms
- ALA Interlibrary loan forms and electronic requests received via OCLC
- miscellaneous formats: letters, notices, etc.

The requests will be forwarded in various time cycles.

These requests are number-controlled by the government at two levels:

1. Batch Level
This level controls the transfer of a large number of requests. The batch number is merely a sequential number based on the fiscal year. It usually also bears a textual definition on the government's records to identify the major characteristic of the batch.
2. Goddard Library Request Form or ILL Transaction Number
This registration number or machine generated transaction number assigns a unique number to each individual request; the number is simply a sequential action number generated by the ILL system software. The assignment of the other numbers to facilitate forms processing maybe delegated to the contractor by the Contracting Officer's Technical Representative (COTR) .

The time priority of the requests is designated by the government as follows:

- Emergency
Highest priority: request telephoned, emailed or hand delivered to the contractor; items obtained regardless of measures needed; item is hand delivered to the COTR or other designee without any processing; order will be confirmed later in writing - This category is rarely used and when used it is with the greatest discretion.
- Rush
High priority; request telephoned, emailed or hand delivered to contractor; acquisition is done on an expedited basis; processing is minimal; orders falling in this category are generally available in the United States.
- Routine
Normal priority; acquisition, processing and delivery on a regular basis; processing is

complete.

- Difficult
Acquisition of these items I regarded as unusually difficult or complex. Verification requirements are high since these items involve a foreign source or an item published in a limited edition – perhaps by an obscure source.

The government requests establish the official start date:

- Start Date
This date is assigned by the government. It is generally designated as the day after the pickup date or transfer date of the requests to the contractor. However, in the case of Emergency or Rush, it is set as the very same date as the request was first made/transferred to the contractor. Special incremental start-up dates may be authorized for large projects.

The government request also identifies the parameters for;

- Type of literature
A distinction is made, where necessary, between books, journals, documents, etc. It is important that this designation be carried in the processing information lists for accountability of funds for statistical reporting.
- Technical processing instruction
Provision is made for the delivery of items in the uncataloged state. This situation occurs primarily with emergency or rush orders, orders for special high management staff at GSFC, and in the case of items ordered for their hot-off-the press value. For the cataloged collections, instructions are given for the allocation of copies to circulation, reserve and reference collections, respectively. Infrequently, special directions may be necessary in the rare case where GSFC might have to replace a book lost in interlibrary loan, etc.

The requests carry a variety of bibliographical and acquisition data:

- Books
A fairly complete bibliographical citation is provided for items to be purchased, including an estimated cost.
- Documents
A high percentage of the requests originate with/in the NASA information data base output; thus the reference is generally of good and complete quality. However, requests other than NASA-based citations are not as complete and require basic verification.
- Journals
For items to be acquired, a fairly complete bibliographical and acquisition citation is usually provided.

- Interlibrary borrowing

These requests vary greatly in the degree of information provided. Verifications are required.

The government requests establish the number of copies to be furnished or processed:

- Books
The number of copies to be acquired is specified as well as the collection designator
- Journals
The number of copies to be acquired is specified
- Documents
Requests by users are read as a single copy unless approved otherwise in writing by the technical officer
- Requests by the technical officer for documents will carry a specific notation
- Photocopy requests
All requests are read as a single copy for research purposes only
- Interlibrary borrowing
All requests are restricted to a single copy for research purposes only

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- Photocopy requests
All requests are read as a single copy for research purposes only
- Interlibrary borrowing
All requests are restricted to a single copy for research purposes only

Cataloging

Background	
MARC	The Goddard Library started using full MARC on January 1, 1980. Prior to that, a MARC compatible record format was used. Records created in the MARC compatible format before 1980 were not converted to full MARC tagging.
ISBD	The Goddard Library started using ISBD (M) on January 1, 1980. Records created prior to that date were to be converted to ISBD (M).
AACR2	On January 1, 1980, the Goddard Library started using AACR2. Records created prior to that date were not converted to AACR2 headings
Microfiche:	The Goddard Library shifted to a full COM catalog for the circulating collection at the close of FY81. At that time, a sub-field of the 010 was defined to show original cataloging, the price information was added to the ISMN tag, and a media qualifier was added to the title field for materials other than printed books or manuscripts.
Closed entry:	Prior to establishing a bibliographic file on ARIN, all records for books in the Goddard catalog file were for single physical volumes. Currently, as newer title in a given series are cataloged, older records for single volumes are collapsed into a single record when appropriate.
Online Catalog:	The Goddard Library converted its existing bibliographic records for books to ARIN in September, 1987. Journal records were converted in October, 1989. The Goddard then transitioned to SIRSI's STILLAS/Unicorn Software in August 1995, which is the current Online Catalog software. All new records are added online using an appropriate combination of STILLAS and OCLC transfer functions.

MARC COMPATIBLE RECORDS

Records entered on the machine readable file prior to 1980 are in a MARC compatible format. The major visible differences between this format and true MARC are:

- The MARC compatible format lacks indicators
- The MARC compatible format lacks sub-field codes

MARC formats: The Goddard Library uses all applicable MARC formats supported by the SIRSI software.

OPERATING SPECIFICATIONS

Rules and sources of authority, p.1

All sources of authority listed here are assumed to be used in their most current form, often requiring the use of update supplements.

Rules	Date Adopted	Source of Information	Local Variations
AACR2, as interpreted by LC	January, 1981	AACR2 LC Cataloging Service Bulletins LC name and series authority file, through OCLC, current LC catalog records	<ol style="list-style-type: none"> 1) Many pre-ARIN records are for single volumes only. 2) Where, because the foregoing policy, a series of monograph records was created for the parts of a series (annual reviews, e.g.) each resulting monograph record carries the key-title and ISSN of the serial of which it is a part. This information is carried in a field tagged 490.0. No special search is made for this information; it is included in the Goddard record only when found during the course of normal pre-catalog searching. 3) Author/Title series have been retained for series where: <ol style="list-style-type: none"> a. The author/title tracing is already in the Goddard catalog with 5 or more entries. AND b. the form of the author has not been changed by cataloging rules or by organizational name change. Where there are fewer than 5 non-AACR2 series entries, all existing entries are corrected to the AACR2 form. If the form of the author entry changes for any

OPERATING SPECIFICATIONS

Rules and sources of authority. (continued)

Rules	Date Adopted	Source of Information	Local Variation
LC Subject Headings	Day 1	Current SIRSI file. LC cataloging Service Bulletin	None
NASA Thesaurus Terms	1976	Current Online or Printed edition with updates	None
LC Classification Scheme	Day 1	Current LC classification schedules (latest cumulated edition) <u>OCCASIONALLY</u> additions and changes issued by LC (through current date) LC Cataloging Service Bulletin	Congressional documents are not classed XF. They are classed in LR, class which does not exist in the LC scheme. A call number for a specific Congressional document is constructed as follows: LR___ (the class number) 981___ (the number of the Congress followed by the number of the session. SAP___ (a symbol for the committee name, Senate committee symbols begin with S; House committee symbols begin with H; Joint committee symbols begin with J. Documents not pertaining to a committee are given the symbol "M". A table of committee symbols is in Section II.D.5. An accession number indicating that this is the third document to be added to the Goddard collection from the Senate Appropriations Committee, 96 th Congress, 1 st Session). (Entire call number on spine)

OPERATING SPECIFICATIONS

Rules and sources of authority, (continued)

Rules	Date Adopted	Source of Information	Local Variation
LC author number table from Cataloging Service Bulletin 104 May, 1972	1972	Cataloging Service Bulletin 104, May 1972	

CATALOGING

BOOKS

On the following pages are lists of data elements displayed (“visible elements”) in each printed catalog product.

In any case where a tag is specified as __XX in these tables – for instance, where 6XX is specified – it means all tags permitted by the table of tags in section II.3.2 and beginning with the number preceding the “XX.” Thus, in these tables, 6XX means 600, 610, 611, 630, 650, 690, and 691 – no other tag, regardless of what is listed in the national MARC formats.

Cataloging

BOOKS: CATALOGS

Weed Audit Catalog, Greenbelt or Wallops

Data Base Elements	Visible Elements	Elements as Access Points	First Sort	Second Sort	Third Sort
		(1). Authors	And Titles	Section	
Same as for shelflist	008 date 1	1XX	1XX	245	090
	090	245	245	1XX	090
	1XX	440	440	245	090
	245	7XX	7XX	245	090
	6XX	8XX	8XX	245	090
		(2). Subjects	Section		
Same as for shelflist	008	6XX	6XX	1XX; if none,	090
	090			then 245	
	1XX				
	245				
	6XX				
		(3). Shelflist	Section		
Same as for shelflist	001	090	090		
	010				
	020				
	090				
	1XX				
	245				
	250				
	260				
	300				
	500				
	501				
	502				
	503				
	504				
505					
506					
6XX					
7XX					
8XX					
		(4). Control Table	Section		

CATALOGING

BOOKS

Following are definitions of the categories of cataloging used in the forgoing method of measuring intellectual difficulty.

LC CATALOGING

Source of cataloging data is Library of Congress (the LC records may be found in a variety of sources, including MINI MARC, NUC, OLCL, CIP, RECON, etc.). To be included in this category we must accept the main entry through the first period and we must accept the class number down to the author number.

ORIGINAL CATALOGING

There is no source of cataloging or the source is a non-LC cataloging group or service and we have changed both the main entry before the first period and we have changed the class number from alpha designator down to the author number. We consider RECON a source only if the citation is from the NALNET file.

SHARED CATALOGING

Source of cataloging:

- a) Any group or service other than LC, for which we have accepted the main entry through the first period or we have accepted the class number from the alpha designator down to the author number; or
- b) LC, IF we have changed the main entry before the first period OR we have changed the class number from the alpha designator down to the author number.
- c) LC serial record transformed to a closed entry will be considered Shared, even if the main entry and class number are accepted.

A decision matrix, showing the choice of category in various cases follows on the next page.

CATALOGING

BOOKS

For the books collection, the workload is measured by intellectual difficulty, as well as by absolute number of new units cataloged.

Certain base decisions are made:

1. Original cataloging is the most difficult intellectual effort.
2. Library of Congress "copy" is the easiest effort.
3. Shared cataloging – where some adjustments to the classification/cataloging are necessary – is of an intermediate level of difficulty between original and LC.

Thus, the method is based on the following:

- a) The amount of original cataloging is the base determinate in the score value.
- b) The three types of cataloging (defined on the previous page) should be weighted: easiest to hardest.
- c) The grid for determining quantities of cataloging provides for a weighted value of the production for the time period.
- d) Procedure:

Cataloging Type	Value	Production/period Number of Titles	Percentage/ Titles=Score
LC	1		
Shared	2		
Original	3		

e) Grid:

Score Value	Definition
80 – 100	Superior
60-79	Above average
40-59	Satisfactory
20-39	Below average
0-19	Unsatisfactory

Example: During a 17 week period, 560 titles were cataloged:

Titles	Score	Score Value
LC = 320	X 1	320
Shared = 200	X 2	400
Original= 40	X 3	120

840 divided by 17 weeks =
49 score value

LEGEND FOR ABBREVIATIONS USED IN TABLES

SYMBOL	EXPLANATION
A	Annual
B	Both: Both Greenbelt and Wallops
C	Cumulative but purged to date where appropriate
D	Daily
E	Electronic
G	Greenbelt
H	Hardbound
IRR	Irregular
M	Monthly
NC	Not Cumulative, appropriate for period covered only
P	Paper – 8.5” x 11” or other as required
Q	Quarterly
S	Spiral bound and labeled on spine
SA	Semi-Annual
SCD	Standard Catalog Distribution
SRD	Standard Report Distribution – SCD and SRD extra copies are indicated by a figure
W	Wallops
WK	Weekly
X	Yes, applies
Date Due 15TH	The 15th of the month; if a weekend or holiday, the very next working day
Date Due Last	The final working day of the month

END PRODUCT DELIVERY TABLES

V. ACQUISITIONS

BOOKS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
Billing List	B		M	X	Last	NC	X	X	E, P		2
Delivery List	B		W	X	Last	NC	X	X	E, P		2
Titles Cancelled	B		Q	X	Last	NC	X	X	E, P		2
Standing Order List	B		M	X	15 th	NC	X	X	E, P		2
Requester/Suggester Reports	B		Q	X	Last	X	X	X	E, P		1
Aging List	B		Q	X	Last	As Specified	X	X	E, P		1
Statistical Reports											
Book Cost Spectrum	B	X	SA	X	Last	X	X	X	E, P	S	2
Outstanding Order Analysis	B		SA	X	Last	X	X	X	E, P		2
Book Acquisitions Turn Around Analysis	B		IRR	As Specified	As Specified	NC	X	N/A	E, P		2

END PRODUCT DELIVERY TABLES

V. ACQUISITIONS
JOURNALS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
Journal Titles on Order - Greenbelt	G	X	IRR	X	As Specified	X	X	X	E, P	N/A	2
Journal Titles on Order - Wallops	W	X	IRR	X	As Specified	X	X	X	E, P	N/A	2
Billing List	B	N/A	WK	X	Last	NC	X	X	E	N/A	2
Journal Cost Spectrum	B	X	A	X	15 th	As Specified	X	X	E, P	S	SRD
Outstanding Order Analysis	B	X	Q	X	15 th	As Specified	X	X	E, P	N/A	1
Journal Acquisitions Turn Around Analysis	B	X	A	X	15 th	As Specified	X	X	E, P	S	1

ACCESS SERVICES

PHILOSOPHY

Access Services facilitates the user's access to relevant information resources. The primary goal is responsiveness.

AUTHORITIES AND REFERENCE TOOLS

- NASA Goddard Locator and Information Services Tracking System (LISTS)
- NASA/GALAXIE Circulation Manual
- STILAS Chart for Circulation Commands
- Technical Processing Procedures Manual
- GSFC Telephone Directory: printed and online versions
- The GSFC Interlibrary Loan Borrowing Policy
- The Performance Evaluation Plan (PEP) to support the GSFC Libraries' Contract
- The NASA Records Retention Schedules NPG 1441.1C, 1997. Available online at: <http://www.sti.nasa.gov/nasarrs>
- The National Interlibrary Loan Code for the United States, 1993
- The Copyright Revision Act of 1976 (Public Law 94-553)
- The National Commission on New Technological Uses of Copyrighted Work, Guidelines for the Proviso of Subsection 108(g) (2) ("CONTU Guidelines" in H.R. Rep. No.1773, 94th Congress, 2d session. (1976)
- The Digital Millennium Copyright Act (DMCA) of 1998
- The American Library Association's Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests and Materials, 1994
- The American Library Association's Interlibrary Loan Packing and Wrapping Guidelines, 1994
- The National Information Standards Organization. Interlibrary Loan Data Elements, Z39.63-1989. New Brunswick, NJ.:Transaction Publishers, 1990

LEGEND FOR ABBREVIATIONS USED IN TABLES

SYMBOL	EXPLANATION
A	Annual
B	Both: Both Greenbelt and Wallops
C	Cumulative but purged to date where appropriate
D	Daily
E	Electronic
G	Greenbelt
H	Hardbound
IRR	Irregular
M	Monthly
NC	Not Cumulative, appropriate for period covered only
P	Paper – 8.5” x 11” or other as required
Q	Quarterly
S	Spiral bound and labeled on spine
SA	Semi-Annual
SCD	Standard Catalog Distribution
SRD	Standard Report Distribution – SCD and SRD extra copies are indicated by a figure
W	Wallops
WK	Weekly
X	Yes, applies
Date Due 15TH	The 15th of the month; if a weekend or holiday, the very next working day
Date Due Last	The final working day of the month

END PRODUCT DELIVERY TABLES
III. GENERAL SUPPORT

JOURNALS

Journal Holdings	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
List of journals displayed in journal racks	G	X	A	X	Last	X	X	X	E,P	N/A	SCD +1
List of journals not displayed in journal racks	G	X	A	X	Last	X	X	X	E,P	N/A	SCD +1
Missing copies report	G	X	A	X	Last	X	X	X	E,P	S	SCD +1
Journal Holdings Total	B	X	A	X	Last	X	X	X	E,P	S	SCD +1

INFORMATION NAVIGATION

AUTHORITIES AND REFERENCE TOOLS: where * designated standard authorities

- Library manual
- Technical Processing Procedures Manual
- Network Protocol Standards
- ★Goddard GALAXIE Online Catalog
- Web of Science
- ★Books in Print/CD-ROM
- ★NTIS Data Base
- NASA Aerospace Data Base
- NASA Thesaurus
- GSFC Specifications Catalog
- GSFC Telephone Directory
- GSFC X-Documents Catalog
- GSFC Professional Intern Presentations Catalogs
- A Guide to the National Space Science Data Center
- GSFC Organization Manual
- ★Ulrich's International Periodicals Directory
- ★Library of Congress Subject Headings
- IEEE/IEE Electronic Library
- NASA Goddard Document Management System
- ★The Internet and World Wide Web

LIBRARY INFORMATION SYSTEMS SUPPORT

AUTHORITIES AND REFERENCE TOOLS

- Library Manual
- Goddard GALAXIE Manual
- Goddard Library Web Site Manual
- NASA IT Security Guidelines
- Solaris X Documentation

OPERATING SPECIFICATIONS

The library contract will operate in a NASA-wide network environment which requires of all its participants:

- Adherence to the network protocol
- Cautious implementation of new system modules
- Cooperation in the establishment and maintenance of network-wide standards
- Compromises among the participants

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SCD	Standard Catalog Distribution
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W	Wallops
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END PRODUCT DELIVERY TABLES

VIII. INTEGRATED LIBRARY SYSTEM

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
A. Books Use Analysis 1. GSFC Circulation Transaction Extract Record	B	X	A	X	Last	X	X	X	E, P	S	SRD +1
2. GSFC Holding Record	B	X	A	X	Last	X	X	X	E, P	S	SRD +1
3. Circulation/ Holding Report a. By Call Number b. By Two Letter Class c. By One Letter Class	B	X	A	X	Last				E	S	1

END PRODUCT DELIVERY TABLES

VIII. INTEGRATED LIBRARY SYSTEM (continued)

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
4. Holdings Reports a. Popular Classes b. Increasingly Popular Classes c. Classes of Continuously Increasing Popularity	B	X	A	X	Last	X	X	X	E,P	S	I
5. Holdings Reports a. Accession Year/ Imprint Year b. Accession Year/Imprint Decade c. Call Number/Imprint Year	B	X	A	X	Last	X	X	X	E		I

END PRODUCT DELIVERY TABLES

VIII. INTEGRATED LIBRARY SYSTEM (continued)

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
6. Circulation/ Holdings Graphs	B	X	IRR	X	As Specified	X	X	X	E		SRD
7. Circulation/ Holdings Subject Report	B	X	IRR	X	As Specified	X	X	X	E		SRD
B. Books-Aging Profile Analysis	B	X	M	X	Last	NC	X		E, P	S	1
C. Books - Weed Audit Catalog	B		SA	X	Last	NC	X		E, P	S	1
D. Journals - Journal use Analysis	B	X	SA	X	Last	X	X		E, P	S	2

REPORTS

AUTHORITIES AND REFERENCE TOOLS

- Tables of Magnitude in the RFP

OPERATING SPECIFICATIONS

Key metrics to be graphed for each functional area and included the Monthly Report:

Collection Building
Access Services
Information Navigation
Library Information Systems

Statistical database for longitudinal reporting:

The database shall be maintained utilizing a standard machine-readable database package suitable for use on the Library personal computers

The data shall be integrated and updated on a monthly basis and shall be cumulated and printed out quarterly as statistical supplement to the Monthly Report

Selected data shall be included in the Monthly Report graphic format to visualize progress and to highlight selected subsets

Data element presentation in the statistical database shall include, but not be limited to, the following data elements:

- Tables of Magnitude line items
- Units of measure
- Contractor performance for the period; the following parameters are illustrative only and do not represent the complete spectrum:
 - Government requests
 - Titles/volumes ordered, cataloged, delivered, backlogged, claimed
 - Pieces processed, filed shelved, disseminated, routed, circulated
 - Monies committed, monies billed, payment received
 - Labor hours expended on function
 - Labor costs/dollars expended on function
 - Cost per product; cumulative costs per function
 - Turn-around time achieved
 - Forecast/ projection including administrative areas

Updated procedures manuals for all contractor operations shall be delivered to the government at the end of each contract year.

STANDARD REPORT DISTRIBUTION: SRD

COPIES/DISTRIBUTION	GREENBELT
Library Technical Officer	2
Library Archives	1
TOTAL	3

LEGEND FOR ABBREVIATIONS USED IN TABLES

SYMBOL	EXPLANATION
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D	Daily
E	Electronic
G	Greenbelt
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IRR	Irregular
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SA	Semi-Annual
SCD	Standard Catalog Distribution
SRD	Standard Report Distribution – SCD and SRD extra copies are indicated by a figure
W	Wallops
WK	Weekly
X	Yes, applies
Date Due 15 TH	The 15 th of the month; if a weekend or holiday, the very next working day
Date Due Last	The final working day of the month

END PRODUCT DELIVERY TABLES
IX. REPORTS

	Applicable G, W, Both	Lifetime Cycle Throughout Contract	Frequency	Closing Date - As Late As Possible to Production, Except When Noted	Due Date	Cumulation	First Delivery - Last Working Day of First Frequency	Final Delivery - Ten Working Days Prior to Contract Expiration	Format	Binding	Copies Distribution
Administrative	B	X	M	X	15th	X	X	X	E, P	S	SRD +2
Technical	B	X	M	X	15 th	X	X	X	E, P	S	SRD +2
Statistical	B	X	M	X	15th	X	X	X	E, P	S	SRD
1. Statistical Report	B	X	M	X	15th	X	X	X	E, P	S	SRD
2. Tables of Magnitude Statistics	B	X	BM	X	15th	X	X	X	E		
3. Graphic Edition of Tables of Magnitude	B	X	IRR	X	As Specified	X	X	X	E		
4. Sub-Sets of Statistics	As Required		IRR	X	As Specified	As Specified			E, P	S	SRD +2
Special	B	X	A	X	Last	X	30 Prior to end of year 1; required draft	30 Days Prior to end of contract; required draft	E, P	S	SRD +2
Final Administrative Report	B	X	A	X	Last	X	30 Prior to end of year 1; required draft	30 Days Prior to end of contract; required draft	E, P	S	SRD +2

ATTACHMENT I – QUALITY ASSURANCE PLAN

The LA Team's Quality Policy

Providing timely, accurate, and responsive service in a customer friendly environment to the four generations of customers at the Goddard Libraries is the responsibility of everyone on the LA Team. We will accomplish this objective through our highly trained and skilled staff utilizing disciplined business processes and documented procedures that are regularly verified as part of our Quality Assurance Plan.

4.0 QUALITY ASSURANCE PLAN

The success of all our Federal contracts rests directly on our ability to consistently ensure high levels of quality on a day-to-day basis. To attain this standard of performance, Library Associates (LA) and its partner companies, follow an ISO 9001:2000 compliant management approach, incorporating quality-monitoring functions into all of our projects and all aspects of our corporate operations. Our success in managing library support projects like the Goddard Libraries is a testament to our effectiveness in planning and implementing quality control procedures to support Federal and commercial clients. The LA Team's approach vests quality review responsibility with all of our staff and then recognizes their quality achievements in meaningful ways. We establish quality control mechanisms directly related to project requirements, create review mechanisms to assure their effectiveness, and share reports that assess performance against established standards both internally and with our clients. The LA Team recognizes that client satisfaction, responsiveness, and customer service are basic duties for all of our staff. Our senior managers regularly meet with clients to review our performance, and then use the results to improve operations. The subsections below describe our approach to performing quality management functions in support of the Goddard Libraries, our methods and techniques for monitoring the quality of all knowledge exchange functions, and our approach to ensuring oversight for quality management processes.

4.1 Approach to Ensuring Quality Services

The LA Team will follow an ISO 9001:2000 approach to quality management and quality control. This includes repeatable processes with defined procedures, standards, and quality checks to ensure that project performance standards and objectives are met. The LA Team defines quality control activities as those functions integrated into ongoing project and support activities that ensure work is being performed in an accurate, timely, responsive manner emphasizing customer service and compliance with contract requirements. Therefore, a successful quality control program for the Goddard Libraries must consist of elements that continually monitor the performance of the basic library services as well as mechanisms for monitoring the quality of individual programs, products, and services. Our project experience with library operations allows us to develop specific quality control strategies appropriate in number and level for all library functions.

We have found that the most efficient quality control programs are those that proactively involve all members of the staff. The LA Team Quality Assurance Plan structures quality control activities to make all members of the staff—from the most junior staff member (Peer Level) to

the Project Manager—responsible for quality performance. While Peer Level quality control activity is an important element in any solid quality control program, we recognize that our Library Management Team (Program Manager, Deputy Program Manager and Electronic Library and Digital Preservation Team Lead, Wallops Site Manager, Collection Building, Access Services and Information Navigation, and Knowledge Management Team Leads) will provide the bulk of the quality control oversight.

The LA Team is committed to providing quality performance through an open partnership with Goddard Government Personnel and our employees, continuous innovation to improve processes, and honest open communication on Project performance. To demonstrate this commitment, the executives from our partner companies will actively participate in the quality program at the Goddard Library. Ms. Deborah Schwarz, Library Associates' President; Mr. Needleman, ZAI's Vice President; and Mr. Milam, President of Bridgeborn will serve as the Project Quality Review Board (QRB) for the Goddard Library Project. Our Corporate Managers' extensive experience with library operations allows them to actively participate in the quality review process, assisting the Program Manager in validating the results of quality reviews, developing quality review procedures that ensure project objectives are met, and assisting in the identification of process changes to improve project performance. The QRB will meet quarterly with the Program Manager to review plans for project-level quality reviews, the results of completed quality reviews conducted since the last meeting, performance against standards, Corrective Action Requests and their resolution, updates or changes required in the Quality Assurance Plan, and overall quality performance. Prior to Project Quality Review Board meetings, the QRB will meet with the Goddard Library COTR separately for an independent assessment of project performance and to identify issues that the COTR may have with respect to the project. Minutes and action items from the Project Quality Review Board will be recorded and published on the Project Management (PM) Website.

Quality control methods must be appropriate to the specific characteristics of the service being monitored. For the Goddard Libraries, these characteristics consist of the following elements:

- **Accuracy.** Accuracy requirements range from the need for accurately recording information about holdings to permit them to be efficiently selected and retrieved, to the necessity for accurately tracking budget expenditures and reconciling these expenditures against budgeted funds.
- **Timeliness.** Many library operations are performed according to schedules. Schedules ensure continuity of service (as is the case with subscription renewals), that events take place at designated intervals (such as required quarterly or annual meetings), and that designated portions of work are accomplished within given time periods (as with shelf reading schedules). In some instances, timeliness standards contribute to effective services in other areas. As an example, cataloging and physical processing are required in a timely manner to ensure materials are made available to patrons as soon as possible after their arrival at the library.
- **Responsiveness.** Library services are designed to meet the information needs of customers and therefore must be highly responsive. Responsiveness is an obvious requirement for all

services that involve direct interaction with customers, ranging from Interlibrary Loan (ILL) services to answering reference questions. In addition, successful library operations incorporate the concept that all services performed in the library contribute to meeting customer needs and therefore all services have responsiveness requirements. In addition to making responsiveness an important part of project operations, the LA Team also takes pride in our prompt responsiveness to Government contract oversight personnel.

- ***Compliance with Contract Requirements.*** The services performed as part of the Goddard Library Project must consistently meet the requirements established in the contract. The plan that we developed ensures that contract requirements are consistently monitored and reported and that deviations—should any occur—are identified and corrected.
- ***Ability to Support Evolution.*** The Goddard Libraries are an evolving organization that changes as mission, resources, library technology, and customer needs and interests change. The LA Team has a vision that will proactively support the Goddard Libraries in assessing requirements, technologies, current practices, environment, and priorities; identifying appropriate innovations; recommending them to the Government; supporting the COTR's evaluation of alternatives; and implementing those alternatives that move the Goddard Libraries from the digital library of today to the knowledge center of tomorrow. Our Quality Assurance Plan is designed to support and facilitate this evolution while producing superior quality services for the customer throughout this evolution.
- ***Creation of Valid Metrics and Establishing Effective Programs for Regularly Monitoring These Metrics.*** The LA Team bases its assessment of progress in meeting requirements for the above characteristics on several types of metrics. We apply these metrics in ways that are appropriate to each of the library's service areas. Specific quality monitoring strategies based on these metrics are described in Section 4.2, Quality Control Metrics and Inspection. Examples of metrics that the LA Team will use to monitor library services at Goddard and Wallops Island include:
 - Fill Rates – Fill rates define the ratio of delivered services or products to the volume of requests or requirements for them. These metrics are established by counting processing transactions and then comparing them with standards.
 - Turnaround Time – Turnaround time defines how quickly services are performed or items are produced or provided. Customers often need information products quickly and therefore define value in terms of their ability to obtain information when they need it. Turnaround objectives are defined by a combination of customer expectations, the resources available to respond to those expectations, contract requirements and standards, and the availability of the resources needed to formulate the response.
 - Throughput Rates – Throughput rate is the ratio of items processed to items received. It is most easily measured by the existence or growth of backlogs of unprocessed items. Because of the immediacy value of information, throughput rate implies value added to information products, i.e., items quickly processed have higher value because the information that they represent is most current.

- Comparative and Per Unit Use Rates – Use objectives are defined by the service being measured. In many instances objectives should speak to increased usage as a method for adding value to the library’s services; however, there are also services (for example, legacy services being replaced by newer approaches) where the objective might be for declining use.
- Qualitative Measures – Customer satisfaction is the most direct indicator of performance and the most effective qualitative measure of utility and value. The LA Team believes that the most effective qualitative measures are scale variables of satisfaction with recent products and services and anecdotal accounts and evaluations of products and services delivered. We use ongoing customer surveys, as well as periodic management surveys completed by the COTR and other staff designated by the COTR, to monitor our performance in maintaining high levels of satisfaction with the services provided.

4.1.1 Positive Awareness

ISO 9000 principles are based on the concept that it is more effective and efficient to build quality into business processes than to audit quality into the final product or service. To build quality into the business processes all employees must be committed to and part of the quality control process. The effective involvement of all employees in the quality control process requires management to complete three specific actions:

- Define employee responsibilities – In order for the employees to assist in any task they must understand their responsibility for the performance of the task. The LA Team assigns responsibility for quality performance to all members of the Goddard Library Project, including our Corporate Officers. Exhibit 4.1.1-1 Quality Management Responsibilities defines each team member’s responsibility under the Quality Assurance Program developed for the Goddard Libraries. Our approach assigns quality review responsibility at all levels of the project; however, we centralize management responsibility for this function at the project level. This strategy ensures a coordinated approach to quality management within the project while vesting the Program Manager with full decision-making authority to use all project resources to perform any function within the contract scope of work. The involvement of our Corporate Officers on the Quality Review Board makes corporate resources directly available to the Goddard Libraries when they are needed.
- Define Policies and Procedures – Policies, procedures, and work instructions provide employees with specific direction as to how a function is to be completed; along with the accuracy, timeliness, responsiveness, and production standards that are established for the function. The documents provide a training tool and reference to ensure that processes are completed as designed and can be repeated by different individuals to produce the same results. The policies, procedures, and work instructions are the cornerstone of an ISO 9000 compliant management approach. Without documented and repeatable processes, achieving quality results on a consistent basis is an accident. Therefore, as part of our Phase-in the LA Team will review and update the existing policies, procedures, and work instructions for the Goddard Libraries to ensure that all processes are thoroughly documented as a baseline for

our quality program. Exhibit 4.1-1 defines the quality control responsibilities for all Goddard Library Project staff.

Exhibit 4.1-1 Quality Management Responsibilities

Position	Performance Quality Responsibilities
Quality Review Board	<ul style="list-style-type: none"> • Oversees Quality Program in compliance with ISO 9000 standards. • Reviews and assesses performance and quality data. • Reviews proposed changes to the Quality Assurance Plan. • Coordinates access to corporate resources to address quality issues. • Discusses performance results with the COTR and/or CO as necessary.
Program Manager	<ul style="list-style-type: none"> • Administers the project quality review program. • Organizes and records performance, quality, and production rate information that is collected. • Reports on quality of performance to Quality Review Board and Goddard Government Personnel. • Analyzes performance data to identify trends and best practices. • Administers the quality recognition and quality awareness programs. • Provides staff training on quality issues. • Performs quality assurance activities that validate the effectiveness of quality control efforts. • Prepares lessons learned briefings for significant quality incidents. • Monitors customer (client and user) satisfaction.
Deputy Program Manager	<ul style="list-style-type: none"> • Assists the Program Manager with assigned responsibilities • Analyzes performance data to identify trends and best practices. • Administers the quality recognition and quality awareness programs. • Provides staff training on quality issues. • Manages the policies and procedures process, maintaining version control on all policies and procedures. • Performs quality assurance activities that validate the effectiveness of quality control efforts. • Prepares lessons learned briefings for significant quality incidents. • Monitors customer (client and user) satisfaction.
Library Team Leads	<ul style="list-style-type: none"> • Work inspection and review. • Schedule monitoring. • Production rate monitoring. • Problem identification and resolution. • Customer satisfaction.
Project Staff	<ul style="list-style-type: none"> • Self check work. • Peer work checking (if assigned as part of the Quality Assurance Plan). • Logging and other status recording activities. • Problem identification and reporting.

- Recognition for Quality Performance – The LA Team understands quality performance is achieved by the daily dedication and commitment to excellence of our employees. To motivate our employees to ensure that quality standards are met and exceeded on a daily basis, we have developed a number of recognition programs for employees who contribute to superior quality performance. Our programs range from simple public recognition of a job well done and a letter to the employees file to individual achievement bonus programs for employees whose performance exceed established standards. Additionally, the LA Team will share a portion of the award fee earned on the Goddard Library Project with the employees that generated the superior performance based on the Government’s semi-annual performance evaluation.

4.1.2 Training

The LA Team recognizes the importance of training in ensuring high quality performance. We have a history of proactively training our staff in anticipation of evolving technologies and procedures. As a result, and as part of our commitment to remain competitive in this area, we have made significant investments in both personnel and information tools to ensure that our project staff has immediate access to the support necessary to solve problems, implement new technologies, and take advantage of service enhancement opportunities.

Professional development is an important management tool. The LA Team will implement a comprehensive training program on the Goddard Library Project, based on the programs we have implemented on our other projects, which provides each employee and manager with the best foundation to build their career and achieve success on their project assignments. We will also provide educational reimbursement for approved college courses and participation in professional associations that are relevant to the employee’s job. The LA Team partner companies have found that encouraging college attendance and active participation in industry associations is an excellent way for employees to keep pace with changing technologies and industry best practices. We have also found that providing Standard Operating Procedures (SOPs) and proactive training opportunities not only contributes to the employee’s sense of well-being and improves job satisfaction, but it bolsters our ability to be industry-leading experts. The end result is higher performing employees and high quality service that exceeds customer expectations.

Job-specific training will be performed using a variety of methods. Group training will be conducted to cover major procedural changes and new requirements and to keep staff informed about upcoming projects and plans. Individual training will cover the SOPs related to the employee’s specific job. Because the Goddard Library Project will be staffed by seasoned professionals, we anticipate very little on-the-job training will be necessary. Nonetheless, we will “walk” new staff through each processing activity. Hands-on guidance during the employee’s first 10 days on the job will be given by their Team Leaders who will monitor the employee’s work to verify accuracy, timeliness, and adherence to procedures and performance standards.

All employees will be cross-trained in all task areas. This approach provides maximum flexibility by providing skilled on-the-job resources that can be moved between processing functions and task areas as workloads dictate to avoid gaps or delays.

4.1.3 Policies and Procedures

Thorough and well-documented policies and procedures are the foundation of repeatable processes and quality performance. The LA Team will build on the foundation established by its two incumbent partners, ZAI and Bridgeborn, to build on the procedures in place at the Goddard Libraries to improve service and meet the challenges of the future. As part of the 30-day phase-in, the LA Team will conduct a complete review of the existing policies and procedures. As part of the review, each procedure document will be modified to include the specific quality checks required as part of the process; to define the personnel responsible for completing the quality check; to document the frequency and method of the quality check; and to provide detailed instructions for completing the review, including a definition of errors, corrective action to be taken, and the reporting requirements for each review. The revised policies and procedures will be reviewed and approved by the Quality Review Board and submitted to the COTR for approval. Once the policies and procedures are approved by the COTR, the documents will be assigned a version control number and published for the staff as a reference tool in performing their daily responsibilities. The Deputy Program Manager is responsible for maintaining the control version of all policies and procedures and publishing the current version on the PM Website.

After the initial review and base lining of the policies and procedures, the LA Team will follow a disciplined approach to manage changes to policies and procedures and the business processes that they support. All recommended changes to a business process or a policy or procedure will be submitted to the Deputy Program Manager. The Deputy Program Manager working with the Program Manger will assign a working group to review the recommendation and to evaluate the impact of the recommendation on the performance of the library. The results of the analysis will be documented and presented to the Quality Review Board before any recommended action is taken. If management and the Quality Review Board recommend the change, a draft of the revised policy or procedure, training, and implementation plan will be prepared and submitted to the COTR for approval. If the change is approved, a new version number will be assigned to the policy or procedure, the policy and procedure control book updated, and the revised policy or procedure distributed to the staff for implementation.

4.1.4 Quality Monitoring and Surveillance

An effective Quality Assurance Plan utilizes several monitoring and surveillance techniques to evaluate performance against performance standards and metrics. The LA Team has thoroughly reviewed the work areas in the SOW on an item-by-item basis in developing a quality monitoring methodology for the Goddard Libraries. The monitoring approaches and techniques outlined below resulted from this analysis. In addition to developing quality control monitoring requirements based on the SOW, we have leveraged our extensive library expertise (lessons learned) drawn from our experience implementing similar Quality Control Plans in support of library operations for NASA Goddard Libraries, British Petroleum, Pillsbury Winthrop Law Library, Library of Congress, Department of Labor Wirtz Labor Library, and other Federal and commercial library contracts to provide comprehensive performance monitoring.

The LA Team will incorporate the following elements into our Quality Assurance Plan:

- ***Multi-Level Quality Control Checks of Clearly Defined Metrics.*** The LA Team’s approach integrates quality-monitoring activities into all of the tasks specified in the contract (SOW). We combine first-level self and peer checking activities with second-level review functions, structure 100 percent verification and sampling (random) mechanisms depending on the nature of the work being performed and the potential for error, and use second-level review mechanisms to validate the quality control functions taking place at the first (or work activity) level.
- ***Ongoing Customer Satisfaction Orientation.*** The customer’s opinion of our service is a key measure of our success in supporting the Goddard Libraries. As such the LA Team will utilize customer and client satisfaction surveys as a cornerstone for monitoring the quality of our performance. We will implement an ongoing customer satisfaction survey to constantly measure our performance with the library stakeholders. We will document the results of these Customer Satisfaction Surveys using the form provided in Exhibit 4.1.4-1, Customer Satisfaction Survey Form, found on the following page. In addition, we will perform quarterly project reviews with the COTR.
- ***Effective Corporate Oversight.*** We built corporate oversight into the project, including the QRB and performance assessment and verification activities where it is appropriate. We structured reporting paths for performance information that extend from the project level to senior corporate management. This structure is a permanent element and ensures ongoing attention to the project and the quality of work performed on it. This is especially critical to the Goddard Libraries where accurate reporting and timely collection funding (tracking) is required. Our corporate office will work closely with our Program Manager to pay vendors in a timely manner and track funding.
- ***Methodologies that Document Inspection Results and Provide a Basis for Performance Status Analysis.*** Our Quality Assurance Plan incorporates many inspection steps that involve reviewing work samples of various sizes. The results of all quality checks will be collected, analyzed for trends, and published on the PM Website.
- ***Effective Reporting Methodologies.*** The LA Team’s internal reporting methodology— together with our inspection reporting system and our independent review process—creates a comprehensive mechanism for regularly reporting and reviewing the quality of our performance on this project. This approach also ensures that the Goddard Libraries will continually have a high profile in our organization and that the resources will be available to ensure the quality of our work over the life of the contract. Exhibit 4.1-2, on the following page, provides subjective feedback from library customers on the quality of the support provided by the LA Team.

Exhibit 4.1-2 Customer Quality Satisfaction Survey Form

**Goddard Library
Customer Satisfaction Survey**

Please rate your recent Library experience. Select all that apply.

Satisfaction	Low					High
	1	2	3	4	5	
Staff availability	<input type="checkbox"/>					
Courtesy and helpfulness of staff	<input type="checkbox"/>					
Timeliness of response	<input type="checkbox"/>					
Question answered	<input type="checkbox"/>					
Information on Library Website	<input type="checkbox"/>					
Locating services in the Library	<input type="checkbox"/>					
Finding books on the shelves	<input type="checkbox"/>					
Reserving/recalling books	<input type="checkbox"/>					
Interlibrary loan services	<input type="checkbox"/>					
Photocopier supplies	<input type="checkbox"/>					

How did this help you with your work? _____

Comments: _____

You may also fill this survey out online at:
<http://library.gsfc.nasa.gov/surveys/customer/customer-satisfaction-evaluation.htm>

Please leave the completed form in the box. To mail it back, please send to:
Robin Dixon • The Goddard Library • Code 272

If you have any questions concerning the survey please contact
Robin Dixon at 6-9230 or Robin.M.Dixon@nasa.gov

4.1.5 Problem Identification and Resolution

The LA Team responds proactively to problems to ensure they are resolved before they become significant events. In this context, we use performance data as an early indicator of potential problems as well as a source for information about the nature and extent of problems that have been identified.

We will utilize several proven procedures and techniques for problem identification and resolution on the Goddard Library project, including the following:

- ***Problem Identification.*** Project performance is everyone's concern. The Project Management Team will monitor work activities continually to quickly identify issues or potential problems through regular observation and interaction with staff performing work and by reviewing the performance indicators described in the Quality Control Plan. In addition, all members of the project staff will be expected to be aware of areas for possible concern (for example, work steps where bottlenecks have developed in the past) and to look for and report potential problems before they have significant impact on project operations.
- ***Problem Resolution.*** Most problems will be captured, addressed, and resolved internally within the project by staff assigned to perform specific quality control activities. For those problems requiring additional attention, we will employ a proactive strategy for identifying and implementing alternatives, developing and proposing alternative solutions to issues, and making recommendations to the Goddard Library for their approval and adoption. First, we will clarify and briefly document the problem. Then we will define alternate solutions. When appropriate at this step, we will look beyond the capabilities of the project staff and obtain input from corporate resources. The Manager for the specific library function (and the Program Manager if the problem has sufficiently serious or wide-spread impacts) will assess the alternatives identified and select one based on associated costs, technical priorities, schedules, and potential impacts on the client. If the problem is significant, the Project Manager will present the problem and proposed solution to the QRB and the COTR for review and approval. Once the proposed solution is approved, the LA Team will document the changes in the process in the appropriate policies and procedures, train staff on the new procedure or system, implement the change, and monitor the effectiveness of the change in correcting the problem. If the solution is effective, the changes will be permanently incorporated into the ongoing business processes. If the solution does not provide the results anticipated, the problem resolution process will be repeated.

4.2 Quality Control Metrics and Inspection

The charts presented below summarize the quality control checkpoints, methods of inspection, performance thresholds, person responsible for conducting the quality control check, frequency of inspection, and type of observation (i.e., subjective or objective). The charts are organized based on the Work Breakdown structure and the performance work statement established in the solicitation documents.

4.2.1 Summary Requirements (WBS 1.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Follow all appropriate procedures to protect employees, property, facilities, and the public	Conduct procedure reviews at staff meetings and participate in drills, as required	100% compliance with Safety & Health Plan and NASA/GSFC guidance	Safety Officer Program Manager	Daily – general review of the worksite for unsafe or non-compliant practices Quarterly – conduct a worksite review for compliance issues, documenting all instances of non-compliance	Subjective Subjective
Ensure control of keys and lock combinations	Verify that all keys and lock combinations are fully accounted for and in the possession of the proper employee	100% of all keys accounted for	QRB Program Manager	Quarterly – 100% review of all instances of non-compliance with the safety plan and all accidents with corrective action taken Quarterly – review the control list of keys and lock combinations verifying that the employees have the keys as assigned. PM will follow the same process as part of the exit procedure for each instance of employee turnover	Subjective Objective
Maintain physical security and protect passwords to ensure computer and systems security	Verify that all passwords are protected and changed as required under IT security procedures	100% accountability for protecting access to computers and systems	Electronic Library & Digital Preservation Team Leader	Daily general observations that passwords are not written down and left openly accessible by other personnel and that passwords are not shared between employees Monthly – review any reports of unauthorized system access, determine the cause, and take corrective action	Subjective Objective
Maintain an accountability for all Government Furnished Property	Verify that all Government Furnished Property is accounted for and in good working order	100% accountability for all Government Furnished Property	Program Manager	Annually – conduct an inventory of all Government Furnished Property verifying location and property number against inventory records	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Operate and manage facilities for the performance of this contract	Verify compliance with all facility operating procedures	100% accountability for compliance with facility policy and procedures	Program Manager All Employees	On-going basis – observe and correct instances of non-compliance with policies and procedures concerning facility operation.	Subjective
Use equipment in performance of tasks described in SOW	Verify that equipment is used properly in the performance of a Government contract and that any misuses of property are reported immediately	100% of the usage of Government Property supports the contract functions	All Team Leaders	Daily – Observe employees' use of equipment, questioning any use that appears to be potentially improper	Subjective

4.2.2 Collection Building (WBS 5.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Acquisitions receipts	Verify items received match items requested	100% of items received are those that were requested/ordered; correct deficiencies within 7 days	Collection Building Team Leader Program Manager	Weekly – 100% review of items received Quarterly – sample of items received compared to orders; 100% review of deficiencies for corrective action within the specified timeframe	Objective Objective
Subscription management	Ensure subscription continuity is maintained	100% of subscriptions are renewed without gap in service	Collection Building Team Leader Program Manager	Monthly – 100% comparison of subscriptions received to subscription data base Quarterly – random sample of subscriptions to verify received Monthly - 100% review of any subscription not received to ensure error corrected in timely fashion	Objective Objective
Invoice payment	Ensure bills are paid promptly	95% of bills are paid within 30 days of order or item receipt	Collection Building Team Leader Program Manager	Weekly -100% review of open invoices Monthly – random sample of paid invoices	Objective Objective
Call number assignment	Ensure all LC call numbers are consistent with GDL database	97% of call numbers are consistent with GDL database usage	Collection Building Team Leader	Weekly – Review a random sample of 25% of call numbers assigned during the week to verify proper numbers are assigned and consistent with GDL database	Objective
Cataloging support	Ensure AACR2 rules are used in a full MARC II format for retrievable fields	98% of items cataloged, including electronic documents and internet sites correctly apply AACR2 rules and MARC II formats	Collection Building Team Leader	Weekly – Review a random sample of 10% of items cataloged, ensuring that the proper AACR2 rules and MARC II formats were applied	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Catalog includes all pertinent added entries	97% of relevant added entries are included in the catalog with 100% of added entries complying with authority usage	Collection Building Team Leader	Monthly – Review all added entries to determine relevance and verify included in catalog with proper authority usage	Subjective
	Place barcode and other physical processing on each cataloged item	100% of items properly physically processed	Collection Building Team Leader	Weekly – Verify all items processed have appropriate barcode attached	Objective
	Ensure first, second, and third follow-up claims are submitted according to the Library's schedule	95% of claims comply with Library timeliness standards Electronic claiming procedures are used 95% of the time when they are available and appropriate	Collection Building Team Leader Program Manager	Monthly – Review all claim activity to verify timely filing and follow up on open claims and that electronic claim procedures were available Quarterly – Review 10% of the claims processed or open during the period to verify proper and processing	Objective Objective
Claiming	Cancel orders upon expiration of allocated time to receive	100% of expired orders are canceled by deadline	Collection Building Team Leader Program Manager	Monthly – Review all claims processed to ensure they were properly canceled by the deadline or the claim was appropriately closed Quarterly – Review 10% of the open and 100% of canceled claims to ensure they were properly and timely canceled	Objective Objective
Acquisition	Deliver requested items	95% of requested items will be delivered to requestors within guidelines; rush within 5 days; emergency requests within 24 hours	Collection Building Team Leader Program Manager	Weekly – Review all delivery requests to verify compliance with delivery guidelines or contact with the customer to explain the delay Monthly – Review all open deliver requests and 25% of deliver requests fulfilled during the period	Objective Objective

4.2.3 Access Services (WBS 6.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Shelving books	Accurately shelve by call number	98% of books are shelved in accurate call number order 98% of items are re-shelved within agreed upon time frames 98% of new books are displayed in new book area	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review 10% of the shelving to ensure that books are in proper order and meet the performance standard Quarterly – Review a randomly selected area of shelving to determine that the shelves are being maintained in accordance with standards	Subjective Subjective
Shelving journals	Accurately shelve in correct order	98% of journals are accurately shelved in shelf list sequence 98% of journal items are re-shelved within agreed upon time frames 98% of new journals are appropriately displayed in new journal area	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review 10% of the shelving to ensure that books are in proper order and meet the performance standard Quarterly – Review a randomly selected area of shelving to determine that the shelves are being maintained in accordance with standards	Subjective Subjective
Interlibrary loan	Requestor notification	100% of ILL requesters will be notified within 1 day of receipt of material	Access Services & Information Navigation Team Leader Program Manager	Weekly – Review all ILL requests to verify that all requestors were notified properly Monthly – Review all ILL requests to verify that all requestors were notified properly	Objective Objective
Circulation	Charge all circulated materials	100% of all loans, renewals, reserves and ILL will be entered in STILAS	Access Services & Information Navigation Team Leader	Monthly – Review all loans, renewals, reserves and ILL activity for the period to ensure proper entry of information into STILAS	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Maintain customer records	100% of customer records will be updated within 1 day	Program Manager Access Services & Information Navigation Team Leader Program Manager	Quarterly – Review 10% of the activity, verifying the information was entered correctly Daily – Review all customer updates to ensure entered timely and accurately updated Quarterly – Review 10% of the customer updates to ensure timely entry into the system to meet the performance standard	Objective Objective
	Staff circulation desk as required	Circulation desk is supported during 100% of business hours, and alternate circulation service is available 100% of the time that the desk is not staffed	Access Services & Information Navigation Team Leader Program Manager	Ongoing – Observation of staffing and or customers waiting for service Ongoing – Observation of staffing and or customers waiting for service	Subjective Subjective
Electronic resources	Provide accurate location information	97% of electronic resources can be accurately located using Intranet/Internet URL information provided to users	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review 10% of electronic resources to verify proper URL information Annually – Review 15% of electronic resources to verify proper URL information	Objective Objective
Microfiche/film	File in accurate alphanumeric order	95% of new files are in alphanumeric order	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review 25% of new microfiche files processed to verify proper alphanumeric order Quarterly – Review 5% of new microfiche files processed to verify proper alphanumeric order	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Privacy	Effectively enforce circulation restrictions	99% of circulation restrictions are accurately implemented and enforced	Access Services & Information Navigation Team Leader Program Manager	Quarterly – Review 5% of items with circulation restrictions to verify accurately enforced Annually – Review a 5% sample of the entire circulation requests ensuring that the sample includes restricted material and verify that circulation restrictions are being properly enforced	Objective Objective
	Effectively locate missing issues	100% of missing issues are identified and obtained	Access Services & Information Navigation Team Leader Program Manager	Weekly – Review missing issues log and ensure that all issues properly obtained Quarterly – Review audits performed by the Access Services Team Leader	Objective Objective
Binding	Prepare items for the bindery when closing issues are received	95% of items are prepared for the bindery within one month of last issue receipt	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review all material processed for binding to ensure processed within 30 days of last issue receipt Quarterly – Review 10% of the journals and items processed for binding to ensure properly processed.	Objective Objective
	Ensure high quality of binding services	99% of binding defects are identified and returned to the vendor	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review 25% of items bound during the month to ensure the quality of binding and all defects identified and returned to vendor Quarterly – Review audits conducted by Access Services	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Return bound volumes to the collection when they are received from the bindery	98% of bound volumes are accurately re-shelved upon return	Access Services & Information Navigation Team Leader Program Manager	Manager to verify quality process Weekly – Review all items returned from binding to verify properly recorded and shelved Quarterly – Review audits conducted by Access Services Team Leader and verify shelving conducted in accordance with standards	Objective Objective
Equipment operations	Ensure appropriate equipment uptime	Equipment is operational 95% of hours of required availability period. Keep COTR informed	Access Services & Information Navigation Team Leader Program Manager	On-going – Observation of equipment Monthly – Review of equipment maintenance reports and analysis of issues	Subjective Subjective
Restricted documents	Disseminate restricted documents only to authorized users	100% of dissemination activities is to authorized users	Access Services Team Leader Program Manager	Weekly – Review 15% of disseminations to ensure only provided to authorized customers Quarterly – Review exception report and corrective actions taken	Objective Objective
Items in transit	Clearly identify items in transit	97% of items are clearly identified	Access Services & Information Navigation Team Leader Program Manager	Daily – Review in transit items to verify properly identified Monthly – Review Access Services Team Lead audits to verify in transit items are properly identified	Objective Objective
	Locate items in	97% of items are easily located	Access Services	Weekly – Sample of in-transit	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	transit		Access Services & Information Navigation Team Leader Program Manager	items and verify location identified with 5 minutes of request Monthly – Review audit activities of Access Service Manager and customer complaints	Objective
Offsite storage	Securely store boxed items	95% of items are correctly boxed and stored Physical security controls are in place and effective during 99% of security audits Environmental controls (temperature and humidity) will comply with standards during 99% of environmental audits. 98% of requests for item retrieval are fulfilled within agreed upon delivery times	Access Services & Information Navigation Team Leader Program Manager	On Occurrence – Review all items processed for offsite storage to ensure properly prepared Monthly – Review offsite storage requests to ensure compliance with delivery schedule Annually – Review offsite storage facility to ensure compliance with storage requirements and test validity of inventory	Objective Objective Objective
Mail processing	Deliver mail as scheduled	Mail is delivered within as scheduled 100% of the time; 100% of hand deliveries are accomplished within 24 hours	Access Services & Information Navigation Team Leader Program Manager	Daily – Review mail delivery logs to ensure processed within performance standards Quarterly – Review a sample of delivered mail to ensure compliance with delivery schedule	Subjective Objective
Mail handling	Ensure “eyes only/confidential” mail is not opened	100% of “eyes only/confidential” mail will be opened only by addressee	Access Services & Information Navigation Team Leader Program	Daily – Observe mail processing to ensure that “eyes only” mail not opened Monthly – Review exceptions report for any issues of non-	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
User requests	Ensure timely user will receive timely notification	98% of users receive item according to agreed upon delivery schedule 98% of users responding to user surveys are satisfied with service	Manager Access Services & Information Navigation Team Leader	compliance and corrective action Daily – Review customer requests and verify filled within agreed upon time or that the customer is contacted with an explanation	Subjective
				Weekly – Review all customer surveys for issues or complaints, investigate all issues of delayed response to requests	Subjective
			Program Manager	Monthly – Review user surveys, 10% of requests processed during the period, and the report and corrective actions for all issues raised in the customer survey	Subjective
Circulation notices	Ensure notices are circulated in a timely accurate manner	100% of notices are sent to users as agreed	Access Services & Information Navigation Team Leader Program Manager	Daily – Review sent and open notices to ensure processed in accordance with commitments to customers Quarterly – Review 15% of sent notices to ensure properly sent and review customer surveys for customer feedback	Subjective Subjective
	Journal check-in	98% of journals are accurately identified and checked in upon receipt	Access Services & Information Navigation Team Leader Program Manager	Daily – Review all journals processed each day to verify that journals are processed in accordance with standard Quarterly – Review 10% of journals received to ensure processed on the day of	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Send claims according to the deadlines set for claiming types of publications	97% of claims sent according to the schedule for that claim type (i.e. daily, weekly, monthly publication). Electronic claiming capabilities are used for 98% of claims submitted when available	Access Services & Information Navigation Team Leader Program Manager	Monthly – Review all claim activity to verify timely filing and on open claims and that electronic claim procedures were available Quarterly – Review 10% of the claims processed or open during the period to verify proper and processing	Objective Objective
	Return bound volumes to the collection when they are received from the bindery	98% of bound volumes are accurately re-shelved upon return	Access Services & Information Navigation Team Leader Program Manager	Weekly – Review all items returned from binding to verify properly recorded and shelved Quarterly – Review audits conducted by Access Services Team Leader and verify shelving conducted in accordance with standards	Objective Objective
Interlibrary loan and borrowing	Ensure timely request processing	100% of requests are processed within 3 work days (unless external factors prohibit completion) 100% of rush requests are processed within 24 hours (unless external factors prohibit completion) 100% of requests follow up processing is completed according to schedule Electronic delivery services are used to obtain items in 100% of the instances where they are available and appropriate	Access Services & Information Navigation Team Leader Program Manager	Daily – Review all requests processed to ensure they meet the performance standards Monthly – Review 10% of the requests processed to verify compliance with standards	Objective Objective
Borrowing	Report requests from senior Goddard managers in a timely manner	Notify COTR or senior manager requests in a timely manner 100% of the time	Access Services & Information Navigation Team Leader Program	On-going – Review requests from all Senior Goddard personnel to ensure reported to the COTR in accordance with agreed upon standards Daily – Review requests from	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Expedite requests from GSFC managers	100% of senior manager requests are processed within agreed upon time frames 100% of senior managers surveyed indicate satisfaction or better with service	Manager Access Services & Information Navigation Team Leader Program Manager	all Senior GSFC personnel to ensure that COTR properly notified Ongoing – Review requests from all Senior GSFC personnel to the COTR in accordance with agreed upon standards Daily – Review requests from all Senior GSFC personnel to ensure that COTR properly notified	Objective Objective Objective
Copyright law	Observe copyright limits	Copyright limits are observed 99.5% of the time Copyright warnings are provided 100% of the time when required Electronic copyright sources are checked for updates monthly 99% of the time	Access Services Team Leader Program Manager	Ongoing – Review all requests for copy distribution to verify that copyright laws are observed and that the customer was notified of copyright restrictions Monthly – Review electronic sources for copyright updates Quarterly – Observe process to ensure that procedures are being followed to ensure compliance with copyright restrictions	Subjective Objective Subjective
Equipment maintenance	Ensure copier service maintenance is performed as required	Supplies are replenished when needed 95% of the time	Access Services & Information Navigation Team Leader Program Manager	Daily – Review status of equipment supplies and maintenance actions to verify that supplies are being maintained properly Periodic inspection (on-going) – Review supply status and logs on equipment to verify supplies are properly	Subjective Subjective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Ensure copier cleaning is performed as required	Surfaces are effectively cleaned 98% of the time	Access Services & Information Navigation Team Leader	Daily – Review status of equipment supplies and maintenance actions to verify that supplies are being maintained properly	Subjective
			Program Manager	Periodic Inspection (on-going) – Review supply status and logs on equipment to verify supplies are properly maintained	Subjective
System reporting	Perform problem reporting as required	98% of telecommunications problems are reported immediately upon identification 95% of software and equipment problems are reported within two work hours of identification	Access Services & Information and Electronic Library 7 Digital Preservation Team Leaders	On-going – Observation of workplace and monitoring of each occurrence Daily – Review equipment monitoring logs to verify that equipment malfunctions are reported timely	Subjective Objective
			Program Manager	On-going monitoring of work environment and Monthly monitoring of equipment logs	Subjective/ Objective

4.2.4 Information Navigation (WBS 7.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Information desk coverage	Provide coverage during operational hours	Desk is staffed during all operational hours 100% of the time	Access Services & Information Navigation Team Leader	On-going – Observation of staffing and/or customers waiting for service	Subjective
	Ensure customer service is accurate, timely, and responsive	99% of users participating in surveys indicate satisfaction with promptness, accuracy, completeness, and courtesy of responses	Program Manager	On-going – Observation of staffing and/or customers waiting for service Daily – Review customer survey forms	Subjective
	Ensure senior Goddard management is accurate, timely, and responsive	COTR is notified of service requests in a timely manner in 99% of cases 100% of referrals involving senior management questions are reported to the COTR No senior management request is referred for which a response is available at the Goddard Library Responses incorporate electronic resources available 99% of the time that they are available Requesters are provided with assistance or directed to appropriate government assistance in 99% of the instances in which they request assistance in using electronic resources	Access Services & Information Navigation Team Leader	Weekly – Review customer survey forms and corrective actions taken with respect to negative feedback On-going – Review requests from all Senior Goddard personnel to ensure reported to the COTR and processed in accordance with agreed upon standards Daily – Review requests from all Senior Goddard personnel to ensure that COTR properly notified and requests are processed in accordance with standards	Subjective Objective Objective
	Ensure response to telephone calls is timely	99% of phone calls are returned within 2 work hours	Access Services & Information Navigation Team Leader	Daily – Review telephone logs to ensure that all telephone calls are returned within 2 work hours	Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
			Program Manager	Monthly – Review telephone logs and exception report for telephone calls not returned within 2 work hours	Objective
	Ensure response to e-mail is timely	99% of email messages receive a response in 1 day	Access Services & Information Navigation Team Leader	Daily – Review email to ensure that all emails are responded to within 1 work day	Objective
	Handle rush requests in a timely manner	99% of rush requests are handled in 2 work hours	Program Manager	Monthly – Review email files and exception log for all emails not responded to within 1 day and the corrective action taken	Objective
			Access Services & Information Navigation Team Leader	Daily – Review rush requests to ensure that all emails are responded to within 2 work hours	Objective
			Program Manager	Monthly – Review rush requests and exception report for all rush requests not responded to within 2 work hours and the corrective action taken	Objective
	Handle information requests in an accurate, timely, responsive manner	98% of applicable information requests are fulfilled within agreed upon time frames 98% of requests are processed in time agreed with user 98% of users responding to surveys indicate satisfaction with response time	Access Services & Information Navigation Team Leader	Daily – Review all requests processed to ensure they meet the performance standards	Objective
	Perform literature searches in support of the Wallops Library in a timely manner	97% of searches are completed in agreed upon time frames 99% of searches effectively integrate electronic and print sources 98% of users requesting assistance are provided timely support in searching electronic resources	Program Manager	Monthly – Review 10% of the requests processed to verify compliance with standards	Objective
			Access Services & Information Navigation Team Leader	Daily – Review all requests processed to ensure they meet the performance standards	Objective
			Program Manager	Monthly – Review 10% of the requests processed to verify compliance with standards	Objective

4.2.5 Electronic Library Services (WBS 8.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
NASA and Goddard life cycle requirements	Comply with system development requirements	95% compliance as shown in an annual audit of procedures	Electronic Library & Digital Preservation Team Leader Program Manager	On-going with Program – Review all system development documentation and procedures to ensure compliance with GSFC and NASA requirements Annually – Review all system documentation to ensure compliance with NASA and Goddard requirements	Subjective Subjective
	Maintain an up to date configuration control plan	95% compliance as shown in an annual plan audit	Electronic Library & Digital Preservation Team Leader Program Manager	Quarterly – Review configuration documents to ensure they properly reflect the current system configuration Annually – Review configuration documentation to comply with annual audit plan	Subjective Subjective
System safety	Ensure actions safeguard the GRIN system	98% compliance as shown in an annual procedural audit	Electronic Library & Digital Preservation Team Leader Program Manager	Quarterly – Review security procedures to ensure sufficient to safeguard system Annually – Review system safeguards to comply with annual audit plan	Subjective Subjective
Security	Ensure backup and secure storage of data	98% accurate and complete backup as shown during backup verification activities (each backup)	Electronic Library Team Leader Program Manager	Weekly – Verify that backups are completed in accordance with backup procedures Monthly – Review backup logs to ensure compliance with backup procedures	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Data preservation	Guard against data loss	98% compliance with backup procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader Program Manager	Weekly – Verify that backups are completed in accordance with backup procedures Monthly – Review backup logs to ensure compliance with backup procedures	Objective Objective
Input and output synchronization	Ensure input and output synchronization	98% compliance with procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader Program Manager	Weekly – Verify compliance with procedures to ensure data synchronization Annually – Review procedures in compliance with annual audit	Subjective Objective
Preserve data	Preserve longitudinal identity of data	97% compliance with procedures as shown in an annual audit	Electronic Library & Digital Preservation Team Leader Program Manager	Weekly – Verify compliance with procedures to ensure data identity and preservation Annually – Review procedures in compliance with annual audit	Subjective Objective
Resource performance	Ensure satisfaction with system response	System up times of 99.5% or better (per resource) System response time complies with benchmarked performance 100% of time	Electronic Library & Digital Preservation Team Leader Program Manager	Daily – Review of system performance logs for availability and response time Weekly – Review of system performance logs for	Objective Objective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Cost management	Obtain best price	Vendors selected for support offer lowest price in 95% of surveyed potential purchases	Electronic Library & Digital Preservation Team Leader	Quarterly – Review 15% of the vendor services during the period to verify the item was serviced at the lowest price offered	Objective
			Program Manager	Annually – Based on the results of the reviews performed by the Electronic Library Team Leader sample 5-10% of the purchases to verify items purchased at the lowest offered price	Objective

4.2.6 Digital Preservation Services (WBS 9.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Scanning Preparation	Verify each separate document in each file is identified	100% compliance with physical file.	Scanning Operator/Technician	Daily – 100% of folders while handling documents, Visual	Objective
	Verify accuracy of appropriate document sequence number	100% compliance with physical file.		100% of designated sequence number, Visual	Objective
	Verify accuracy and entirety of document name, creator, date, etc.	100% compliance with Metadata standards		100% of elements for each assigned document, Visual	Objective
Scanning process	Verify scanner settings comply standards established	100% compliance with determined with standards	Scanning Operator	Daily – 100% check each time the settings are changed, Visual	Objective
	Verify images (resolution, contrast, background, size, brightness, header information, and file format)	100% compliance with determined with standards	Program Manager	1% of documents processed weekly, Visual/ Software	Objective
Initial data entry	Verify accuracy of entered metadata	100% compliance with Metadata standards	Key entry operator: verifies input while keying information	100% percent of metadata elements as they are entered, Visual	Subjective
	Verify accuracy of entered metadata		Program Manager: reviews source information against metadata elements	1% of documents processed weekly, Visual	Subjective
Image processing	Ensure that material is accurate and legible image, and verified to determine no pages are missing.	100% compliance with physical file.	Scanning operator: Self verifies	Daily – 100% of materials, Visual	Subjective
	Verify Tiff creation	100% compliance	Program Manager: Review images	Weekly – 1% of documents, Visual	Subjective

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
	Verify PDF and OCR conversion	100% compliance	Scanning Operator: Program Manager: Verifies (this may be done with software)	Daily – 100% of materials, Visual Daily – 100% of materials, Visual/ Software	Objective Objective
Migration	Ensure that files remain accessible when hardware is changed Ensure that conversions are made when new file standards are developed	100% compliance 100% compliance	Program Manager: Work with IT as this occurs Program Manager: Work with IT as this occurs	100% when migration occurs, Visual/ Software 100% when migration occurs, Visual/ Software	Objective Objective

4.2.7 Metrics and Reporting (WBS 10.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
Technical reports	Reports are timely and accurate per request	Report is delivered on schedule 100% of the time	Program Manager	Monthly	Objective
Administrative report	Reports are timely and accurate per request	Report is delivered on schedule 100% of the time	Program Manager	Monthly	Objective
Statistical reports	Reports are timely and accurate per request	Report is delivered on schedule 100% of the time	Program Manager	Monthly	Objective
Special reports	Reports are timely and accurate per request	Report is delivered as agreed 99% of the time	Program Manager	As specified	Objective
Analysis	Reports are timely and accurate per request	Report is delivered as agreed 99% of the time Report is acceptable without major revision 95% of the time	Program Manager	As specified	Objective
Contract reports	Reports are timely and accurate per request	Report is delivered as agreed 100% of the time	Program Manager	As specified	Objective
Metrics collection	Reports are timely and accurate per request	Error rate in statistics collection will be no more than 2%	Program Manager	As specified	Objective
Procedure Manuals	Reports are timely and accurate per request	100% of draft procedures manual will be delivered 6 calendar months before contract end	Program Manager	As specified	Objective

4.2.9 Special Knowledge Management (WBS 12.0)

Activity	Inspection Objective	Performance Standard	Person Responsible	Inspection Method and Frequency	Type of Observation
PFL Facilitation	Verify that Facilitator is on time and prepared	Facilitator is on location 30 minutes in advance with background notes and approved topic list 100% of scheduled sessions	KM Team Leader	On location or cell phone confirmation for each PFL occurrence	Objective
PFL Facilitation	Verify that Facilitator performs effectively	Verbal feedback from PFL participants and manager is positive 100% of the time	KM Team Leader	Follow up conversation with participating manager after each PFL occurrence	Subjective
PFL Note-taking	Verify notes are non-attributive	Other than a list of PFL participants, all reference to individuals by name is redacted from notes 100% of the time	KM Team Leader	Review of notes after each PFL occurrence	Objective
PFL Note-taking	Verify notes are accurate and complete reflection of proceedings	Notes are accepted as edited by the participating PFL manager 100% of the time	KM Team Leader	Follow up conversation with participating manager after each PFL occurrence	Subjective
Use Cases	Verify that submitted cases are relevant and thorough	100% of use cases are judged relevant and thorough to the Digital Asset System (DAS) and to the customer's needs	KM Team Leader	At least 2 peer reviews of each case	Subjective
Security	Ensure backup and secure storage of data	98% accurate and complete backup as shown during backup verification activities (each backup)	Electronic Library Team Leader Program Manager	Weekly – Verify that backups are completed in accordance with backup procedures Monthly – Review backup logs to ensure compliance with backup procedures	Objective Objective
Data preservation	Guard against data loss	98% compliance with backup procedures as shown in an annual audit	Electronic Library Team Leader Program Manager	Weekly – Verify that backups are completed in accordance with backup procedures Monthly – Review backup logs to ensure compliance with backup procedures	Objective Objective

4.3 Annual Updates to the Quality Assurance Plan

The Quality Assurance Plan (QAP) will be reviewed and updated at least annually in conjunction with the development of the Annual Project Management Plan. However, in addition to the annual update, the QAP will be reviewed and updated with any change in process; the implementation of a new system or contract requirement; modification of a performance standard for any library function; or a change in a library function ensuring that the quality metrics, performance standards, and controls support the objectives of the Goddard Libraries. All proposed changes will be reviewed by the QRB and presented to the COTR for approval and incorporation into the contract. After the change is accepted and approved, the revised QAP will be published and the control version revised on the PM Website for the Goddard Library Project.

4.4 Partnering to Exceed Expectations

The Quality Assurance Plan presented above documents the approach that the LA Team will utilize to achieve and exceed requirements, objectives, and performance standards for the Goddard Libraries as a reference source for data and information. However, simply exceeding these goals will not keep the Goddard Libraries relevant in a world with increasing access to data through the Internet and other electronic avenues. The requirement for the access to data is no longer measured in hours or minutes—as customers demand information and data now. The Goddard Library and its support contractor must recognize this challenge and form a partnership to move the library forward, establishing and exceeding new expectations that demonstrate the relevance of the library, not only as a source of data and information, but as a center for the exchange of knowledge and wisdom. The Goddard Libraries must become true centers of learning, empowering the customers of the future to face the challenges of an ever changing, shrinking and flattening world. The LA Team stands ready to be that partner.

The Quality Assurance Plan that we propose is designed to work in a partnership environment, ensuring that the needs of the customers are clearly identified and performance standards are met and exceeded as the Goddard Libraries evolve. Effective quality management depends on a cooperative relationship between Government oversight personnel and contractor management to achieve the performance objectives and goals established for the Goddard Libraries. Our QRB personnel provide our team with access to commercial and industry best practices for meeting the changing needs of our customers. We will work with Goddard to develop new processes, implement new technologies, and demonstrate the value of the Library as a knowledge resource; document the accuracy, timeliness, and responsiveness of activities; maintain consistently high-quality service that both anticipates and exceeds the needs and expectations of Goddard Library customers. Working as partners, we can transform the Library from a source of digital information to a center for the exchange of knowledge with performance standards and quality measures that will document the success of our journey.

NNG07AZ07C
Attachment J
Wage Determination
for Greenbelt

In

05-2103 DC, DISTRICT-WIDE

WAGE DETERMINATION NO: 05-2103 REV (01) AREA: DC, DISTRICT-WIDE

HEALTH AND WELFARE LEVEL - INSURANCE ONLY **OTHER WELFARE LEVEL WD:05-2104

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
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William W. Gross Director		Wage Determination No.: 2005-2103 Revision No.: 1 Date Of Revision: 08/22/2006
Division of Wage Determinations		

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince George's, St Mary's
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier, King George, Loudoun, Prince William, Stafford

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support And Clerical Occupations	
01011 - Accounting Clerk I	13.79
01012 - Accounting Clerk II	15.49
01013 - Accounting Clerk III	17.32
01020 - Administrative Assistant	21.45
01040 - Court Reporter	17.49
01051 - Data Entry Operator I	12.67
01052 - Data Entry Operator II	13.82
01060 - Dispatcher, Motor Vehicle	16.50
01070 - Document Preparation Clerk	12.75
01090 - Duplicating Machine Operator	12.75
01111 - General Clerk I	13.72
01112 - General Clerk II	15.32
01113 - General Clerk III	18.74
01120 - Housing Referral Assistant	20.84
01141 - Messenger Courier	10.23
01191 - Order Clerk I	14.74
01192 - Order Clerk II	16.29
01261 - Personnel Assistant (Employment) I	15.45
01262 - Personnel Assistant (Employment) II	17.49
01263 - Personnel Assistant (Employment) III	20.84
01270 - Production Control Clerk	20.78
01280 - Receptionist	12.29
01290 - Rental Clerk	15.45
01300 - Scheduler, Maintenance	15.45
01311 - Secretary I	16.11
01312 - Secretary II	17.61
01313 - Secretary III	20.84
01320 - Service Order Dispatcher	15.82
01410 - Supply Technician	21.45
01420 - Survey Worker	17.49
01531 - Travel Clerk I	11.69
01532 - Travel Clerk II	12.57
01533 - Travel Clerk III	13.50
01611 - Word Processor I	13.76
01612 - Word Processor II	15.45

In		
	01613 - Word Processor III	17.49
	05000 - Automotive Service Occupations	
	05005 - Automobile Body Repairer, Fiberglass	24.49
	05010 - Automotive Electrician	19.43
	05040 - Automotive Glass Installer	18.31
	05070 - Automotive Worker	18.31
	05110 - Mobile Equipment Servicer	15.74
	05130 - Motor Equipment Metal Mechanic	20.48
	05160 - Motor Equipment Metal Worker	18.31
	05190 - Motor Vehicle Mechanic	20.48
	05220 - Motor Vehicle Mechanic Helper	16.81
	05250 - Motor Vehicle Upholstery Worker	17.88
	05280 - Motor Vehicle Wrecker	18.31
	05310 - Painter, Automotive	19.43
	05340 - Radiator Repair Specialist	18.31
	05370 - Tire Repairer	14.43
	05400 - Transmission Repair Specialist	20.48
	07000 - Food Preparation And Service Occupations	
	07010 - Baker	13.18
	07041 - Cook I	11.88
	07042 - Cook II	13.18
	07070 - Dishwasher	9.76
	07130 - Food Service Worker	10.25
	07210 - Meat Cutter	16.07
	07260 - Waiter/Waitress	8.59
	09000 - Furniture Maintenance And Repair Occupations	
	09010 - Electrostatic Spray Painter	18.05
	09040 - Furniture Handler	12.55
	09080 - Furniture Refinisher	18.05
	09090 - Furniture Refinisher Helper	13.85
	09110 - Furniture Repairer, Minor	16.01
	09130 - Upholsterer	18.05
	11000 - General Services And Support Occupations	
	11030 - Cleaner, Vehicles	9.67
	11060 - Elevator Operator	9.79
	11090 - Gardener	15.70
	11122 - Housekeeping Aide	10.89
	11150 - Janitor	10.89
	11210 - Laborer, Grounds Maintenance	11.81
	11240 - Maid or Houseman	10.41
	11260 - Pruner	10.89
	11270 - Tractor Operator	14.19
	11330 - Trail Maintenance Worker	11.81
	11360 - Window Cleaner	11.31
	12000 - Health Occupations	
	12010 - Ambulance Driver	16.06
	12011 - Breath Alcohol Technician	16.06
	12012 - Certified Occupational Therapist Assistant	19.99
	12015 - Certified Physical Therapist Assistant	19.99
	12020 - Dental Assistant	16.90
	12025 - Dental Hygienist	40.68
	12030 - EKG Technician	24.34
	12035 - Electroneurodiagnostic Technologist	24.34
	12040 - Emergency Medical Technician	16.06
	12071 - Licensed Practical Nurse I	17.15
	12072 - Licensed Practical Nurse II	19.18
	12073 - Licensed Practical Nurse III	21.38
	12100 - Medical Assistant	14.23
	12130 - Medical Laboratory Technician	16.96
	12160 - Medical Record Clerk	14.96
	12190 - Medical Record Technician	16.47
	12195 - Medical Transcriptionist	14.96
	12210 - Nuclear Medicine Technologist	28.69
	12221 - Nursing Assistant I	9.37
	12222 - Nursing Assistant II	10.53
	12223 - Nursing Assistant III	12.18
	12224 - Nursing Assistant IV	13.68
	12235 - Optical Dispenser	15.15
	12236 - Optical Technician	13.10
	12250 - Pharmacy Technician	14.32
	12280 - Phlebotomist	13.68

In

12305 - Radiologic Technologist	27.61
12311 - Registered Nurse I	24.92
12312 - Registered Nurse II	31.22
12313 - Registered Nurse II, Specialist	31.22
12314 - Registered Nurse III	37.77
12315 - Registered Nurse III, Anesthetist	37.77
12316 - Registered Nurse IV	45.28
12317 - Scheduler (Drug and Alcohol Testing)	17.57
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	17.98
13012 - Exhibits Specialist II	23.33
13013 - Exhibits Specialist III	28.07
13041 - Illustrator I	18.73
13042 - Illustrator II	23.42
13043 - Illustrator III	28.82
13047 - Librarian	24.54
13050 - Library Aide/Clerk	11.38
13054 - Library Information Technology Systems Administrator	22.15
13058 - Library Technician	17.88
13061 - Media Specialist I	15.99
13062 - Media Specialist II	17.88
13063 - Media Specialist III	19.94
13071 - Photographer I	14.67
13072 - Photographer II	17.18
13073 - Photographer III	21.52
13074 - Photographer IV	26.05
13075 - Photographer V	29.15
13110 - Video Teleconference Technician	15.99
14000 - Information Technology Occupations	
14041 - Computer Operator I	15.45
14042 - Computer Operator II	17.49
14043 - Computer Operator III	19.50
14044 - Computer Operator IV	21.67
14045 - Computer Operator V	24.00
14071 - Computer Programmer I (1)	21.60
14072 - Computer Programmer II (1)	25.66
14073 - Computer Programmer III (1)	27.62
14074 - Computer Programmer IV (1)	27.62
14101 - Computer Systems Analyst I (1)	27.62
14102 - Computer Systems Analyst II (1)	27.62
14103 - Computer Systems Analyst III (1)	27.62
14150 - Peripheral Equipment Operator	15.45
14160 - Personal Computer Support Technician	21.67
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	34.39
15020 - Aircrew Training Devices Instructor (Rated)	40.64
15030 - Air Crew Training Devices Instructor (Pilot)	46.05
15050 - Computer Based Training Specialist / Instructor	31.26
15060 - Educational Technologist	27.99
15070 - Flight Instructor (Pilot)	46.05
15080 - Graphic Artist	23.02
15090 - Technical Instructor	21.70
15095 - Technical Instructor/Course Developer	26.54
15110 - Test Proctor	17.31
15120 - Tutor	17.31
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.71
16030 - Counter Attendant	8.71
16040 - Dry Cleaner	11.10
16070 - Finisher, Flatwork, Machine	8.71
16090 - Presser, Hand	8.71
16110 - Presser, Machine, Drycleaning	8.71
16130 - Presser, Machine, Shirts	8.71
16160 - Presser, Machine, Wearing Apparel, Laundry	8.71
16190 - Sewing Machine Operator	11.90
16220 - Tailor	12.63
16250 - Washer, Machine	9.44
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	18.95
19040 - Tool And Die Maker	23.05
21000 - Materials Handling And Packing Occupations	

21020 - Forklift Operator	16.25
21030 - Material Coordinator	20.54
21040 - Material Expediter	20.54
21050 - Material Handling Laborer	12.65
21071 - Order Filler	13.21
21080 - Production Line Worker (Food Processing)	16.25
21110 - Shipping Packer	14.46
21130 - Shipping/Receiving Clerk	14.46
21140 - Store Worker I	9.96
21150 - Stock Clerk	14.35
21210 - Tools And Parts Attendant	16.99
21410 - Warehouse Specialist	16.25
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	23.35
23021 - Aircraft Mechanic I	22.24
23022 - Aircraft Mechanic II	23.35
23023 - Aircraft Mechanic III	24.52
23040 - Aircraft Mechanic Helper	15.10
23050 - Aircraft, Painter	21.29
23060 - Aircraft Servicer	17.82
23080 - Aircraft Worker	18.09
23110 - Appliance Mechanic	20.60
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	24.77
23130 - Carpenter, Maintenance	20.36
23140 - Carpet Layer	18.70
23160 - Electrician, Maintenance	24.85
23181 - Electronics Technician Maintenance I	21.36
23182 - Electronics Technician Maintenance II	22.80
23183 - Electronics Technician Maintenance III	24.02
23260 - Fabric Worker	17.90
23290 - Fire Alarm System Mechanic	21.46
23310 - Fire Extinguisher Repairer	16.50
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	19.01
23380 - Ground Support Equipment Mechanic	22.24
23381 - Ground Support Equipment Servicer	17.82
23382 - Ground Support Equipment Worker	18.09
23391 - Gunsmith I	16.50
23392 - Gunsmith II	19.18
23393 - Gunsmith III	21.46
23410 - Heating, Ventilation And Air-Conditioning Mechanic	20.99
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	
22.12	
23430 - Heavy Equipment Mechanic	21.46
23440 - Heavy Equipment Operator	21.46
23460 - Instrument Mechanic	21.46
23465 - Laboratory/Shelter Mechanic	20.36
23470 - Laborer	14.27
23510 - Locksmith	19.17
23530 - Machinery Maintenance Mechanic	21.46
23550 - Machinist, Maintenance	21.52
23580 - Maintenance Trades Helper	15.10
23591 - Metrology Technician I	21.46
23592 - Metrology Technician II	22.61
23593 - Metrology Technician III	23.72
23640 - Millwright	23.30
23710 - Office Appliance Repairer	20.36
23760 - Painter, Maintenance	20.36
23790 - Pipefitter, Maintenance	22.76
23810 - Plumber, Maintenance	20.99
23820 - Pneudraulic Systems Mechanic	21.46
23850 - Rigger	21.46
23870 - Scale Mechanic	19.18
23890 - Sheet-Metal Worker, Maintenance	21.46
23910 - Small Engine Mechanic	20.05
23931 - Telecommunications Mechanic I	24.43
23932 - Telecommunications Mechanic II	25.75
23950 - Telephone Lineman	22.21
23960 - Welder, Combination, Maintenance	21.46

In

23965 - Well Driller	21.46
23970 - Woodcraft Worker	21.46
23980 - Woodworker	16.50
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	11.58
24580 - Child Care Center Clerk	16.15
24610 - Chore Aide	9.58
24620 - Family Readiness And Support Services Coordinator	12.95
24630 - Homemaker	16.75
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	24.06
25040 - Sewage Plant Operator	20.08
25070 - Stationary Engineer	24.06
25190 - Ventilation Equipment Tender	16.76
25210 - Water Treatment Plant Operator	20.08
27000 - Protective Service Occupations	
27004 - Alarm Monitor	17.19
27007 - Baggage Inspector	11.51
27008 - Corrections Officer	18.75
27010 - Court Security Officer	21.42
27030 - Detection Dog Handler	16.67
27040 - Detention Officer	18.75
27070 - Firefighter	21.58
27101 - Guard I	11.51
27102 - Guard II	16.67
27131 - Police Officer I	23.94
27132 - Police Officer II	26.60
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	12.35
28042 - Carnival Equipment Repairer	13.30
28043 - Carnival Equipment Worker	8.40
28210 - Gate Attendant/Gate Tender	12.68
28310 - Lifeguard	11.29
28350 - Park Attendant (Aide)	14.18
28510 - Recreation Aide/Health Facility Attendant	10.35
28515 - Recreation Specialist	17.57
28630 - Sports Official	11.29
28690 - Swimming Pool Operator	15.32
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	20.55
29020 - Hatch Tender	20.55
29030 - Line Handler	20.55
29041 - Stevedore I	19.18
29042 - Stevedore II	21.64
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (2)	33.82
30011 - Air Traffic Control Specialist, Station (HFO) (2)	23.32
30012 - Air Traffic Control Specialist, Terminal (HFO) (2)	25.68
30021 - Archeological Technician I	16.92
30022 - Archeological Technician II	18.85
30023 - Archeological Technician III	23.53
30030 - Cartographic Technician	24.62
30040 - Civil Engineering Technician	22.19
30061 - Drafter/CAD Operator I	17.77
30062 - Drafter/CAD Operator II	19.87
30063 - Drafter/CAD Operator III	22.15
30064 - Drafter/CAD Operator IV	25.66
30081 - Engineering Technician I	18.80
30082 - Engineering Technician II	21.11
30083 - Engineering Technician III	23.61
30084 - Engineering Technician IV	29.26
30085 - Engineering Technician V	35.26
30086 - Engineering Technician VI	43.30
30090 - Environmental Technician	21.22
30210 - Laboratory Technician	20.42
30240 - Mathematical Technician	24.62
30361 - Paralegal/Legal Assistant I	20.03
30362 - Paralegal/Legal Assistant II	24.82
30363 - Paralegal/Legal Assistant III	30.35
30364 - Paralegal/Legal Assistant IV	36.73
30390 - Photo-Optics Technician	24.62

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

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

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

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear"

materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Under the policy and guidance contained in All Agency Memorandum No. 159, the Wage and Hour Division does not recognize, for section 4(c) purposes, prospective wage rates and fringe benefit provisions that are effective only upon such contingencies as "approval of Wage and Hour, issuance of a wage determination, incorporation of the wage determination in the contract, adjusting the contract price, etc." (The relevant CBA section) in the collective bargaining agreement between (the parties) contains contingency language that Wage and Hour does not recognize as reflecting "arm's length negotiation" under section 4(c) of the Act and 29 C.F.R. 5.11(a) of the regulations. This wage determination therefore reflects the actual CBA wage rates and fringe benefits paid under the predecessor contract.

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

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

Conformance Process:

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

The process for preparing a conformance request is as follows:

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

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

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

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

6) The contractor informs the affected employees.

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

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

30461 - Technical Writer I	20.25
30462 - Technical Writer II	24.77
30463 - Technical Writer III	29.97
30491 - Unexploded Ordnance (UXO) Technician I	21.49
30492 - Unexploded Ordnance (UXO) Technician II	26.00
30493 - Unexploded Ordnance (UXO) Technician III	31.17
30494 - Unexploded (UXO) Safety Escort	21.49
30495 - Unexploded (UXO) Sweep Personnel	21.49
30620 - Weather Observer, Combined Upper Air Or Surface Programs (3)	20.13
30621 - Weather Observer, Senior (3)	21.80
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	10.90
31030 - Bus Driver	15.95
31043 - Driver Courier	12.71
31260 - Parking and Lot Attendant	8.67
31290 - Shuttle Bus Driver	13.89
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	13.89
31362 - Truckdriver, Medium	17.09
31363 - Truckdriver, Heavy	18.40
31364 - Truckdriver, Tractor-Trailer	18.40
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	9.78
99095 - Embalmer	21.77
99251 - Laboratory Animal Caretaker I	10.47
99252 - Laboratory Animal Caretaker II	10.85
99310 - Mortician	27.25
99410 - Pest Controller	13.74
99510 - Photofinishing Worker	11.29
99710 - Recycling Laborer	14.50
99711 - Recycling Specialist	17.02
99730 - Refuse Collector	12.86
99810 - Sales Clerk	11.13
99820 - School Crossing Guard	11.37
99830 - Survey Party Chief	19.16
99831 - Surveying Aide	11.91
99832 - Surveying Technician	18.21
99840 - Vending Machine Attendant	11.46
99841 - Vending Machine Repairer	14.88
99842 - Vending Machine Repairer Helper	11.46

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.01 per hour or \$120.40 per week or \$521.73 per month

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

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

NNG07AZ07C
Attachment K
Wage Determination
for Wallops

94-2095 DE, LOWER EASTERN SHORE

WAGE DETERMINATION NO: 94-2095 REV (25) AREA: DE, LOWER EASTERN SHORE

HEALTH AND WELFARE LEVEL - INSURANCE ONLY **OTHER WELFARE LEVEL WD:94-2096

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
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William W.Gross Director	Division of Wage Determinations		Wage Determination No.: 1994-2095 Revision No.: 25 Date Of Revision: 05/24/2006
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States: Delaware, Maryland, Virginia

Area: Delaware County of Sussex
Maryland Counties of Somerset, Wicomico, Worcester
Virginia Counties of Accomack, Northampton

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support and Clerical Occupations	
01011 - Accounting Clerk I	9.29
01012 - Accounting Clerk II	10.21
01013 - Accounting Clerk III	12.14
01014 - Accounting Clerk IV	13.81
01030 - Court Reporter	11.90
01050 - Dispatcher, Motor Vehicle	12.58
01060 - Document Preparation Clerk	10.14
01070 - Messenger (Courier)	8.15
01090 - Duplicating Machine Operator	10.14
01110 - Film/Tape Librarian	10.89
01115 - General Clerk I	7.75
01116 - General Clerk II	8.17
01117 - General Clerk III	10.25
01118 - General Clerk IV	11.51
01120 - Housing Referral Assistant	12.94
01131 - Key Entry Operator I	9.96
01132 - Key Entry Operator II	11.79
01191 - Order Clerk I	9.39
01192 - Order Clerk II	11.37
01261 - Personnel Assistant (Employment) I	9.30
01262 - Personnel Assistant (Employment) II	10.89
01263 - Personnel Assistant (Employment) III	11.96
01264 - Personnel Assistant (Employment) IV	12.99
01270 - Production Control Clerk	14.93
01290 - Rental Clerk	9.34
01300 - Scheduler, Maintenance	10.85
01311 - Secretary I	10.85
01312 - Secretary II	11.90
01313 - Secretary III	12.94
01314 - Secretary IV	13.17
01315 - Secretary V	14.48
01320 - Service Order Dispatcher	12.53
01341 - Stenographer I	12.02
01342 - Stenographer II	13.21
01400 - Supply Technician	13.17
01420 - Survey Worker (Interviewer)	9.88
01460 - Switchboard Operator-Receptionist	9.10
01510 - Test Examiner	11.90
01520 - Test Proctor	11.90
01531 - Travel Clerk I	10.66
01532 - Travel Clerk II	11.47

In

01533 - Travel Clerk III	12.22
01611 - Word Processor I	10.31
01612 - Word Processor II	11.80
01613 - Word Processor III	12.94
03000 - Automatic Data Processing Occupations	
03010 - Computer Data Librarian	9.11
03041 - Computer Operator I	9.11
03042 - Computer Operator II	10.89
03043 - Computer Operator III	13.18
03044 - Computer Operator IV	14.75
03045 - Computer Operator V	16.23
03071 - Computer Programmer I (1)	12.84
03072 - Computer Programmer II (1)	15.85
03073 - Computer Programmer III (1)	18.93
03074 - Computer Programmer IV (1)	23.12
03101 - Computer Systems Analyst I (1)	17.15
03102 - Computer Systems Analyst II (1)	20.22
03103 - Computer Systems Analyst III (1)	23.45
03160 - Peripheral Equipment Operator	9.11
05000 - Automotive Service Occupations	
05005 - Automotive Body Repairer, Fiberglass	14.89
05010 - Automotive Glass Installer	12.47
05040 - Automotive Worker	13.71
05070 - Electrician, Automotive	14.28
05100 - Mobile Equipment Servicer	11.38
05130 - Motor Equipment Metal Mechanic	14.91
05160 - Motor Equipment Metal Worker	13.71
05190 - Motor Vehicle Mechanic	14.91
05220 - Motor Vehicle Mechanic Helper	10.84
05250 - Motor Vehicle Upholstery Worker	13.08
05280 - Motor Vehicle Wrecker	13.71
05310 - Painter, Automotive	14.37
05340 - Radiator Repair Specialist	13.71
05370 - Tire Repairer	9.82
05400 - Transmission Repair Specialist	14.91
07000 - Food Preparation and Service Occupations	
(not set) - Food Service Worker	7.66
07010 - Baker	9.95
07041 - Cook I	8.98
07042 - Cook II	10.14
07070 - Dishwasher	6.98
07130 - Meat Cutter	11.32
07250 - Waiter/Waitress	7.32
09000 - Furniture Maintenance and Repair Occupations	
09010 - Electrostatic Spray Painter	14.42
09040 - Furniture Handler	10.11
09070 - Furniture Refinisher	13.11
09100 - Furniture Refinisher Helper	10.88
09110 - Furniture Repairer, Minor	12.01
09130 - Upholsterer	13.11
11030 - General Services and Support Occupations	
11030 - Cleaner, Vehicles	8.72
11060 - Elevator Operator	8.72
11090 - Gardener	9.93
11121 - House Keeping Aid I	8.08
11122 - House Keeping Aid II	9.26
11150 - Janitor	9.19
11210 - Laborer, Grounds Maintenance	9.07
11240 - Maid or Houseman	8.08
11270 - Pest Controller	10.23
11300 - Refuse Collector	9.90
11330 - Tractor Operator	10.13
11360 - Window Cleaner	9.35
12000 - Health Occupations	
12020 - Dental Assistant	11.76
12040 - Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	12.63
12071 - Licensed Practical Nurse I	13.33
12072 - Licensed Practical Nurse II	14.96
12073 - Licensed Practical Nurse III	16.73
12100 - Medical Assistant	11.28
12130 - Medical Laboratory Technician	13.01

12160 - Medical Record Clerk	11.83
12190 - Medical Record Technician	14.89
12221 - Nursing Assistant I	8.31
12222 - Nursing Assistant II	9.34
12223 - Nursing Assistant III	10.19
12224 - Nursing Assistant IV	11.43
12250 - Pharmacy Technician	12.19
12280 - Phlebotomist	12.36
12311 - Registered Nurse I	20.72
12312 - Registered Nurse II	25.38
12313 - Registered Nurse II, Specialist	25.38
12314 - Registered Nurse III	30.70
12315 - Registered Nurse III, Anesthetist	30.70
12316 - Registered Nurse IV	36.76
13000 - Information and Arts Occupations	
13002 - Audiovisual Librarian	15.25
13011 - Exhibits Specialist I	15.48
13012 - Exhibits Specialist II	19.03
13013 - Exhibits Specialist III	23.25
13041 - Illustrator I	15.48
13042 - Illustrator II	17.78
13043 - Illustrator III	19.87
13047 - Librarian	14.53
13050 - Library Technician	11.13
13071 - Photographer I	12.10
13072 - Photographer II	14.00
13073 - Photographer III	15.95
13074 - Photographer IV	19.61
13075 - Photographer V	23.01
15000 - Laundry, Dry Cleaning, Pressing and Related Occupations	
15010 - Assembler	7.56
15030 - Counter Attendant	7.56
15040 - Dry Cleaner	9.41
15070 - Finisher, Flatwork, Machine	7.56
15090 - Presser, Hand	7.56
15100 - Presser, Machine, Drycleaning	7.56
15130 - Presser, Machine, Shirts	7.56
15160 - Presser, Machine, Wearing Apparel, Laundry	7.56
15190 - Sewing Machine Operator	10.06
15220 - Tailor	10.74
15250 - Washer, Machine	8.21
19000 - Machine Tool Operation and Repair Occupations	
19010 - Machine-Tool Operator (Toolroom)	15.66
19040 - Tool and Die Maker	18.34
21000 - Material Handling and Packing Occupations	
21010 - Fuel Distribution System Operator	13.84
21020 - Material Coordinator	15.53
21030 - Material Expediter	15.53
21040 - Material Handling Laborer	9.75
21050 - Order Filler	9.60
21071 - Forklift Operator	12.00
21080 - Production Line Worker (Food Processing)	11.13
21100 - Shipping/Receiving Clerk	10.69
21130 - Shipping Packer	10.69
21140 - Store Worker I	11.06
21150 - Stock Clerk (Shelf Stocker; Store Worker II)	14.37
21210 - Tools and Parts Attendant	13.76
21400 - Warehouse Specialist	12.00
3000 - Mechanics and Maintenance and Repair Occupations	
23010 - Aircraft Mechanic	16.39
23040 - Aircraft Mechanic Helper	13.04
23050 - Aircraft Quality Control Inspector	21.81
23060 - Aircraft Servicer	14.39
23070 - Aircraft Worker	15.07
23100 - Appliance Mechanic	13.50
23120 - Bicycle Repairer	11.05
23125 - Cable Splicer	20.93
23130 - Carpenter, Maintenance	15.40
23140 - Carpet Layer	13.84
23160 - Electrician, Maintenance	16.23
23181 - Electronics Technician, Maintenance I	13.84

In

23182 - Electronics Technician, Maintenance II	18.79
23183 - Electronics Technician, Maintenance III	21.16
23260 - Fabric Worker	13.93
23290 - Fire Alarm System Mechanic	16.39
23310 - Fire Extinguisher Repairer	13.39
23340 - Fuel Distribution System Mechanic	16.56
23370 - General Maintenance Worker	13.63
23400 - Heating, Refrigeration and Air Conditioning Mechanic	15.34
23430 - Heavy Equipment Mechanic	16.14
23440 - Heavy Equipment Operator	15.73
23460 - Instrument Mechanic	17.30
23470 - Laborer	9.91
23500 - Locksmith	15.70
23530 - Machinery Maintenance Mechanic	18.02
23550 - Machinist, Maintenance	15.74
23580 - Maintenance Trades Helper	10.88
23640 - Millwright	15.39
23700 - Office Appliance Repairer	15.70
23740 - Painter, Aircraft	14.62
23760 - Painter, Maintenance	13.11
23790 - Pipefitter, Maintenance	16.18
23800 - Plumber, Maintenance	17.06
23820 - Pneudraulic Systems Mechanic	16.39
23850 - Rigger	16.39
23870 - Scale Mechanic	14.91
23890 - Sheet-Metal Worker, Maintenance	15.05
23910 - Small Engine Mechanic	13.99
23930 - Telecommunication Mechanic I	16.11
23931 - Telecommunication Mechanic II	16.76
23950 - Telephone Lineman	16.11
23960 - Welder, Combination, Maintenance	14.20
23965 - Well Driller	16.31
23970 - Woodcraft Worker	16.39
23980 - Woodworker	12.82
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.45
24580 - Child Care Center Clerk	10.54
24600 - Chore Aid	7.47
24630 - Homemaker	11.71
25000 - Plant and System Operation Occupations	
25010 - Boiler Tender	16.56
25040 - Sewage Plant Operator	14.79
25070 - Stationary Engineer	16.56
25190 - Ventilation Equipment Tender	13.42
25210 - Water Treatment Plant Operator	14.79
27000 - Protective Service Occupations	
(not set) - Police Officer	16.95
27004 - Alarm Monitor	11.96
27006 - Corrections Officer	14.20
27010 - Court Security Officer	14.03
27040 - Detention Officer	14.20
27070 - Firefighter	11.86
27101 - Guard I	8.70
27102 - Guard II	10.93
28000 - Stevedoring/Longshoremen Occupations	
28010 - Blocker and Bracer	14.15
28020 - Hatch Tender	14.15
28030 - Line Handler	14.15
28040 - Stevedore I	12.29
28050 - Stevedore II	14.75
29000 - Technical Occupations	
21150 - Graphic Artist	15.59
29010 - Air Traffic Control Specialist, Center (2)	31.49
29011 - Air Traffic Control Specialist, Station (2)	21.71
29012 - Air Traffic Control Specialist, Terminal (2)	23.92
29023 - Archeological Technician I	12.95
29024 - Archeological Technician II	14.50
29025 - Archeological Technician III	17.97
29030 - Cartographic Technician	17.30
29035 - Computer Based Training (CBT) Specialist/ Instructor	17.15
29040 - Civil Engineering Technician	17.15

29061 - Drafter I	11.27
29062 - Drafter II	13.64
29063 - Drafter III	15.78
29064 - Drafter IV	17.97
29081 - Engineering Technician I	10.81
29082 - Engineering Technician II	13.08
29083 - Engineering Technician III	15.13
29084 - Engineering Technician IV	17.25
29085 - Engineering Technician V	21.21
29086 - Engineering Technician VI	24.88
29090 - Environmental Technician	17.97
29100 - Flight Simulator/Instructor (Pilot)	20.22
29160 - Instructor	18.72
29210 - Laboratory Technician	12.43
29240 - Mathematical Technician	17.97
29361 - Paralegal/Legal Assistant I	10.89
29362 - Paralegal/Legal Assistant II	13.22
29363 - Paralegal/Legal Assistant III	16.18
29364 - Paralegal/Legal Assistant IV	19.57
29390 - Photooptics Technician	17.55
29480 - Technical Writer	19.03
29491 - Unexploded Ordnance (UXO) Technician I	20.02
29492 - Unexploded Ordnance (UXO) Technician II	24.22
29493 - Unexploded Ordnance (UXO) Technician III	29.03
29494 - Unexploded (UXO) Safety Escort	20.02
29495 - Unexploded (UXO) Sweep Personnel	20.02
29620 - Weather Observer, Senior (3)	15.02
29621 - Weather Observer, Combined Upper Air and Surface Programs (3)	12.43
29622 - Weather Observer, Upper Air (3)	12.43
31000 - Transportation/ Mobile Equipment Operation Occupations	
31030 - Bus Driver	10.93
31260 - Parking and Lot Attendant	8.48
31290 - Shuttle Bus Driver	11.65
31300 - Taxi Driver	8.38
31361 - Truckdriver, Light Truck	11.65
31362 - Truckdriver, Medium Truck	12.08
31363 - Truckdriver, Heavy Truck	13.92
31364 - Truckdriver, Tractor-Trailer	15.53
99000 - Miscellaneous Occupations	
99020 - Animal Caretaker	8.61
99030 - Cashier	7.79
99041 - Carnival Equipment Operator	7.57
99042 - Carnival Equipment Repairer	8.09
99043 - Carnival Worker	8.80
99050 - Desk Clerk	8.68
99095 - Embalmer	19.38
99300 - Lifeguard	10.36
99310 - Mortician	18.84
99350 - Park Attendant (Aide)	13.21
99400 - Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	8.27
99500 - Recreation Specialist	11.71
99510 - Recycling Worker	11.25
99610 - Sales Clerk	9.79
99620 - School Crossing Guard (Crosswalk Attendant)	8.61
99630 - Sport Official	10.01
99658 - Survey Party Chief (Chief of Party)	13.79
99659 - Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	12.38
99660 - Surveying Aide	9.04
99690 - Swimming Pool Operator	9.59
99720 - Vending Machine Attendant	8.91
99730 - Vending Machine Repairer	10.51
99740 - Vending Machine Repairer Helper	9.09

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.01 per hour or \$120.40 per week or \$521.73 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or

successor; 3 weeks after 10 years, and 4 after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

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

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

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning

and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Under the policy and guidance contained in All Agency Memorandum No. 159, the Wage and Hour Division does not recognize, for section 4(c) purposes, prospective wage rates and fringe benefit provisions that are effective only upon such contingencies as "approval of Wage and Hour, issuance of a wage determination, incorporation of the wage determination in the contract, adjusting the contract price, etc." (The relevant CBA section) in the collective bargaining agreement between (the parties) contains contingency language that Wage and Hour does not recognize as reflecting "arm's length negotiation" under section 4(c) of the Act and 29 C.F.R. 5.11(a) of the regulations. This wage determination therefore reflects the actual CBA wage rates and fringe benefits paid under the predecessor contract.

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

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

Conformance Process:

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

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation) and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

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

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

NNG07AZ07C
Attachment L
Personal Identity Verification (PIV) Card
Issuance Procedures
September 19, 2006

PERSONAL IDENTITY VERIFICATION (PIV) CARD ISSUANCE PROCEDURES

PIV Card Issuance Procedures in accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel. FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

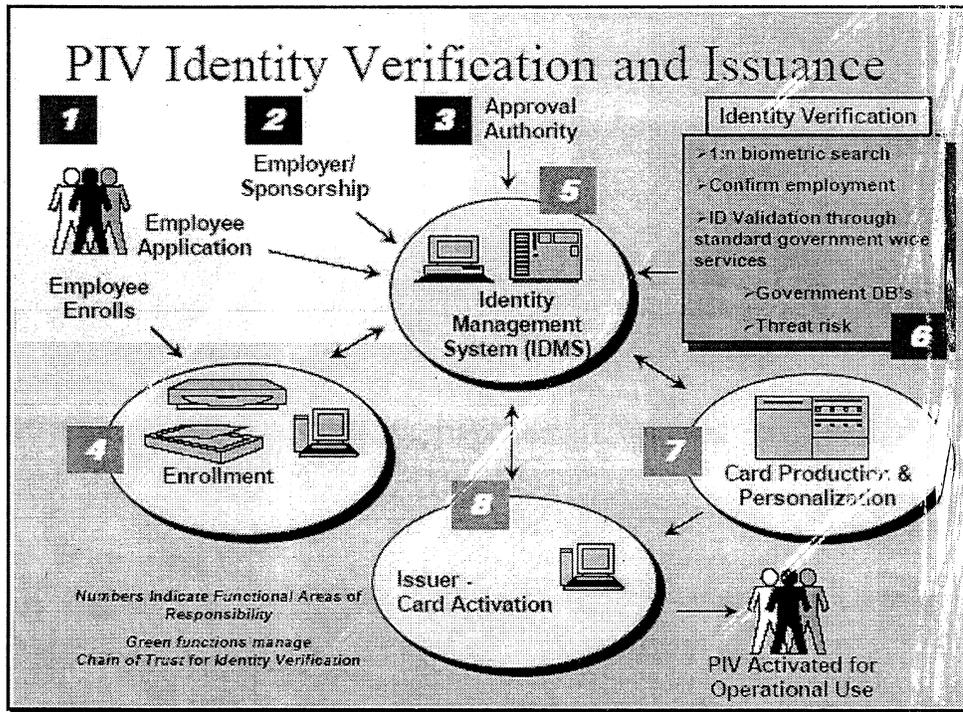


Figure A-1, FIPS 201, Appendix A

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

Step 1:

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

be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication. .

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

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

Step 2:

Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal¹ or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

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

Step 3:

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

Step 4:

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

¹ A federal IV government identification badge, including the NASA Photo Identification Badge, MAY NOT BE USED for the original issuance of a PIV with a credential.

be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication. .

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

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

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

information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

Step 5:

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

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

Step 6:

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

Step 7:

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

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

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

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

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

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

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

MODIFICATIONS