

SOLICITATION, OFFER AND AWARD

1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)

TING

DO-C9

PAGE

1 OF

CONTRACT NO.

3. SOLICITATION NO.

4. TYPE OF SOLICITATION

5. DATE ISSUED

6. REQUISITION/PURCHASE NO

NNA04CA76C

RFP2-38209 (RRG)

SEALED BID (IFB)

NEGOTIATED (RFP)

See Block 28

4200039193

7. ISSUED BY

CODE

JAZ

8. ADDRESS OFFER TO (If other than Item 7)

NASA Ames Research Center
Attn: Ronnee R. González, M/S 227-4
Moffett Field, CA 94035-1000

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 Building 227, Room 119 until 1:00 pm local time, on **July 7, 2003** (date).
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

B. TELEPHONE NO. (NO COLLECT CALLS)

AREA CODE

NUMBER

EXT.

C. EMAIL ADDRESS

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<input checked="" type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS					

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.
12. In compliance with the above, the undersigned agrees, if this offer is accepted within 180 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)

<input checked="" type="checkbox"/> 10 CALENDAR DAYS	<input type="checkbox"/> 20 CALENDAR DAYS	<input type="checkbox"/> 30 CALENDAR DAYS	<input type="checkbox"/> CALENDAR DAYS
%	%	%	%

14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION). For offerors and related documents numbered and dated:

AMENDMENT NO	DATE	AMENDMENT NO	DATE
1	6/3/03	2	6/10/03
3	6/12/03	4	6/16/03
5	6/19/03	6	6/23/03
7	6/25/03	8	6/25/03

15. NAME AND ADDRESS OF OFFEROR

CODE _____ FACILITY Home Office

Planners Collaborative, Inc.
273 Summer Street, Boston, MA 02210

16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)

Ed Shoucair, Vice President

15B. TELEPHONE NO. (Include area code)
617-338-0018

15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE

17. SIGNATURE

Ed Shoucair

18. OFFER DATE

7 July 03

AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED **01, 02, 03**

20. AMOUNT **\$16,017,437.00**

21. ACCOUNTING AND APPROPRIATION **PPC-GF**

22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION
 10 U.S.C. 2304(c) () 41 U.S.C. 253(c) ()

23. SUBMIT INVOICES TO ADDRESS SHOWN IN: (4 copies unless otherwise specified) ITEM **G-4**

24. ADMINISTERED BY (If other than Item 7) CODE **JAC**

25. PAYMENT WILL BE MADE BY CODE **CFG**

NASA Ames Research Center
Attn: Christine Munroe, M/S: 241-1
Moffett Field, CA 94035-1000

NASA Ames Research Center
Attn: Financial Management Branch, M/S:203-1
Moffett Field, CA 94035-1000

5. NAME OF CONTRACTING OFFICER (Type or print)
Carolyn S. La Folléte

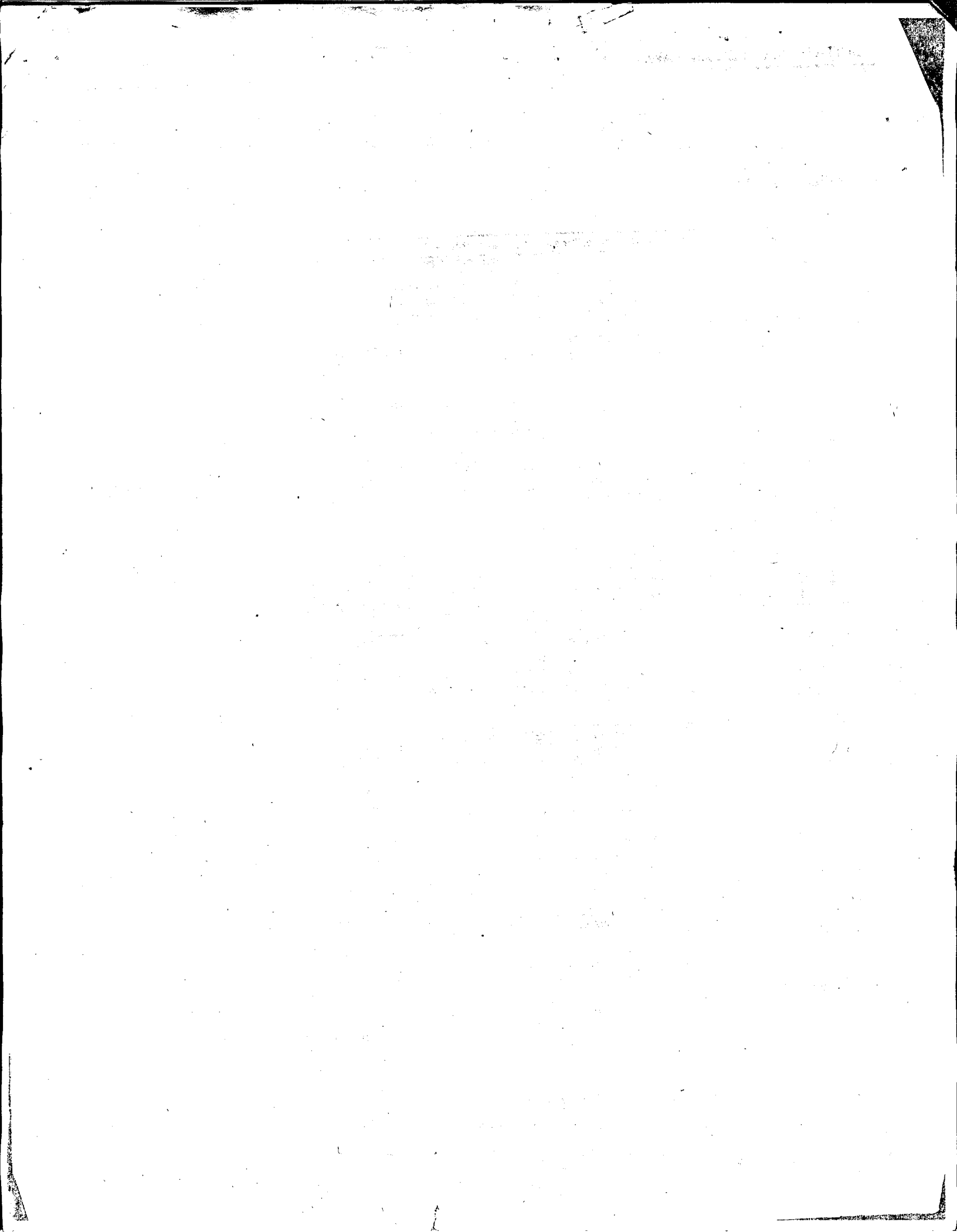
27. UNITED STATES OF AMERICA

Carolyn S. La Folléte
(Signature of Contracting Officer)

28. AWARD DATE

November 25, 2003

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



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PART I - THE SCHEDULE

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 SUPPLIES/SERVICES TO BE PROVIDED (ARC 52.211-94) (FEB 1997)

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Description/Specification/Work Statement set forth in Section C and attached in Section J.

ITEM NO.	DESCRIPTION
01	Phase-in for the period set forth in F.2 (a)
02	"Business Operations and Technical Services" for the period specified in F.2 (b)
03	Data Deliverables specified in the Data Requirements List in Attachment A4 for the period specified in F.2 (b)

OPTION PERIODS: If an option is exercised, the contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Description/Specification/Work Statement set forth in Section C and attached in Section J.

04	OPTION 1: "Business Operations and Technical Services" for the period specified in F.2 (c)
05	OPTION 1: Data Deliverables specified in the Data Requirements List in Attachment A4 for the period specified in F.2 (c)
06	OPTION 2: "Business Operations and Technical Services" for the period specified in F.2 (d)
07	OPTION 2: Data Deliverables specified in the Data Requirements List in Attachment A4 for the period specified in F.2 (d)

(End of clause)

B.2 ESTIMATED COST AND AWARD FEE (NFS 18-52.216-85) (SEP 1993)

01 PHASE-IN: The estimated cost of the Phase-In Period is B-4 The maximum available award fee, excluding base fee, if any, is included in the award fee for the base period.

02 and 03 BASE PERIOD: The estimated cost of the Base Period is B-4 The maximum available award fee, excluding base fee, if any, is B-4 The base fee is B-4 Total estimated cost, base fee, and maximum award fee are B-4

04 and 05 OPTION ONE: If exercised, the estimated cost of Option One is B-4 The maximum available award fee, excluding base fee, if any, is B-4 The base fee is B-4 Total estimated cost, base fee, and maximum award fee are B-4

06 and 07 OPTION TWO: If exercised, the estimated cost of Option Two is B-4 The maximum available award fee, excluding base fee, if any, is B-4 The base fee is B-4 Total estimated cost, base fee, and maximum award fee are B-4

(End of Clause)

B.3 CONTRACT FUNDING (NFS 18-52.232-81) (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 is \$440,196.00. This allotment is for Items 01, 02, and 03 and covers the following estimated period of performance: December 1, 2003 through January 20, 2004.

(b) An additional amount of B-4 is obligated under this contract for payment of fee.

(End of clause)

[END OF SECTION]

SECTION C - DESCRIPTION/SPECIFICATION/WORK STATEMENT

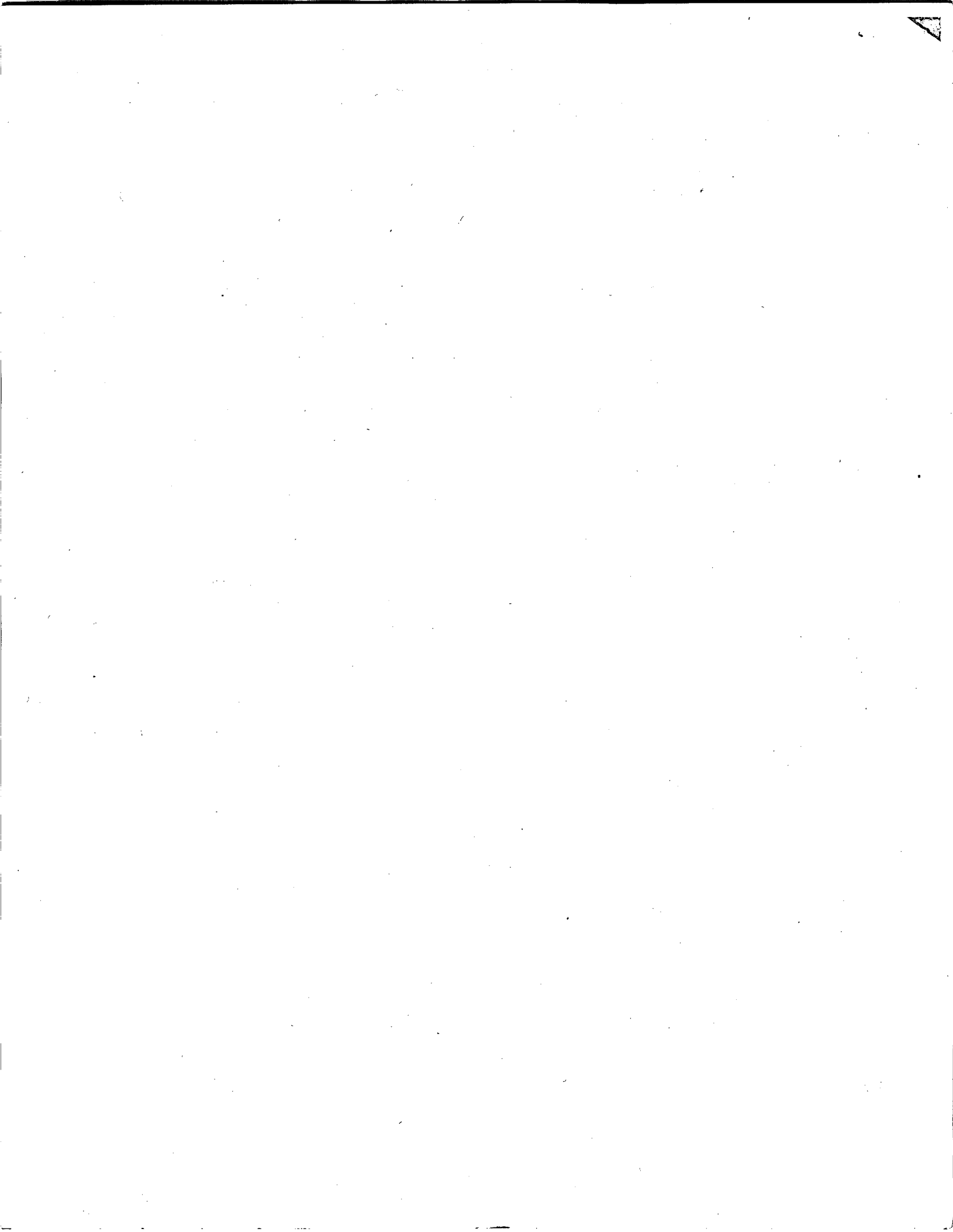
C.1 DESCRIPTION/SPECIFICATION/WORK STATEMENT (ARC 52.211-93) (FEB 1997)

(a) In accordance with the contract's terms and conditions, the Contractor shall furnish all personnel, services, equipment, materials, and facilities and do all other things necessary for, or incidental to performance of the requirements set forth herein.

(b) Work shall be accomplished in accordance with the Specification/Work Statement incorporated in Section J.

(End of Clause)

[END OF SECTION]



SECTION D - PACKAGING AND MARKING**D.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE**

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
------------------	------	-------

None included by reference.

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
------------------	------	-------

None included by reference.

(End Of Clause)

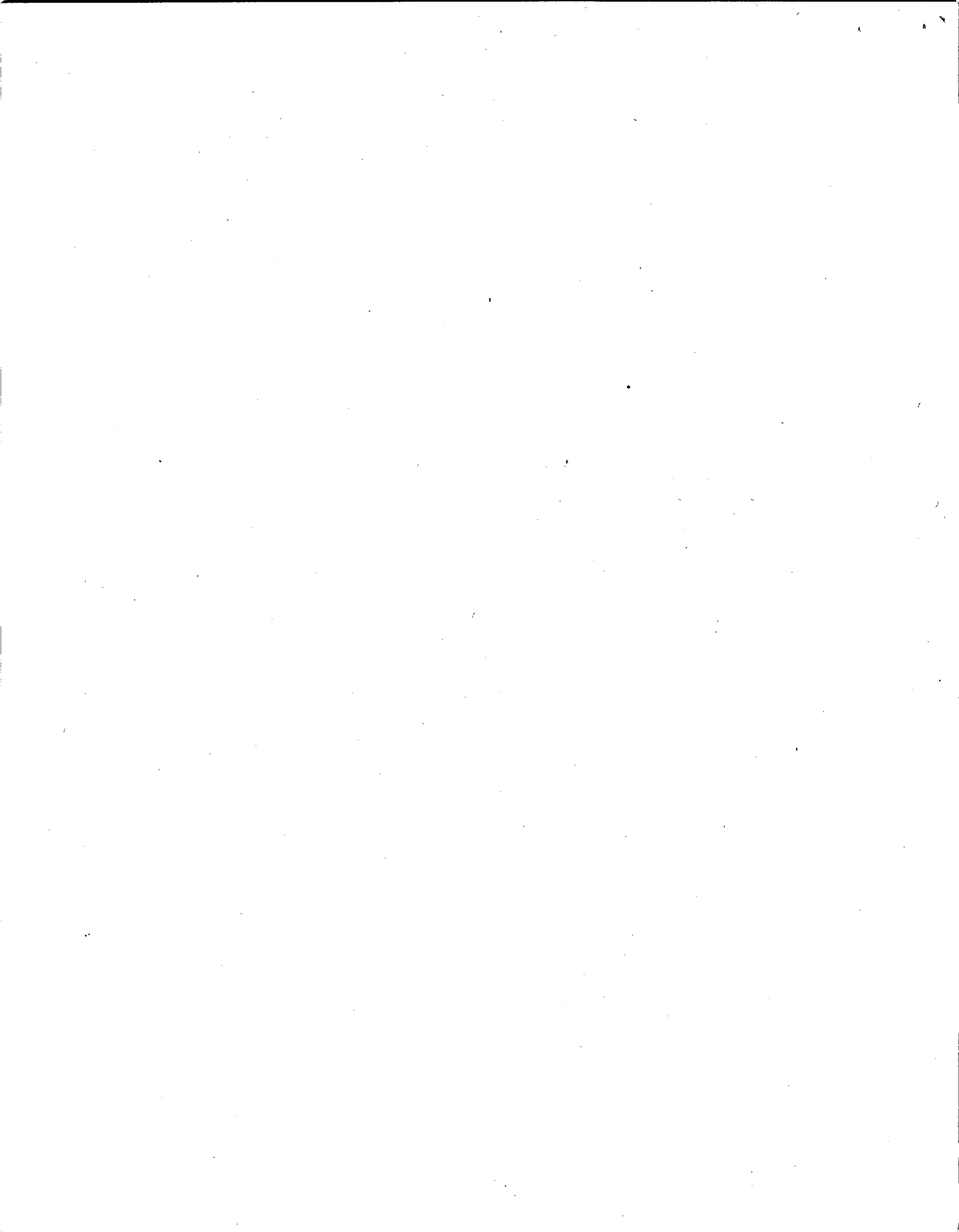
D.2 PACKAGING AND MARKING (ALTERNATE I) (FEB 1997)

(a) The contractor shall preserve, pack, and mark for shipment all items deliverable under this contract in accordance with good commercial practices and adequate to ensure both acceptance by common carrier and safe transportation at the most economical rate(s).

(b) The contractor's markings on shipping containers shall be clearly legible from a distance of 36 inches. The contractor may mark by stencil, rubber stamp, or lacquer over a coated gummed label.

(End of clause)

[END OF SECTION]



SECTION E - INSPECTION AND ACCEPTANCE**E.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE**

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.246-3	APR 1984	INSPECTION OF SUPPLIES-- COST-REIMBURSEMENT
52.246-5	APR 1984	INSPECTION OF SERVICES-- COST-REIMBURSEMENT

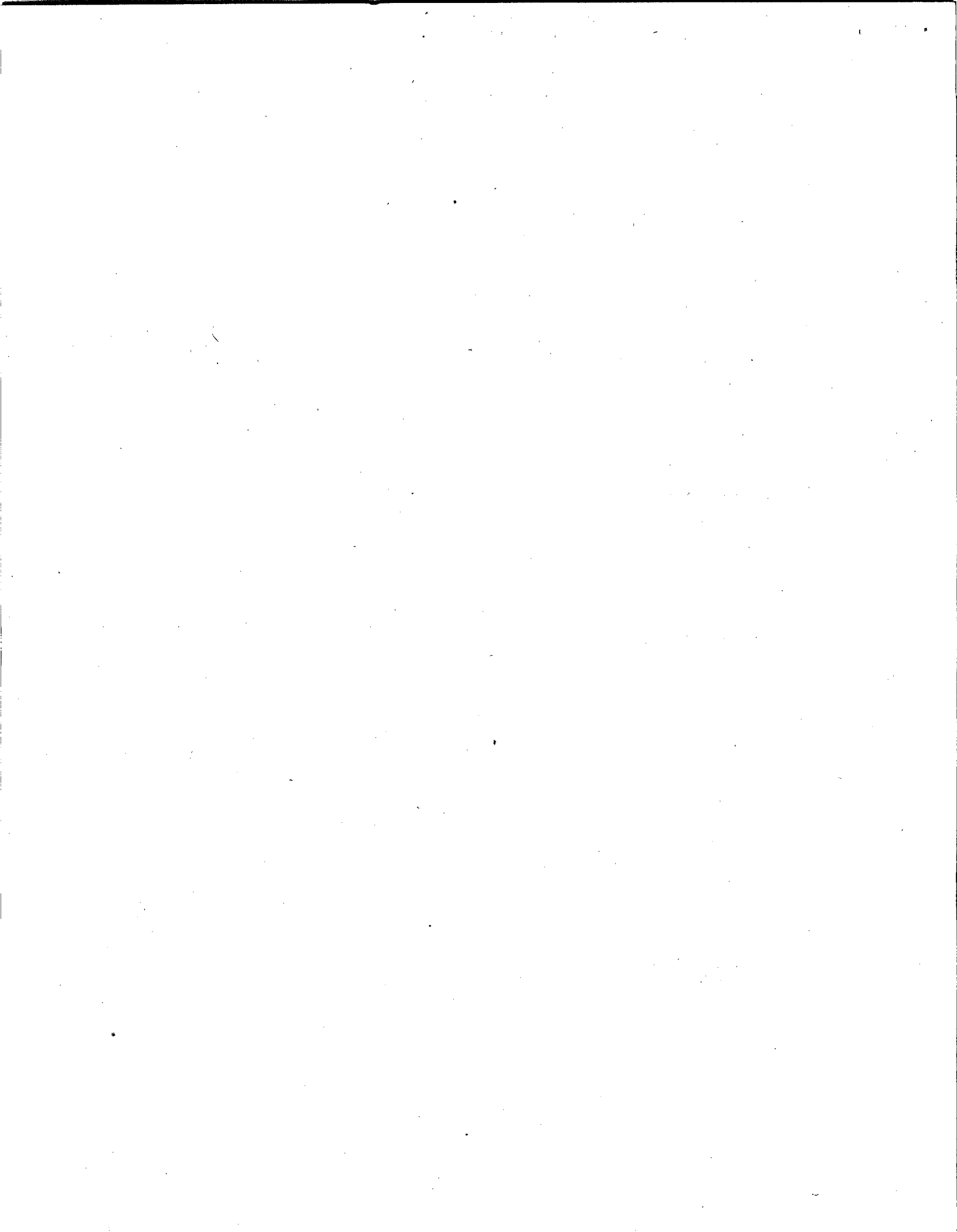
II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
------------------	------	-------

None included by reference.

(End of Clause)

[END OF SECTION]



SECTION F - DELIVERIES OR PERFORMANCE

F.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.242-15	AUG 1989	STOP-WORK ORDER (ALTERNATE I) (APR 1984)
52.247-34	NOV 1991	F.O.B. DESTINATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
None included by reference.		

(End Of Clause)

F.2 PERIOD OF PERFORMANCE (ARC 52.211-100) (JUL 1997)

(a) PHASE-IN PERIOD

The Phase-in period of this contract shall be for 30 days beginning on the effective date of contract award.

(b) BASE PERIOD

The period of performance of this contract shall be for twenty-four (24) months from the end of the Phase-In Period.

(c) OPTION PERIOD ONE

If exercised, the period of performance shall be for twelve (12) months from the end of the Base Period.

(d) OPTION PERIOD TWO

If exercised, the period of performance shall be for twenty-four (24) months from the end of Option Period One.

[End of Clause]

F.3 DELIVERY SCHEDULE (ARC 52.211-91) (FEB 1997)

(a) Unless specified otherwise below, all items shall be delivered to:

Ames Research Center
Moffett Field, CA 94035-1000

Deliver to: Receiving Dept. 255-3 Marked For: Contract NNA04CA76C

(b) The Contractor shall deliver the items required to be furnished by the Statement of Work and/or individual task orders.

(c) All documentation shall be mailed in accordance with clause ARC 52.211-92, "Delivery of Reports."

(End of Clause)

F.4 DELIVERY OF REPORTS (ARC 52.211-92) (FEB 1997)

Unless otherwise specified, all reports shall be addressed to NASA-Ames Research Center, Moffett Field, CA 94035-1000, marked with the contract number, to the attention of the listed recipients, and in accordance with the following delivery schedule. A copy of the transmittal letter for each report shall be forwarded to the Contracting Officer.

(End of Clause)

F.5 PLACE OF PERFORMANCE (ARC 52.237-90) (FEB 1997)

The contractor shall perform the work under this contract at NASA Ames Research Center, and at such other locations as may be approved in writing by the Contracting Officer.

(End of Clause)

[END OF SECTION]

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.227-11	JUN 1997	PATENT RIGHTS – RETENTION BY THE CONTRACTOR (SHORT FORM), as modified by NFS 1852.227-11 PATENT RIGHTS – RETENTION BY THE CONTRACTOR (SHORT FORM)

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.227-70	MAY 2002	NEW TECHNOLOGY
1852.242-71	DEC 1988	TRAVEL OUTSIDE OF THE UNITED STATES
1852.242-73	JUL 2000	NASA CONTRACTOR FINANCIAL MANAGEMENT REPORTING
1852.245-70	JUL 1997	CONTRACTOR REQUESTS FOR GOVERNMENT-OWNED EQUIPMENT
1852.245-71	JUN 1998	INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY, Alternate I (MAR 1989), insert "A3" in paragraph (b) (1) and "NONE" in paragraph (b) (3) (f)
1852.245-77	JUL 1997	LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES

(End Of Clause)

G.2 AWARD FEE FOR SERVICE CONTRACTS (NFS 1852.216-76) (JUN 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

[identify 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 payment office will make payment based on the issuance of a unilateral modification by the contracting officer.

(d) After 85 percent 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 below. Award fee which is not earned in an evaluation period cannot be reallocated to future evaluation periods.

EVALUATION PERIOD	FROM	TO	AWARD FEE AVAILABLE
<u>PHASE-IN AND BASE PERIOD</u>			
FIRST	October 1, 2003	March 31, 2004	To Be Determined (TBD) by Task Order
SECOND	April 1, 2004	September 30, 2004	TBD by Task Order
THIRD	October 1, 2004	March 31, 2005	TBD by Task Order
FOURTH	April 1, 2005	September 30, 2005	TBD by Task Order
<u>OPTION PERIOD ONE</u>			
FIFTH	October 1, 2005	March 31, 2006	TBD by Task Order
SIXTH	April 1, 2006	September 30, 2006	TBD by Task Order
<u>OPTION PERIOD TWO</u>			
SEVENTH	October 1, 2006	March 31, 2007	TBD by Task Order
EIGHTH	April 1, 2007	September 30, 2007	TBD by Task Order
NINTH	October 1, 2007	March 31, 2008	TBD by Task Order
TENTH	April 1, 2008	September 30, 2008	TBD by Task Order

(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 percent 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 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.3 PAYMENT OF AWARD FEE (ARC 52.216-92) (JUL 1994)

Payment of award fee shall be made as specified in the Schedule; provided that, after payment of 85% of the potential award fee, the Contracting Officer may withhold further payment of the 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% of the potential award fee or \$100,000, whichever is less.

(End of Clause)

G.4 SUBMISSION OF VOUCHERS FOR PAYMENT (NASA 1852.216-87) (MAR 1998) (MODIFIED MAR 2003)

(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 contract number and the contractor's Taxpayer Identification Number (TIN#).

(b) Reporting Requirements Under Taxpayer Relief Act of 1997:

(1) The Taxpayer Relief Act of 1997, enacted August 5, 1997, requires Federal executive agencies to file information returns (i.e., Form 1099-MISC) for payment of \$600 or more to corporations for services. Payments for services under certain confidential or classified contracts that meet the requirements of Internal Revenue Code Section 6050M (e) are excluded from the reporting requirements. This change became effective as of January 1, 1997.

(2) In order to comply with the Act, the contractor shall separately subtotal taxable services and nontaxable materials and supplies on each voucher. If subtotals are not specified on the vouchers, the Government will presume that the entire voucher amount is reportable and will be shown on the Form 1099-MISC generated by NASA and provided to the contractor and the Internal Revenue Service.

(c) DCAA Program for Contractor Direct Submission of Interim Vouchers to NASA Paying Offices:

(1) If the contractor is authorized to submit interim cost vouchers directly to the NASA paying office, the original voucher should be submitted to:

Accounting Operations Branch
NASA Ames Research Center
M/S 203-18
Moffett Field, CA 94035-1000

(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 directed by the Contracting Officer.

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

(1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment, and three (3) copies to:

Accounting Operations Branch
NASA Ames Research Center
M/S 203-18
Moffett Field, CA 94035-1000

(2) Six (6) copies of SF 1034A, SF 1035A, or equivalent Contractor's attachment to the following offices by insertion in the memorandum block the names and addresses as follows and distribute to the respective addressees:

(i) Copy 1 -- NASA Contracting Officer, STAMPED "INFO COPY"

NASA Ames Research Center:
M/S: 227-4
Moffett Field, CA 94035-1000

(ii) Copy 2 -- Auditor

Defense Contract Audit Agency

TBD

(iv) Copy 3 -- Contractor

(v) Copy 4 -- Contract Administration Office (if applicable), STAMPED "INFO COPY"

(vi) Copy 5 -- Project Management Office, STAMPED "INFO COPY"

(vii) Copy 6 -- NASA Equipment Management Branch, M/S 255-2, STAMPED "INFO COPY"

(For Contractor-Acquired Property and/or Centrally Reportable Equipment, if applicable -- see paragraph (4) below)

(4) As authorized by FAR 52.216-7(a), the Contractor shall also include the following in its vouchers submitted for payment of costs incurred for any Contractor-Acquired Property or Centrally Reportable Equipment that has an acquisition cost exceeding \$1,000.00;

- (i) Date of Purchase
- (ii) Purchase Order Number
- (iii) Item Description
- (iv) Quantity
- (v) Purchase Price

"Centrally Reportable Equipment" is defined at NFS clause 1852.245-70.

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

Accounting Operations Branch
 NASA Ames Research Center
 M/S 203-18
 Moffett Field, CA 94035-1000

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

(f) 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.5 DESIGNATION OF NEW TECHNOLOGY REPRESENTATIVE AND PATENT REPRESENTATIVE (NASA 1852.227-72) (JUL 1997)

(a) For purposes of administration of the clause of this contract entitled "New Technology" or "Patent Rights -- Retention by the Contractor (Short Form)", whichever is included, the following named representatives are hereby designated by the Contracting Officer to administer such clause:

Title	Office Code	Address (including zip code)
New Technology Representative	Code DK, M/S 202A-3	Moffett Field, CA 94035-1000
Patent Representative	Code DL, M/S 202A-4	Moffett Field, CA 94035-1000

(b) Reports of reportable items, and disclosure of subject inventions, interim reports, final reports, utilization reports, and other reports required by the clause, as well as any correspondence with respect to such matters, should be directed to the New Technology Representative unless transmitted in response to correspondence or request from the Patent Representative. Inquires or requests regarding disposition of rights, election of rights, or related matters should be directed to the Patent Representative. This clause shall be included in any subcontract hereunder requiring a "New Technology" clause or "Patent Rights--Retention by the Contractor (Short Form)" clause, unless otherwise authorized or directed by the Contracting Officer. The respective responsibilities and authorities of the above-named representatives are set forth in 1827.305-370 of the NASA FAR Supplement.

(End of clause)

G.6 TECHNICAL DIRECTION (NFS 1852.242-70) (SEP 1993)

(a) Performance of the work under this contract is subject to the written technical direction of the Contracting Officer Technical Representative (COTR), who shall be specifically appointed by the Contracting Officer in writing in accordance with NASA FAR Supplement 1842.270. "Technical direction" means a directive to the Contractor that approves approaches, solutions, designs, or refinements; fills in details or otherwise completes the general description of work or documentation items; shifts emphasis among work areas or tasks; or furnishes similar instruction to the Contractor. Technical direction includes requiring studies and pursuit of certain lines of inquiry regarding matters within the general tasks and requirements in Section C of this contract.

(b) The COTR does not have the authority to, and shall not, issue any instruction purporting to be technical direction that--

- (1) Constitutes an assignment of additional work outside the statement of work;
- (2) Constitutes a change as defined in the changes clause;
- (3) Constitutes a basis for any increase or decrease in the total estimated contract cost, the fixed fee (if any), or the time required for contract performance;
- (4) Changes any of the expressed terms, conditions, or specifications of the contract; or
- (5) Interferes with the Contractor's rights to perform the terms and conditions of the contract.

(c) All technical direction shall be issued in writing by the COTR.

(d) The Contractor shall proceed promptly with the performance of technical direction duly issued by the COTR in the manner prescribed by this clause and within the COTR's authority.

If, in the Contractor's opinion, any instruction or direction by the COTR falls within any of the categories defined in paragraph (b) above, the Contractor shall not proceed but shall notify the Contracting Officer in writing within 5 working days after receiving it and shall request the Contracting Officer to take action as described in this clause. Upon receiving this notification, the Contracting Officer shall either issue an appropriate contract modification within a reasonable time or advise the Contractor in writing within 30 days that the instruction or direction is--

- (1) Rescinded in its entirety; or
- (2) Within the requirements of the contract and does not constitute a change under the changes clause of the contract, and that the Contractor should proceed promptly with its performance.

(e) A failure of the Contractor and Contracting Officer to agree that the instruction or direction is both within the requirements of the contract and does not constitute a change under the changes clause, or a failure to agree upon the contract action to be taken with respect to the instruction or direction, shall be subject to the Disputes clause of this contract.

(f) Any action(s) taken by the Contractor in response to any direction given by any person other than the Contracting Officer or the COTR shall be at the Contractor's risk.

(End of Clause)

[END OF SECTION]

THE UNIVERSITY OF CHICAGO

PHYSICS DEPARTMENT

CHICAGO, ILLINOIS

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.223-5	APR 1998	POLLUTION PREVENTION AND RIGHT- TO-KNOW INFORMATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.204-74	MAY 2002	CENTRAL CONTRACTOR REGISTRATION
1852.223-70	APR 2002	SAFETY AND HEALTH
1852.223-75	FEB 2002	MAJOR BREACH OF SAFETY OR SECURITY
1852.225-70	FEB 2000	EXPORT LICENSES, Insert Ames Research Center in Paragraph (b)
1852.242-72	AUG 1992	OBSERVANCE OF LEGAL HOLIDAYS (ALTERNATE I) (SEP 1989) (ALTERNATE II) (OCT 2000)

(End Of Clause)

H.2 RESTRICTIONS ON PRINTING AND DUPLICATING (NASA 1852.208-81) (OCTOBER 2001)

(a) The Contractor may duplicate or copy any documentation required by this contract in accordance with the provisions of the Government Printing and Binding Regulations, No. 26, S. Pub 101-9, U.S. Government Printing Office, Washington, DC, 20402, published by the Joint Committee on Printing, U.S. Congress.

(b) The Contractor shall not perform, or procure from any commercial source, any printing in connection with the performance of work under this contract. The term "printing" includes the processes of composition, platemaking, presswork, duplicating, silk screen processes, binding, microform, and the end items of such processes and equipment.

(c) The Contractor is authorized to duplicate or copy production units provided the requirement does not exceed 5,000 production units of any one page or 25,000 units in the aggregate of multiple pages. Such pages may not exceed a maximum image size of 10-3/4 by 14-1/4 inches. A "production unit" is one sheet, size 8.5 x 11 inches (215 x 280 mm), one side only, and one color ink.

(d) This clause does not preclude writing, editing, preparation of manuscript copy, or preparation of related illustrative material as a part of this contract, or administrative duplicating/copying (for example, necessary forms and instructional materials used by the Contractor to respond to the terms of the contract).

(e) Costs associated with printing, duplicating, or copying in excess of the limits in paragraph (c) of this clause are unallowable without prior written approval of the Contracting Officer. If the Contractor has reason to believe that any activity required in fulfillment of the contract will necessitate any printing or substantial duplicating or copying, it immediately shall provide written notice to the Contracting Officer and request approval prior to proceeding with the activity. Requests will be processed by the Contracting Officer in accordance with the provisions of the Government Printing and Binding Regulations, NFS 1808.802, and NPG 1490.5, NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management.

(f) The Contractor shall include in each subcontract which may involve a requirement for any printing, duplicating, and copying in excess of the limits specified in paragraph (c) of this clause, a provision substantially the same as this clause, including this paragraph (f).

(End of clause)

H.3 ORGANIZATIONAL CONFLICTS OF INTEREST (ARC 52.209-94) (MAR 1998) (MODIFIED MAR 2003)

(a) The Contracting Officer has concluded that this acquisition may give rise to a potential organizational conflict of interest. Accordingly, the attention of the Contractor is directed to FAR Subpart 9.5, "Organizational and Consultant Conflicts of Interest."

(b) The nature of the potential organizational conflict of interest in this acquisition is described below:

The Contractor may have access to sensitive or proprietary data of other companies located here at Ames Research Center, within the meaning of FAR 9.505-4.

(c) (1) If, in the performance of work under this contract, the Contractor and its employees has access to proprietary data of other companies, the Contractor and its employees shall protect such data from unauthorized use or disclosure so long as it remains proprietary. In addition, the Contractor and its employees shall not be permitted to use such data in performing any other contract for any additional study or studies in the same or a closely related field, or retain such data without the explicit written permission of the owner of such data.

(2) The Contractor must educate its employees, through formal training, not to divulge the proprietary data, trade secrets, confidential information, or restricted data of companies received in connection with the performance of work under this contract. The Contractor shall provide a plan to implement this training for the approval of the Contracting Officer.

(d) The term "Contractor" as used in this clause shall include (i) the corporate or other entity executing this contract with the Government; (ii) such entity's parent, subsidiary, affiliate, or successor entities to the extent that the parent, subsidiary, affiliate, or successor entity has responsibility for the performance of work under this contract; and (iii) the Contractor's subcontractors that (A) operate various facilities at Ames Research Center as delineated in the Statement of Work of this contract or (B) handle, receive, reduce, interpret, or transmit data obtained, used, or produced in conjunction with research programs at Ames Research Center.

(e) The term "contract" as used in this clause shall include options, extensions, and any successor contracts performed or to be performed by the Contractor without any other contractor intervening.

(f) The Contractor shall include paragraphs (a) through (f) of this clause in every subcontract.

[End of Clause]

H.4 KEY PERSONNEL AND FACILITIES (NASA 1852.235-71) (MAR 1989)

(a) The personnel and/or facilities listed below (or specified in the contract Schedule) are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilities, the Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.

(b) The Contractor shall make no diversion without the Contracting Officer's written consent; provided, that the Contracting Officer may ratify in writing the proposed change, and that ratification shall constitute the Contracting Officer's consent required by this clause.

(c) The list of personnel and/or facilities (shown below or as specified in the contract Schedule) may, with the consent of the contracting parties, be amended from time to time during the course of the contract to add or delete personnel and/or facilities.

KEY POSITION	KEY PERSON
TBN	TBN
TBN	TBN
TBN	TBN

(End Of Clause)

H.5 (LIMITED) RELEASE OF CONTRACTOR CONFIDENTIAL BUSINESS INFORMATION (CBI) (ARC 52.203-91) (JUN 2001)

(a) NASA may find it necessary to release information submitted by the Contractor, either in response to this solicitation or pursuant to the provisions of this contract, to individuals not employed by NASA. Business information that would ordinarily be entitled to confidential treatment may be included in the information released to these individuals. Accordingly, by submission of this proposal, or signature on this contract or other contracts, the Contractor hereby consents to a limited release of its confidential business information (CBI).

(b) Possible circumstances where the Agency may release the Contractor's CBI include, but are not limited to, the following:

(1) To other Agency contractors and subcontractors, and their employees tasked with assisting the Agency in handling and processing information and documents in the evaluation, the award or the administration of Agency contracts, such as providing both preaward and post award audit support and specialized technical support to NASA's technical evaluation panels;

(2) To NASA contractors and subcontractors, and their employees engaged in information systems analysis, development, operation, and maintenance, including performing data processing and management functions for the Agency.

(c) NASA recognizes its obligation to protect the contractor from competitive harm that could result from the release of such information to a competitor. Except where otherwise provided by law, NASA will permit the limited release of CBI under subparagraphs (1) or (2) only pursuant to non-disclosure agreements signed by the assisting contractor or subcontractor, and their individual employees who may require access to the CBI to perform the assisting contract.

(d) NASA's responsibilities under the Freedom of Information Act are not affected by this clause.

(e) The Contractor agrees to include this clause, including this paragraph (e), in all subcontracts at all levels awarded pursuant to this contract that require the furnishing of confidential business information by the subcontractor.

H.6 SECURITY REGISTRATION AND IDENTIFICATION BADGES--ON-SITE CONTRACTORS, EXCLUDING CONSTRUCTION (ARC 52.204-91) (FEB 1997)

(a) All persons engaged in work at Ames Research Center are required to be registered and badged by Protective Services, and to follow all security regulations and requirements.

(b) The Contractor is responsible for assuring that each employee or company representative wears his/her issued identification badge at all times while they are within the boundaries of Moffett Field. Badges shall be worn above the waist in such a manner as to be clearly visible.

(c)(1) The Contractor shall ensure that all employees who are terminated or who are no longer connected with the work being performed under this contract are processed out through Protective Services. Badges, keys, and other Government property must be accounted for and returned. If a computer account has been established, the account must be deactivated.

(2) The Government shall notify the Contractor if any terminated employee has not been processed out through Protective Services. The Contractor then has 30 days in which to process the terminated employee without penalty. After 30 days, a Bill of Collection will be issued by the Government in the amount of \$500 for each terminated employee that has not been properly processed out.

(d) U.S. Citizens and Permanent Resident Aliens. On the first day of work, the employee will check in at the NASA Visitor Badging Office, Building 26. A temporary badge will be issued and the employee will be directed to the work site. As soon as practical, the employee must bring the completed "Non-Government Employee Security Badging Packet," NASA Form 531 and AOM Form 500, to the Employee Badging Office, Building 15. Employees will need to submit a completed packet for each badge issued, including renewals. Fingerprints will be taken if necessary and a permanent badge will be issued. All terminating employees must check out through the Employee Badging Office.

(e) Foreign Nationals (Passports, Visas, Non-Immigrant Aliens). A National Agency Check (NAC) is a prerequisite for a foreign national, making it necessary that all paperwork be submitted to JP:15-1:4-4651/Foreign National Processing at least 60 days in advance of the anticipated entry date (NAC processing can take as long as 180 days to process). JP/Foreign National Processing will provide guidance as to what paperwork and type of visa are required.

(f) Reserve Gate Procedure. In the event of a labor dispute the Government may restrict entrance and exit of the Contractor's employees and the Contractor's suppliers to a specified gate at Ames Research Center, pursuant to Chapter 4 of NASA Handbook 5200.1A, "Industrial Labor Relations Manual." The Contractor agrees to have all employees rebadged and to direct them and their suppliers to utilize only the designated gate.

(End of Clause)

H.7 EMERGENCY PREPAREDNESS AND RESPONSE (ARC 52.223-90) (MAR 1999)

In the event of an emergency that requires a Level 1, 2, or 3 response, as defined in Paragraph 106, "Levels of Response," in the Ames Handbook and Emergency Preparedness Plan (AHB 1600.4), the contractor shall follow the emergency procedures (e.g., shut down equipment, conduct damage assessments, etc.) shown in Paragraph 202, "Responsibilities," of the Handbook. Responsibilities are assigned on an organizational basis; therefore, Contractors must refer to the section(s) of the Handbook that correlate with their respective COTR organization(s).

(End of Clause)

H.8 DISASTER ASSISTANCE AND RESCUE TEAM (DART) PARTICIPATION (ARC 52.223-91) (MAR 1999)

Contractor employees are eligible to participate in the Disaster Assistance and Rescue Team (DART) if approved in writing by the Contractor and appointed by the Government. If a Contractor approves of an employee's participation, the contractor agrees to modify the employee's position description to include participation in DART, and to provide additional indemnification (e.g., worker's compensation insurance, general liability, etc.) as may be necessary to protect its employee and/or the Government while the employee is participating in the program.

DART Definition

This 90-person team is comprised of civil service, contractor, and military personnel that work at Ames Research Center and Moffett Federal Airfield. The team composition includes scientists, engineers, wind tunnel mechanics, aircraft mechanics, facility maintenance personnel, computer specialist, industrial hygienist, safety professionals, heavy equipment operators, administrative personnel, managers, procurement officials, and data specialists. DART is an umbrella organization that has six functional groups. The groups are Rescue, Hazardous Materials Response, Damage and Utility Control, Structural Assessment, Emergency Communications, and Emergency Operations Center Administrative Support. The Emergency Services Office is responsible for the Moffett Field Emergency Operations Center as well as the Emergency Communications Facility. Typically, participation will involve approximately 5% of the employee's (full) time, except for initial training/orientation, which will involve approximately 10% of the employee's (full) time. The executive management at Ames Research Center strongly encourages contractor participation on DART, which needs all of our support, as it has proven to be a valuable element of the Center's Emergency Service Program.

(End of Clause)

H.9 HANDLING OF DATA (ARC 52.227-96) (JUN 1989)

(a) Paragraph (d)(1) of the "Rights in Data--General" clause of this contract permits the Government to restrict the Contractor's right to use, release to others, reproduce, distribute, or publish any data first produced or specifically used by the Contractor in the performance of the contract provided such restriction is expressly set forth in the contract. Pursuant to this authority, the following restrictions shall apply to such data and shall be included, in substance, in all subcontracts:

(b) Data specifically used.

(1) In the performance of this contract, it is anticipated the Contractor may have access, or be furnished, data (including financial, administrative, cost or pricing, or management information as well as technical data or computer software) of third parties which the Government has agreed to handle under protective arrangements, as well as such Government data for which the Government intends to control the use and dissemination.

(2) In order to protect the interests of the Government and the owners of such data, the Contractor agrees, with respect to such third party or Government data that is either marked with a restrictive legend or specifically identified in this contract or in writing by the Contracting Officer as being subject to this clause, to use and disclose such data only to the extent necessary to perform the work required under this contract, preclude disclosure of such data outside the Contractor's organization, and return or dispose of such data as directed by the Contracting Officer when the data is no longer needed for contract performance.

(3) Notwithstanding (2) above, the Contractor shall not be restricted in the use and disclosure of any data that becomes generally available without breach of this clause by this Contractor, is known to or is developed by the Contractor independently of any disclosure of proprietary, restricted, or confidential data hereunder, or is rightfully received by the Contractor from a third party without restriction.

(c) Data first produced.

Data first produced by the Contractor under this contract may include data for which the Government wants to control the use and dissemination. The Contracting Officer may require, or this contract may presently specify, that the Contractor apply restrictive legends to such identified data prior to delivery to the Government, or to third parties at the Government's direction, that restrict the use and disclosure of the data by any third party recipient. However, such restrictive legends shall in no way affect the Contractor's or the Government's rights to such data as provided in the "Rights in Data--General" clause of this contract.

(End of Clause)

H.10 SEVERANCE PAY (ARC 52.231-90) (MAY 1993)

In conjunction with FAR 31.205-6(g), the severance pay cost shall not exceed 40 hours pay for each year of employment per employee up to a maximum of ___TDB___ hours per eligible employee. Severance cost eligibility computation for reimbursement shall also be limited to only the period of employment on the service contract at Ames Research Center. In no event shall the Government reimburse the Contractor for severance cost for employees who voluntarily

accept employment in place with the succeeding contractor within ninety (90) days after completion of the current contract.

(End of Clause)

H.11 Reserved

H.12 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 10 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 3 calendar days after receipt of the task order.
- (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.13 ARC 52.223-92 CONTRACTOR MONTHLY ACCIDENT REPORTING (MAR 2001)

In accordance with the Safety and Health Clause - NFS 18.52.223-70, and the Ames Health and Safety Manual - AHB 1700.1, the Contractor shall report accident and lost time injuries. Ames Research Center (ARC) collects this data in the Contractor Monthly Accident Reporting (CMAR) web-based system, through the submission of a monthly ARC 15 CMAR form which is located at <http://cmar.arc.nasa.gov/>. The CMAR system will assist the user via built in hyperlinks, to log into the system, complete the ARC 15 Form and other administrative activities.

The contractor shall ensure that accurate and complete data entry of the ARC 15 information is input monthly to the CMAR web-based system for its firm as well as all applicable subcontractors no later than the 10th day of the subsequent month. The contractor shall be responsible for input into the CMAR system of all changes (additions and/or deletions) for its applicable subcontractors.

(End of Clause)
[END OF SECTION]

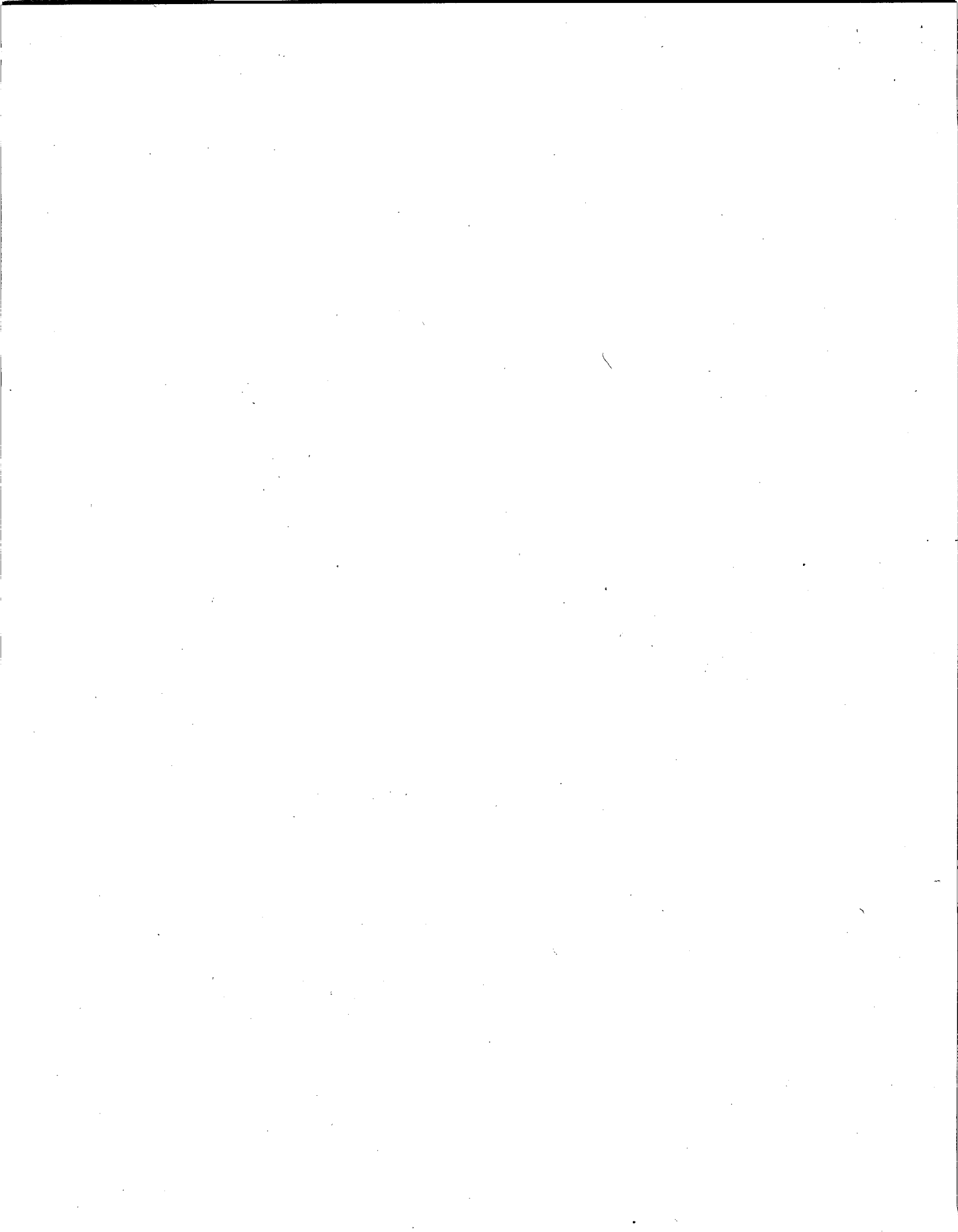
PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

SECTION J - LIST OF ATTACHMENTS

J.1 LIST OF DOCUMENTS, EXHIBITS, AND ATTACHMENTS (ARC 52.211-90) (FEB 1997)

(a) The following documents, exhibits, and attachments are included in the solicitation and resulting contract. Representations and certifications completed by the contractor in response to this solicitation are incorporated by reference in the resulting contract at time of award.

<u>Attachment Number</u>	<u>Title</u>	<u>Comments</u>
A1	Statement of Work	
A2	Performance Requirements Summary	
A3	Government Furnished Equipment (Representative Listing)	
A4	Data Requirements List/Data Requirements Description	
A5	Department of Labor Wage Determination No. 94-2062 (The latest Revision No. and Date will be included in the contract)	
A6	DOD Contract Security Classification Specification (DD254)	
A7	Safety and Health Plan	Offeror's plan to be incorporated at time of award
A8	Phase-In Plan	Offeror's plan to be incorporated at time of award



PART II - CONTRACT CLAUSES

SECTION I - CONTRACT CLAUSES

I.1 CLAUSES INCORPORATED BY REFERENCE (FAR 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):

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

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

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.202-1	DEC 2001	DEFINITIONS
52.203-3	APR 1984	GRATUITIES
52.203-5	APR 1984	COVENANT AGAINST CONTINGENT FEES
52.203-6	JUL 1995	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT
52.203-7	JUL 1995	ANTI-KICKBACK PROCEDURES
52.203-8	JAN 1997	CANCELLATION, RESCISSION AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-10	JAN 1997	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-12	JUN 1997	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS
52.204-2	AUG 1996	SECURITY REQUIREMENTS
52.204-4	AUG 2000	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER
52.209-6	JUL 1995	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT
52.211-15	SEP 1990	DEFENSE PRIORITY AND ALLOCATION REQUIREMENTS
52.215-2	JUN 1999	AUDIT AND RECORDS--NEGOTIATION
52.215-8	OCT 1997	ORDER OF PRECEDENCE - UNIFORM CONTRACT FORMAT
52.215-14	OCT 1997	INTEGRITY OF UNIT PRICES
52.215-17	OCT 1997	WAIVER OF FACILITIES CAPITAL COST OF MONEY
52.215-21	OCT 1997	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA -- MODIFICATIONS (ALTERNATE IV) (OCT 1997)

52.216-7	DEC 2002	ALLOWABLE COST AND PAYMENT (insert "30 th " in paragraph (a) (3))
52.217-8	NOV 1999	OPTION TO EXTEND SERVICES
52.217-9	MAR 2000	OPTION TO EXTEND THE TERM OF THE CONTRACT (Insert "30 days" in paragraph (a) and insert "5 years" in paragraph (c))
52.219-6	JUL 1996	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE
52.219-8	OCT 2000	UTILIZATION OF SMALL BUSINESS CONCERNS
52.219-14	DEC 1996	LIMITATION ON SUBCONTRACTING
52.222-2	JUL 1990	PAYMENT FOR OVERTIME PREMIUMS (insert "\$ <u>TBN</u> " in paragraph (a))
52.222-3	AUG 1996	CONVICT LABOR
52.222-21	FEB 1999	PROHIBITION OF SEGREGATED FACILITIES
52.222-26	APR 2002	EQUAL OPPORTUNITY
52.222-35	DEC 2001	EQUAL OPPORTUNITY FOR SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS
52.222-36	JUN 1998	AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES
52.222-37	DEC 2001	EMPLOYMENT REPORTS ON SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS
52.222-41	MAY 1989	SERVICE CONTRACT ACT OF 1965, AS AMENDED
52.222-42	MAY 1989	STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES
52.223-5	APR 1998	POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION
52.223-6	MAY 2001	DRUG-FREE WORKPLACE
52.223-10	AUG 2000	WASTE REDUCTION PROGRAM
52.223-14	OCT 2000	TOXIC CHEMICAL RELEASE REPORTING
52.224-1	APR 1984	PRIVACY ACT NOTIFICATION
52.224-2	APR 1984	PRIVACY ACT
52.225-1	MAY 2002	BUY AMERICAN ACT - SUPPLIES
52.225-13	JUL 2000	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES
52.227-1	JUL 1995	AUTHORIZATION AND CONSENT
52.227-2	AUG 1996	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT
52.227-14	JUN 1987	RIGHTS IN DATA--GENERAL ALTERNATE II (JUN 1987) AS MODIFIED BY 1852.227-14 NASA FAR SUPPLEMENT (OCT 1995)
52.228-7	MAR 1996	INSURANCE--LIABILITY TO THIRD PERSONS
52.232-9	APR 1984	LIMITATION ON WITHHOLDING OF PAYMENTS
52.232-17	JUN 1996	INTEREST
52.232-18	APR 1984	AVAILABILITY OF FUNDS
52.232-22	APR 1984	LIMITATION OF FUNDS
52.232-23	JAN 1986	ASSIGNMENT OF CLAIMS
52.232-33	MAY 1999	PAYMENT BY ELECTRONIC FUNDS TRANSFER-CENTRAL CONTRACTOR REGISTRATION
52.232-25	FEB 2002	PROMPT PAYMENT (ALTERNATE I) (FEB 2002)

52.233-1	JUL 2002	DISPUTES (ALTERNATE I) (DEC 1991)
52.233-3	AUG 1996	PROTEST AFTER AWARD (ALTERNATE I) (JUN 1985)
52.237-2	APR 1984	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION
52.237-3	JAN 1991	CONTINUITY OF SERVICES
52.242-1	APR 1984	NOTICE OF INTENT TO DISALLOW COSTS
52.242-3	MAY 2001	PENALTIES FOR UNALLOWABLE COSTS
52.242-4	JAN 1997	CERTIFICATION OF FINAL INDIRECT COSTS
52.242-13	JUL 1995	BANKRUPTCY
52.243-2	AUG 1987	CHANGES--COST-REIMBURSEMENT (ALTERNATE II) (APR 1984)
52.244-2	AUG 1998	SUBCONTRACTS (ALTERNATE I) (AUG 1998)
52.244-5	DEC 1996	COMPETITION IN SUBCONTRACTING
52.244-6	MAY 2002	SUBCONTRACTS FOR COMMERCIAL ITEMS
52.245-1	APR 1984	PROPERTY RECORDS
52.245-5	JAN 1986	GOVERNMENT PROPERTY (COST-REIM- BURSEMENT, TIME- AND-MATERIAL, OR LABOR-HOUR CONTRACTS)
52.246-25	FEB 1997	LIMITATION OF LIABILITY-- SERVICES
52.247-1	APR 1984	COMMERCIAL BILL OF LADING NOTATIONS
52.249-6	SEP 1996	TERMINATION (COST-REIMBURSEMENT)
52.249-14	APR 1984	EXCUSABLE DELAYS
52.251-1	APR 1984	GOVERNMENT SUPPLY SOURCES
52.253-1	JAN 1991	COMPUTER GENERATED FORMS

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.203-70	JUN 2001	DISPLAY OF INSPECTOR GENERAL HOTLINE POSTERS
1852.204-76	JUL 2002	SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (Insert "60 days" in paragraph (c))
1852.216-89	JUL 1997	ASSIGNMENT AND RELEASE FORMS
1852.219-74	SEP 1990	USE OF RURAL AREA SMALL BUSINESSES
1852.219-76	JUL 1997	NASA 8 PERCENT GOAL
1852.223-74	MAR 1996	DRUG- AND ALCOHOL-FREE WORKFORCE
1852.228-75	OCT 1988	MINIMUM INSURANCE COVERAGE
1852.237-70	DEC 1988	EMERGENCY EVACUATION PROCEDURES
1852.243-71	MAR 1997	SHARED SAVINGS

(End of Clause)

I.2 SECURITY CLASSIFICATION REQUIREMENTS (NASA 1852.204-75) (SEP 1989)

Performance under this contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of Secret. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification, Attachment A6.

(End of Clause)

I.3 ESTIMATE OF PERCENTAGE OF RECOVERED MATERIAL CONTENT FOR EPA-DESIGNATED PRODUCTS (FAR 52.223-9) (AUG 2000)

(a) Definitions . As used in this clause-

"Postconsumer material" means a material or finished product that has served its intended use and has been discarded for disposal or recovery, having completed its life as a consumer item. Postconsumer material is a part of the broader category of "recovered material."

"Recovered material" means waste materials and by-products recovered or diverted from solid waste, but the term does not include those materials and by-products generated from, and commonly reused within, an original manufacturing process.

(b) The Contractor, on completion of this contract, shall- (1) Estimate the percentage of the total recovered material used in contract performance, including, if applicable, the percentage of postconsumer material content; and (2) Submit this estimate to NASA Ames Environmental Manager (Code QE) and provide a copy to the Contracting Officer.

(End of clause)

I.4 OMBUDSMAN (NFS 1852.215-84) (JUN 2000)

(a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and contractors during the preaward and postaward phases of this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman is not to diminish the authority of the contracting officer, the Source Evaluation Board, or the selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of formal contract disputes. Therefore, before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution.

(b) If resolution cannot be made by the contracting officer, interested parties may contact the installation ombudsman:

NASA Ames Research Center
Mr. Thomas J. Moyles,
Director of Center Operations; M/S 200-9
Moffett Field, CA 94035-1000
Telephone: (650) 604-5073
FAX: (650) 604-0031
Email: Thomas.J.Moyles@nasa.gov

Concerns, issues, disagreements, and recommendations which cannot be resolved at the installation may be referred to the NASA ombudsman, the Director of the Contract Management Division, at 202-358-0422, facsimile 202-358-3083, e-mail sthomps1@hq.nasa.gov. Please do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify

technical requirements. Such inquiries shall be directed to the contracting officer or as specified elsewhere in this document.

(End of clause)

I.5 52.227-23 RIGHTS TO PROPOSAL DATA (TECHNICAL) (JUNE 1987)

Except for data contained on pages _____, it is agreed that as a condition of award of this contract, and notwithstanding the conditions of any notice appearing thereon, the Government shall have unlimited rights (as defined in the "Rights in Data-General" clause contained in this contract) in and to the technical data contained in the proposal dated _____, upon which this contract is based.

(End of clause)

I.6 NOTIFICATION OF OWNERSHIP CHANGES (FAR 52.215-19) (OCT 1997)

(a) The Contractor shall make the following notifications in writing: (1) When the Contractor becomes aware that a change in its ownership has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify the Administrative Contracting Officer (ACO) within 30 days. (2) The Contractor shall also notify the ACO within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership.

(b) The Contractor shall- (1) Maintain current, accurate, and complete inventory records of assets and their costs; (2) Provide the ACO or designated representative ready access to the records upon request; (3) Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership changes; and (4) Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership change.

(c) The Contractor shall include the substance of this clause in all subcontracts under this contract that meet the applicability requirement of FAR 15.408(k).

(End of clause)

I.7 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (FAR 52.222-42) (MAY 1989) (MODIFIED ARC/FEB 1997)

(a) In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY; IT IS NOT A WAGE DETERMINATION

Employee Class	Monetary Wage
Accounting Clerk IV	\$16.85/hr
Duplicating Machine Operator	\$15.16/hr
General Clerk III	\$13.60/hr
General Clerk IV	\$16.85/hr
Personnel Asst. III	\$15.16/hr

Personnel Asst. IV	\$15.16/hr
Secretary II	\$16.85/hr
Secretary III	\$18.66/hr
Secretary IV	\$18.66/hr
Secretary V	\$22.69/hr
Library Technician	\$15.16/hr
Library Technician	\$16.85/hr
Library Technician	\$20.61/hr

(b) Costs to the Government for employee fringe benefits for the class of service employees described above are estimated as follows. Total fringe benefit costs are estimated at an average of 28% of salary for all permanent employees.

	<u>Percent of Salary</u>
Federal Employees Retirement System	11.5
Thrift Saving Plan	3.4
Social Security (FICA)	6.2
Medicare	1.5
Employee Life Insurance (FELI)	.1
Employee Health Insurance (FEHB)	3.3
Combined Fringe Benefit Cost	26.0

(c) The amount of vacation or paid leave provided by law that would be given to Federal Employees is as follows:

- (1) Two hours of annual leave each week for an employee with less than three years of service.
- (2) Three hours of annual leave each week for an employee with three, but less than fifteen years of service.
- (3) Four hours of annual leave each week for an employee with fifteen or more years of service.

(End of Clause)

[END OF SECTION]

ATTACHMENT A1

Business Operations and Technical Services (BOATS)

NNA04CA76C

Statement of Work (SOW)

November 25, 2003

National Aeronautics and Space Administration

Ames Research Center

Moffett Field, CA 94035-1000



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1.0 INTRODUCTION

Ames Research Center (ARC) is a field organization of the National Aeronautics and Space Administration (NASA). The Center's primary location is Moffett Field, California.

The mission of Ames Research Center is to manage a diverse program of research and development in support of the nation's aerospace program and to maintain unique research and test facilities, including wind tunnels, simulators, and supercomputers.

2.0 SCOPE OF WORK

The purpose of this Statement of Work (SOW) is to detail the support provided for the administrative and technical services, which enable the Center to fulfill its mission. These services include functions in areas such as scientific and technical information; human resource management; acquisitions; equal opportunity and affirmative action; commercial technology; external affairs; law office support services, development efforts including planning and development of NASA Research Park (NRP), and related administrative programs.

The Contractor shall provide all management, personnel, equipment, materials and facilities (not otherwise provided by the Government, see Attachment A3, Representative List of Government Provided Equipment) to perform the work described in this Statement of Work. The contractor shall manage the work to be performed under this contract, assure the availability of qualified personnel for timely response to tasks, and manage all tasks according to the contractor's Management Plan. Tasks and funding may be added, deleted, or modified as agency, directorate, and division goals change.

The Contractor shall maintain financial and resources management and reporting system for all elements of this contract that is consistent with NASA NPG 9501.2 and detailed reports as specified by each Task Manager. The contractor shall comply with NASA policy guidelines and standards of Section 508 of the Rehabilitation Act.

The contractor shall obtain supplies necessary for the execution of this contract. Supplies shall be obtained from ARC Stores Stock whenever possible. The contractor shall provide for subcontracting of necessary services and supplies as required by the SOW. All acquisitions and related administrative tasks shall be performed in accordance with all applicable contract clauses and provisions.

The services required under this contract shall be provided primarily at the Moffett Field site. These services may also be required at other sites managed by Center personnel, or in support of Center operations.

3.0 GENERAL REQUIREMENTS

The general requirements outlined below are applicable to all of the functions identified in Paragraph 4.0, Functional Requirements.

3.1 Environmental, Health, and Safety Programs

The contractor shall be knowledgeable of, and comply with, the environmental, health, and safety regulatory requirements associated with these programs. The contractor shall:

- Develop plans, implement procedures, and keep current records and documentation regarding compliance with these programs.
- Keep current records of their distribution of hazardous substances at the Center.
- Keep current records of their use of controlled substances whose excess or waste is hazardous to personnel or to the environment.

3.2 Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday. The day shift tours of duty shall be established between 6 am to 6 pm. The Center's core business hours are 9 am to 3:30 pm.

3.3 Staffing

The contractor shall be required to manage and staff the services identified in the Statement of Work. Some contractor personnel shall be required to have security clearances up to and including the Secret level.

3.4 Regulations and Guidance Documents

As directed by the functional area Task Manager, the contractor shall comply with Federal, Agency, Center, or other comparable regulations and guidance documents applicable to the work performed under this Statement of Work, or applicable to personnel working for, at, or near Ames Research Center. Applicable regulations and other directive documents will be provided to the contractor by the Government. In addition, where appropriate, the contractor shall be required to create, comply with, and maintain the currency of standard operating procedures or other procedural guides and related documentation that describe the work being performed in fulfillment of this Statement of Work. Written procedures developed by the contractor shall be approved by the functional area Task Manager prior to implementation. The contractor shall be required to maintain and provide functional Task Managers with a current set of contractor-developed procedural guides or standard operating procedure documents.

3.5 Document/Data Control and Protection

The contractor shall comply with all applicable guidance regarding the control and protection of classified, sensitive, proprietary, or other special document categories. Any data produced under this contract is the property of the Government.

3.6 Performance Requirements

Performance requirements for the products and services required are listed for each function of the SOW in tables included in Section J, Attachment A2, "Performance Requirements Summary." The contractor shall maintain adequate records to demonstrate performance against the standards and to demonstrate historical trends.

4.0 FUNCTIONAL REQUIREMENTS

The contractor shall perform the functions of this Statement of Work, which contains a description of the overall functional requirements.

4.1 SCIENTIFIC AND TECHNICAL INFORMATION (STI) SERVICES

The contractor shall provide administrative, technical, and professional services including publications processing, photographic, video and multimedia, reproduction, graphics and exhibits, web design, audiovisual, and library services. Each position requires customer service, providing technical expertise as required (e.g., defining end products, costs, schedules).

4.1.1 Publications Processing

Provide the full range of publication services in all phases of producing documents in the NASA Formal Report Series, as well as documents intended for publication in technical journals and for presentation at professional meetings. Services shall be provided from the time the document is received in the office until the document is distributed and electronically archived, or if assignment is to a particular Ames program or organization, services shall be provided to the researchers in that community.

4.1.1.1 Services shall conform with Center management directives outlining publishing policies and requirements, as well as with other applicable publication requirements and guidebooks.

4.1.1.2 The contractor shall prepare documentation file folders; manipulate data in word processing and page layout software programs; make back ups to all electronic work files; keep current suspense files; prepare final versions of correspondence and other distributed materials; and file all documentation incident to these functions.

4.1.1.3 The contractor shall provide a variety of writing and editing services dealing with both technical and non-technical documentation. The contractor shall edit technical

manuscripts dealing with advanced subject matter such as aeronautical or physical sciences, mathematical theory, and engineering, and shall write, edit, and review non-technical documents intended for administrative support audiences, educational audiences, and the general public.

4.1.1.4 The contractor shall prepare manuscripts for publication. Recommend corrections to improve coherence and accuracy of terminology, symbols, and mathematical operations, as well as recommend improvements in form, composition, syntax, language usage, and grammar.

4.1.1.5 The contractor shall provide computer-assisted typesetting, keyboarding, formatting, and page layout for documents published in the NASA Formal Report Series, other scientific and technical documentation (such as journal articles and meeting papers), and non-technical documentation intended for administrative and educational audiences, and the general public. The material may include English text, Greek symbols, mathematical equations, tables, figures, and photographs, and may employ the use of color.

4.1.1.6 The contractor shall perform specialized tasks, both electronically and manually, associated with all phases of manuscript preparation, including formatting, laying out and designing pages, mounting figures and legends, drawing brackets, braces, integrals, and other mathematical signs, formatting references, and ruling tables. The contractor shall process and make ready for duplication all reports, ensuring adherence to current reproduction and distribution policies and procedures.

4.1.1.7 The contractor shall provide final proofreading services for all reports, papers, and journal articles, ensuring that rules are adhered to for proper spelling, punctuation, capitalization, syntax, usage, and basic grammar.

4.1.2 Graphics and Exhibits

The contractor shall design, conceptualize, and prepare camera-ready and digital art for publications, brochures, posters, slides, viewgraphs, on-screen presentations, exhibits, and broadcasts. This art must be reproducible, unless (1) the art is the final product, such as signs, posters, name tags, or awards; or (2) a computer file is the final product, such as AILS (Ames Imaging Library System), an on-line image database.

4.1.2.1 The contractor shall provide design concepts in response to customer requirements. Preliminary sketches shall be provided for customer approval before final art when requested.

4.1.2.2 The contractor shall provide graphic services in accordance with requests received from the Arts and Information Specialist. Graphics work includes such work as technical illustrations, graphs, diagrams, publication designs and layouts, logo and symbol designs, cover designs, typographic designs, and exhibit and sign designs. The contractor shall provide a backup electronic file for each completed job. Computer graphics work shall be provided in an electronic format on various portable media.

4.1.2.3 The contractor shall maintain a graphics file of both electronic and reproducible art, and other material to support repetitive requirements and on-going work, and be able to recover files by requester name, date, organization, or subject. Files will be archived on a Government provided server.

4.1.2.4 The contractor shall ensure that the senior graphics person and one backup support personnel hold a secret security clearance.

4.1.2.5 Web Design

The contractor shall be responsible for World Wide Web (WWW) site development for Documentation Technology Branch customers. The contractor shall develop scripts and coordinate the look and feel of web sites with the Graphics group. The contractor shall serve as Webmaster for designated systems. The contractor shall insure web sites comply with NASA policy guidelines and standards and Section 508 of the Rehabilitation Act.

4.1.3 Audiovisual

The Audio-Visual department operates within the leadership of the Video/Multimedia task. It includes both civil service and contractor staff members, and at times both groups may be working on the same project. Specific job requirements may be furnished either by the Video Group Lead to civil servant staff or the Task Manager to contractor employees.

4.1.3.1 The contractor shall combine various inputs to produce interactive multimedia presentations, presentations to both live and broadcast audiences, or exhibits. These inputs include video, sound, photo, text, film, graphics and animation, which may be integrated digitally into a system that allows the user or audience to control their path through the subject matter. Alternately, the audiovisual operator may control analog devices to meet the customer's presentation requirement. The output (publication) media and the production techniques will depend on customer requirements and currently available technology. For on-site presentations, the contractor shall provide audiovisual support for presentation of material including staging, lighting, videotaping, and other support.

4.1.3.2 The contractor shall provide logistics support for presentations, conferences, and meetings required by the various programs at the Center; make logistics arrangements with the vendor, the participants, and the on-site service organizations, and ensure needed audiovisual equipment (sound, lighting, video, staging) is available.

The Audio-Visual function must respond to widely varying levels of work volume. Whenever possible, this work is planned and scheduled to make optimum use of existing staff and on-site resources. Mission-critical requirements may require the Contractor to adjust staffing levels and other resources for same-day delivery. Other critical jobs may require the Contractor to adjust staffing levels and other resources within a 24-hour (real time) period. The contractor shall be responsible for adjusting these staffing and resource levels accordingly to match increased work volume when necessary, and also reducing staff levels for cost savings when the support is not needed. It is highly desirable for the contractor to have available technical facilities

beyond that provided by Ames, located nearby for use when Ames facilities are insufficient to meet requirements. When required by the Task Manager, at the request of the Video Group Lead, Contractor staff members who provide services to this department shall be available to attend on-site meetings and project views with customers at Ames.

There is a wide range of existing government equipment and facilities that may be used by the contractor staff. The contractor shall be responsible for tracking, monitoring status, and recommending maintenance or upgrades, when appropriate, for all equipment used by contractor staff.

In fulfilling project management duties, it may be necessary for contractor staff to coordinate requirements acquired from various vendors through the use of Government Blanket Purchase Agreements (BPAs), Purchase Orders (POs) or bank cards.

Work will normally take place at Ames or in the local area.

4.1.4 Photographic Services

The Photography department is responsible for providing a wide range of photographic and laboratory services for Ames. The group includes both civil service and contractor staff members, and at times both groups may be working on the same project. Specific job requirements may be furnished either by the Photography Group Lead or the Branch Chief to civil servant staff or the Task Manager to contractor employees

4.1.4.1 The contractor shall capture images with the use of electronic imaging, video tape, high-speed motion picture, and general photography of a variety of test objects (e.g., aircraft, aircraft components, instrumentation, test rigs, laboratory set-ups, wind tunnel models, gun ranges, flight simulators, etc.) before, during, and after testing, under varying conditions of lighting, weather, and positioning. The scientific and technical photography work is performed in support of aeronautical, biomedical, and related programs in unprecedented situations. Such situations include aircraft-to-aircraft and aircraft-to-ground, and wind tunnel tests using ultraviolet lighting and/or laser sheet lighting to document the air flow around the model. Other photography will include accident scenes, Center facilities, construction activities, awards, portraits, news events, and other miscellaneous subjects.

4.1.4.2 Repository

The contractor shall identify, caption, record, code, file, and preserve photographic originals, captured electronic images, and other digital imaging products in accordance with ARC procedures for safeguarding classified and proprietary material in accordance with the Industrial Security Manual (ISM). This includes a follow-up system for materials withdrawn from the files, such as NASA originals, 16-mm masters, duplicate negatives, and aerial roll films.

The contractor shall establish protective handling procedures and controls to ensure correct identification of pictures, proper filing, location, and retrieval of images.

Additional responsibilities include developmental support for a database of all images and maintenance of descriptive information to allow for quick and efficient imagery location and retrieval. The contractor is also responsible for sending and retrieving film products to and from the Federal Records Center and the National Archives in Washington, DC. The contractor shall establish and maintain appropriate procedures and records to document the transmittal of such material.

The contractor may be required to operate an on-site repository other than the one located in N-241.

The repository staff shall be responsible for the assembly of photographic print albums.

4.1.4.3 Photographic Archive

A principal function of the repository is to maintain and operate the Documentation Technology Branch Photographic Archive. All photographic images deemed archival by the customers, together with photo titles and associated pertinent data, shall be entered into a permanent database.

The contractor shall operate and maintain the archive and help users search the storage retrieval systems and locate images of specified subject matter.

4.1.4.4 Digital Archive

A principal function of the repository is to maintain and operate the Documentation Technology Branch Digital Archive. The contractor shall scan existing negatives into a standardized digital format. Digitized images shall be written to transportable media and archived. Images shall, by prior agreement between the National Archives and the Documentation Technology Branch, be sent to the National Archives for storage.

The repository staff shall operate the archive and help users locate images of specified subject matter.

The contractor shall create and use an image classification system which defines a process for a cataloguer to describe and identify images according to subject matter, events, and other descriptors.

4.1.4.5 Electronic Imaging Laboratory

Contractor responsibilities include operation of a image scanning station. The station has the capability of scanning both negative and positive images, ranging from 35 mm to 4" x 5".

The contractor shall operate electronic scanners and electronic imaging workstations. The operator will use computers equipped with programs such as Adobe Photoshop, Illustrator, Pagemaker, or Persuasion to color correct, retouch, assemble, edit, and create new images. These digital images shall then be sent to printers, CDs, or film recorders.

The contractor shall operate electronic printers such as Kodak 7720, film recorders, laser printers, copy machines, and CD/DVD writers. Submission and receipt of images on the internet, telephone, or other devices, is required.

The contractor shall maintain cognizance of the latest in electronic imaging and photographic computer technology. This equipment includes, but is not limited to: photo CD/DVD systems, computers, scanners, printers, and related peripherals and systems components.

4.1.4.6 Film Laboratory

The contractor shall operate and maintain a chemical laboratory system for processing a limited amount of film in support of specific scientific projects. This function will include maintaining adequate supplies, notifying the government of equipment requiring repair, and performing regular cleaning and minor upkeep of the laboratory equipment and facility.

4.1.4.7 Dispersion of Work Requirements

Contractor personnel shall support the Documentation Technology Branch by entering work requirements into the tracking database, generating work order forms by entering requirements of the service requests into the tracking system, packaging negatives and other related materials along with the work order forms to send jobs to vendors, pricing orders when necessary, and checking in jobs upon completion.

4.1.4.8 Equipment Service, Repair, and Inspection

Contractor's responsibilities include the inspection of each item of Government-Furnished Equipment (GFE) to ensure that it is fully operational before being issued. GFE returned to the facility shall be inspected to establish its condition. Fully operable equipment shall be carefully stored in its regular designated location. Defective or otherwise unserviceable items shall be brought to the attention of the Task Manager. The Task Manager and COTR will determine whether, and in what manner, the equipment will be repaired.

Additional contractor responsibilities include the repair and service of imaging equipment, either through in-house services or through local vendors. All associated control documentation and packaging, designated by the Task Manager as necessary for item transmittal and/or vendor receipt, shall be prepared by the contractor.

4.1.4.9 Supplies and Materials

Any equipment or supplies that are not available through the Government supply system may be furnished by the contractor. The contractor shall maintain at minimum a 2-week supply of consumable supplies. The contractor shall submit requests for supplies to the Task Manager at least 2 weeks prior to depletion of stock. The contractor shall also maintain a computerized supply usage and inventory program to include coding by functional tasks and source of acquisition.

4.1.4.10 The Photography group must respond to widely varying levels of work volume. Whenever possible, this work is planned and scheduled to make optimum use of existing staff and on-site resources. Although there may be a small on-site core staff, mission-critical requirements may require the Contractor adjust staffing levels and other resources for same-day delivery. Other critical jobs may require the Contractor adjust staffing levels and other resources within a 24-hour (real time) period. The contractor shall be responsible for adjusting these staffing and resource levels accordingly to match increased work volume when necessary, and also reducing staff levels for cost savings when the support is not needed. It is highly desirable for the contractor to have available technical facilities beyond that provided by Ames, located nearby when Ames facilities are insufficient to meet requirements. When required by the Task Manager, Photography Group Lead or the Branch Chief, Contractor staff members who provide services to this department shall be available to attend on-site meetings and project reviews with customers at Ames.

4.1.4.11 There is a wide range of existing government equipment and facilities which may be used by the civil servant and contractor staff. The contractor shall be responsible for tracking, monitoring status, and recommending maintenance or upgrades when appropriate for all equipment used by contractor staff.

4.1.4.12 In fulfilling project management duties, it may be necessary for contractor staff to coordinate requirements acquired from various vendors through the use of Government Blanket Purchase Agreements (BPAs), Purchase Orders (POs) or bank cards.

4.1.4.13 Work will normally take place at Ames or in the local area. However, Contractor employees may be required to travel within the United States or to foreign countries.

4.1.4.14 Work environments may include laboratories, test facilities, and military bases operated by the government. Occasionally work must be done on board aircraft.

4.1.5 Reproduction

The contractor shall provide reproduction services in support of the Center's program, project, and institutional requirements. The contractor shall produce paper copies from paper and electronic print master originals. Work includes, but is not limited to, one-/two-sided copying and duplication, on-line electronic publishing, high-speed reprographic production, color copying and printing, engineering drawing reproduction, and bindery operations.

It is anticipated that additional printing services may be required in fiscal year 2005. These services include technical support for the planning, coordinating, scheduling and expediting of printing and miscellaneous duplicating orders for both in-house reproduction services and printing services obtained through the San Francisco Regional Government Printing Office and commercial printers.

4.1.5.1 Equipment Maintenance

The Contractor shall establish and conduct a preventive maintenance program to ensure that all equipment is functioning within required specifications. The Contractor shall place service calls for repairs on the Government furnished equipment

maintenance contracts, and follow Center procedures for obtaining visitor passes for outside service technicians when necessary.

4.1.5.2 Job and Data Tracking

The contractor shall record all requisite job tracking and job ticketing information in a computerized database furnished by the Government.

4.1.5.3 Paper and Supplies

The contractor shall maintain at minimum a two-week supply of paper and consumable supplies (e.g. toner, fuser, staple wire). The contractor shall submit requests for paper and supplies to the COTR at least two weeks prior to depletion of stock.

4.1.5.4 Special Requirements and/or Standards

Operators must be able to lift, carry, or otherwise handle printed material, paper stock, and supplies weighing up to 50 lbs.

4.1.5.5 Applicable Regulations and Guidance

The following documents provide policy and procedural guidance relative to the accomplishment of the described functions. Additional documents will be identified by the COTR as required.

- Government Printing and Binding Regulations; Issued by the Joint Committee on Printing (JCP), No. 26, February 1990
- NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management; NPG 1490.5A, Effective June 1997
- GPO Agency Procedural Handbook; GPO Publication 305.1, January 1992

4.1.6 Library Services

4.1.6.1 The contractor shall procure government and rush materials for the libraries, recommend additions to the collections to the Task Manager; locate information about material to be ordered; verify bibliographic information, prepare orders; keep current records that identify order status; claim materials not received; receive, inspect, and check in materials; and record invoice and payment information.

4.1.6.2 The contractor shall catalog, classify, process, and prepare materials purchased for the libraries in accordance with National Standards for the Library of Congress. The contractor shall convert to machine-readable cataloging format those records of the Center's holdings not already in this format, in sequences approved by the Task Manager.

4.1.6.3 The contractor shall place orders using the most advantageous methods, taking into account the need for speed of delivery, cost-effectiveness, and efficiency of performance on the part of the vendor.

4.1.6.4 Library financial records for purchased materials shall be kept current using government furnished systems and databases. Financial reports shall be provided to the Task Manager, and all invoices shall be paid in sufficient time to ensure that no adverse financial or business impact accrues to the Government.

4.1.6.5 The contractor shall bind, and keep current the Center's holding records for all journals and standing orders. The contractor shall provide information regarding the Center's holdings directly to the Agency for inclusion in Agency-wide lists.

4.1.6.6 The contractor shall charge books both in and out, keep current records so that materials are traceable, shelve materials regularly, route materials to customers as requested, and ensure that materials are returned to the library. The contractor shall shift materials from one part of the library to another to allow for collection growth or better access.

4.1.6.7 The contractor shall locate information for library customers by using the collections and resources at the Center; other libraries outside the Center; and electronic literature searches, such as DIALOG, WWW, RECON, DROLS, OCLC, and RLIN. The contractor shall use information retrieval methods best suited to obtain timely and comprehensive results for the customers, and post-format results as needed by the customers.

4.1.6.8 The contractor shall promote library use by the Center staff and give orientations on collections and services. The contractor shall instruct customers at the library and in individual offices on collections, resources, and use of database screens.

4.1.6.9 The contractor shall obtain interlibrary loan (ILL) material not available at the Center, and loan other libraries needed information and materials. The contractor shall comply with copyright restrictions at all times.

4.1.6.10 The contractor shall ensure that selected staff librarians in cataloging, materials selection, and reference functions possess either a Master of Librarianship, Master of Library and Information Sciences, or Master of Library Science degree. Selected staff must hold a security clearance.

4.1.6.11 The contractor shall provide IT services for library computer systems and for connectivity to remote systems including commercial databases, the internet and other NASA library systems.

4.1.7 Video/Multimedia Services

4.1.7.1 The video/multimedia group is responsible for producing television, motion picture and multimedia productions, including audio, video, motion picture, and general production services. It also provides research documentation services for Ames. This department includes both civil service and contractor staff members, and at times both groups may be working on the same project. Specific job requirements may be furnished either by the Video Group Lead to civil servant employees or the Task Manager to contractor employees

4.1.7.2 The contractor shall produce video/multimedia products as required by Ames/Moffett Federal Airfield residents, furnishing all personnel and any additional equipment and facilities necessary to produce a full range of television, motion picture, and multimedia products, including but not limited to video news releases, fully-scripted and edited productions with custom soundtracks and animation, and live televised broadcasts. Work may take place in enclosed areas, on elevated platforms or buildings, in research lab areas, and in aircraft.

4.1.7.3 The contractor shall produce interactive CD-ROMs, multimedia presentations, and web sites that incorporate animation, graphics, audio, text, and digitized video and motion picture clips.

4.1.7.4 Audio Services

The contractor shall be required to perform any or all of the following:

- digital, non-linear editing using files from Avid Media Composer
- automated digital multitrack mixing for video and motion picture
- sound design for video, motion picture and multimedia
- interformat transfer between HDTV, Betacam SP, Digital Betacam, DAT, analog tape and computer files
- sound effects recording and editing
- original scoring to picture, plus management and use of existing CD music library
- voice talent and recording
- location recording of voice and effects for video and motion picture synchronization
- audio for live television and web broadcasts

4.1.7.5 Video Services

The contractor shall be required to perform any or all of the following:

- Single/multiple camera location shooting in Betacam, Digital Betacam, and HDTV formats.
- Location lighting using multiple instruments and color temperatures.
- Multi-camera coverage of live events with standard studio configurations, including graphics, pre-produced roll-ins, satellite feeds, and audio inputs.
- Mobile multi-camera production using NASA provided truck and other equipment as necessary.
- Satellite and microwave transmission as necessary, including C-, Ku-bands, as well as digital formats
- Specialized acquisition, including filtration, lighting, optical, and speed manipulation.
- Engineering services to support system design, as well as system maintenance and operation to insure signal levels conform to applicable acquisition, post-production/transfer and broadcast standards. Includes HDTV and other commercial digital formats.

- Digital, non-linear editing and post-production services including Media Composer and other non-linear systems.
- 2-D and 3-D computer generated animation and graphics, including art direction and necessary technical support.
- File and data transfers between Mac, PC, SGI, Sun, and other computers to required formats.
- Duplication or transfers/conversions between standard tape formats and CD/DVD files. Encoding as necessary. Includes labels and contains as necessary.

4.1.7.6 Motion Picture Services

- data acquisition and general cinematography in 16/Super, 16/35mm formats
- laboratory processing, printing of 16/Super, 16/35mm film
- editing of 16/Super, 16/35mm film, with audio tracks
- 16/Super 16/35mm projection facilities

4.1.7.7 General Production Services

- engineering and facility design and maintenance
- stock footage research and acquisition
- archiving and database management
- equipment repair and maintenance
- location management
- scriptwriting
- producing
- production management
- video editing
- legal rights and clearances responsibilities
- accurate budget and expenses tracking per project

4.1.7.8 Multimedia Services

- digitizing of video, motion picture, and audio clips for web sites, presentations, and interactive media
- transfer of digital files to video tape or other formats
- multimedia scripting/authoring (software programming)
- CD-ROM/DVD mastering and duplication
- web site design and authoring
- consultation
- electronic graphics

4.1.7.9 The Video group must respond to widely varying levels of work volume. Whenever possible, this work is planned and scheduled to make optimum use of existing staff and on-site resources. Mission-critical requirements may require the Contractor to adjust staffing levels and other resources for same-day delivery. Other critical jobs may require the Contractor to adjust staffing levels and other resources within a 24-hour (real time) period. The contractor shall be responsible for adjusting these staffing and resource levels accordingly to match increased work volume when

necessary, and also reducing staff levels for cost savings when the support is not needed. It is highly desirable for the contractor to have available technical facilities beyond that provided by Ames, located nearby when Ames facilities are insufficient to meet requirements. When required by the Task Manager, at the request of the Video Group Lead, Contractor staff members who provide services to this department shall be available to attend on-site meetings and project reviews with customers at Ames.

4.1.7.10 There is a wide range of existing government equipment and facilities which may be used by both the civil servant and contract staff. The Contractor shall be responsible for tracking, monitoring status, and recommending maintenance or upgrades when appropriate for all equipment used by Contractor staff.

4.1.7.11 In fulfilling project management duties, it may be necessary for contractor staff to coordinate requirements acquired from various vendors through the use of Government Blanket Purchase Agreements (BPAs), Purchase Orders (POs) or bank cards.

4.1.7.12 Work will normally take place at Ames or in the local area. However, Contractor employees may be required to travel within the United States or to foreign countries.

4.1.7.13 Work environments may include laboratories, test facilities, and military bases operated by the government. Occasionally work must be done on board aircraft.

4.1.8 Customer Services

Customer Services shall be available from 8:00 AM - 4:30 PM Monday through Friday at the customer service area located in building N-241, room 101A.

The contractor must have knowledge in all functional areas of STI, including photographic, video, digital, reproduction, graphics, exhibits, and publications support.

The contractor shall perform the initial intake of work requests, assess the needs of the customer, review materials received from the customer and note on the service request, notify customer of changes in job status, answer phones, file and notify customers of completed work.

The contractor shall ensure service requests are routed to the proper departments and provide accurate data entry to the government-provided tracking system. The contractor shall resolve customer complaints to ensure customer satisfaction is achieved. Difficult and unprecedented cases will be resolved by prior discussion with the Task Manager.

4.1.9 Database Administration

The Documentation Development Division (Code JI) requires database administration services and technical support for its information resources. The contractor shall provide database administration and systems engineering support for all of code JI, JIT, and JIR, (non-ODIN) machines. Services include but are not limited to the following:

- Upgrading of operating systems, including appropriate patches to meet NASA/Center minimum configuration standards

- Upgrading of NASA/Center standard COTS software (i.e., Microsoft Office, Netscape Navigator, Eudora Pro, and Norton Anti-virus)
- Performing computer, peripheral, and network hardware and software installations
- Establishing and maintaining network accessibility via the primary network interface (e.g., IP, DNS, DHCP, etc.)
- Conducting IT security checks, applying security patches, and performing system/data recoveries after a break-in
- Performing routine administration of systems (e.g., account management, file system management, system performance tuning, printing, etc.)
- Providing system problem diagnostics and crash recovery or send it out for repair
- Performing regular backups of end-user data; backups will be performed nightly on a 30 day cycle with a 12 week retention period for the data
- Coordinating/facilitating hardware maintenance calls

4.1.10 Video Teleconferencing

The contractor shall schedule and operate video teleconference rooms, audio and video equipment, and the local network equipment which interfaces with the VITS Automated Scheduling System (VASS) associated networks. The contractor shall produce, update, and maintain written Standard Operating Procedures for all supported video teleconferencing facilities. Prior to each conference, the contractor shall configure and verify that the system equipment is performing nominally, and participate in a pre-conference check with other on-line sites. Specifically, the conference rooms in building N-203 and N-213 shall be operated by the contractor for the full duration of video teleconferences conducted in this room. The other video teleconference system in building N-200 could be operated by conference participants after a brief instruction from the contractor attendant. Other contractor responsibilities include:

- Make recommendations to user groups regarding the most effective use of teleconferencing NASA facilities and services.
- Issue format standards for papers and slide presentations, if appropriate.
- Prepare master conference schedule.
- Coordinate video conferencing services between various NASA centers and commercial entities.

4.2 HUMAN RESOURCES

The Human Resources Division is responsible for Employee Development, Training, Awards, Recognition, Organization Development, Student and Education Programs, Staffing, Employee and Labor Relations, Employee Benefits, Position Classification, Pay Administration, Personnel Action Processing and a variety of special HR programs (e.g., IFMP). The responsibility includes both on-site and off-site training and recruitment activities; new employee relocation and orientation activities; and development and maintenance of automated personnel databases.

For selected activities within these programs, as described in the sections below, the contractor shall provide program planning, administration, and implementation of these

support activities; development of information materials; activity documentation, analysis and reporting; and program evaluation and improvement.

In implementing these programs and functions, the contractor shall strictly observe the provisions of the Privacy Act of 1974 and the regulations and procedures set out in the NASA Privacy Act instructions. The contractor shall adhere to Title 5 of the Code of Federal Regulations, Office of Personnel Management instructions, and applicable NASA and Ames implementing instructions. The contractor shall also adhere to the applicable ISO requirements, including full documentation of covered processes.

4.2.1 Employee Development and Training

The contractor shall provide a full range of employee training and development services to conduct the programs described below as technically directed by the Contracting Officer's Technical Representative (COTR). Training and development programs include, but are not limited to:

4.2.1.1 Identify employee and organization transition development and training program needs; assist in the preparation and conduct of organization team-building activities; facilitate meetings and discussions.

4.2.1.2 Develop and maintain a comprehensive Information Technology Program, including the development and presentation of office automation and other computer training related topics, including e-learning systems (e.g., CBT, WBT, etc.). These programs shall include such topics as personal computer orientation and specific application usage such as word processing, presentation graphics, electronic mail, spreadsheets, time management, and other cutting edge technology appropriate to NASA personnel. Collect evaluation data from course delivery and evaluate programs for effectiveness. Conduct trend analysis on data collection to improve program, as needed.

4.2.1.3 Develop and maintain a comprehensive Leadership and Management Program, Academic Program, Program and Project Management and Career Development Program. Including training needs assessments, identifying vendors and/or presenting training sessions; evaluating the program, provide guidance to new supervisors and managers; conduct skill gap assessments and feedback on developmental areas. Collect evaluation data from course delivery and evaluate programs for effectiveness. Conduct trend analysis on data collected to improve program, as needed. Within each program area, provide support to related development opportunities, e.g., publicize and coordinate agency fellowship programs and NASA Professional Development programs and administer full-time graduate education program.

4.2.1.4 Provide a full range of training and development services to support the Academy of Program and Project Management (APPL-WEST), including consultation, course design, delivery and evaluation. Conduct skill gap assessments and prepares individual development plans for employees. Logistical services needed include preparation of training site, lodging, catering services and training materials. Provide complete registration services including announcements, registration and confirmation notices. Collect evaluation data for course delivery and evaluate programs for

effectiveness. Conduct trend analysis on data collected to improve program, as needed. Maintain training files within quality guidelines.

4.2.1.5 Coordinate the Center's New Employee Orientation Program including administration of overall program; development of agenda for orientation meetings; coordination of topics, invitations to new employees, facility arrangements, speakers, and handout materials; introduce speakers and make presentations, as needed; and evaluate overall effectiveness of program.

4.2.1.6 Develop and maintain information on the various Center and Agency training and development programs available to Ames employees. This information will include eligibility requirements, application procedures, and other information applicable to the programs.

4.2.1.7 Reserved.

4.2.1.8 Maintain computer education software and facilities in proper working order. If required, the contractor shall contact appropriate personnel to enable these resources to be put in proper working order. All software utilization shall be in conformance with the author's licensing and copyright agreements. Oversees scheduling and use of computer training lab. Assists users as needed.

4.2.1.8.1 Provide a full range of technical support, as needed to support Center training needs. An example is the need to support Integrated Financial Management Program (IFMP) Project Managers to train Center employees on new IFMP systems. Tasks include logistics, technical requirements, equipment maintenance, and oversight of computer labs and training course delivery and scheduling.

4.2.1.9 Develop and implement strategies for evaluation of training programs and training session effectiveness and efficiency through approved methods, such as direct observation, on-the-spot participant feedback forms, and post-training follow-up. Maintain historical data and conduct trend analysis reports on evaluation data to improve training programs as needed.

4.2.1.10 Provide a full-range of training registration services including registration, payment, reimbursement and evaluation of course/conference/workshop.

4.2.1.11 Act as the Center's Systems Administrator for the training database, including updates, reports and maintenance within quality system guidelines. Maintain complete records of all training activities. Generate and maintain the Center's training announcements including composition, delivery, and response to employee inquiries. Update and maintain the training announcement web-site.

4.2.1.12 Provide off-site logistical support, including site visits, cost analysis, procurement and payment of off-site facilities. Maintain on-site training rooms including scheduling, equipment and facilities maintenance.

4.2.1.13 Provide systems administration on human resources and training websites and reports.

4.2.2 Student Programs

The contractor shall provide administrative and clerical services for high school, college and graduate student programs such as the Student Temporary Employment Program (STEP), and the Student Career Experience Program (SCEP).

4.2.2.1 Administer student programs including the preparation of informational and/or application materials and the provision of information to schools on status of students. The contractor also requests information from schools; provides information to Ames employees and applicants on qualification, duties, and other pertinent information; provides assistance in the recruitment and selection of candidates; and establishes, tracks, and maintains records and employment files for program participants. Other responsibilities include developing and maintaining administrative control processes such as tracking of funding documents; updating student programs website when necessary; and assisting in the processing of new student participants as they begin their Ames work experience.

4.2.3 Staffing

The Contractor shall support the Center's staffing programs by performing a variety of administrative and clerical tasks.

4.2.3.1 Support staffing/recruitment activities when required by the Task Manager. Examples of these activities are coordinating visits by NASA Headquarters Recruitment Team or other field Center recruitment teams or individuals visiting Ames, providing recruiter training, coordinating selected recruitment efforts and developing recruitment materials.

4.2.3.2 Respond to and track Agency employment inquiries. Review incoming correspondence or application materials to determine most helpful response. Answer questions posed, direct applicant to appropriate employment process, or otherwise respond to inquiry in a helpful manner.

4.2.3.3 Administer the Ames Associate Program which is a voluntary unpaid program designed for individuals who wish to donate their services to NASA-Ames for the mutual benefit of Ames and themselves. Receives and processes applications from U. S. citizens and Foreign Nationals, accordingly. Coordinate timely processing of program participants with Ames sponsor, Security Office, and/or NASA Headquarters. Stay knowledgeable of Agency and Center policies and procedures. Provide special and recurring reports. Update and maintain current program materials.

4.2.3.4 Composes letters, reports, and supporting documentation for staffing actions. Examples include offer letters, advanced in hire justifications, recruitment and relocation bonus justifications, and position descriptions.

Provides clerical and administrative support to vacancy announcement and selection process. Posts announcements, maintains logs and vacancy files, prepares routine activity reports. Logs and screens applications for eligibility and performs preliminary,

basic qualification ratings. Keeps HR managers informed of vacancy status. Prepares correspondence to applicants and reviews vacancy folders for close-out.

4.2.4 Relocation

The contractor shall administer the Center's Relocation Programs.

4.2.4.1 Serve as the Center's primary interface with the relocation service provider for First-Duty Station and Permanent Change of Station moves. Provide information on relocation benefits and coordinate travel orders for Ames employees on Extended Temporary Duty travel or Temporary Change of Station. Develop tracking and control processes and maintain records. Stay current with government relocation policies and procedures. Coordinate relocation requirements with Center and Agency travel and relocation organizations, supervisors, and Human Resources Managers.

4.2.5 Awards and Recognition Program

The contractor shall provide administrative and clerical services for administering and maintaining the Center's various award and recognition activities, including monetary awards such as Sustained Superior Performance Awards, Spotlight Awards, and Ames Honor Award; and non-monetary awards such as Length of Service Awards and NASA Honor and Ames Honor Awards. Document Center's award activities by making appropriate inputs to the proper database and producing reports as required by the Task Manager. Produce or arrange for the production of certificates, trophies and other non-monetary awards. Produce and send letters of congratulations to awardees and supervisors. Schedule, arrange, publicize and participate in award ceremonies and other recognition events, such as special tours and Manned Space Flight Awareness Programs. Coordinate nomination process for peer awards and outside awards.

4.2.6 General Human Resources Support

The contractor shall provide administrative and clerical services to support a variety of HR programs.

4.2.6.1 Assist Human Resources Managers in providing a full range of personnel management support services to Center organizations, serving as contact and resource for information to supervisors and employees. Apply Federal personnel action processing authorities, codes, and procedures to a wide variety of personnel actions; research, interpret, and apply Federal regulations, as well as Agency and Center policies and procedures. Enter data into the NASA Personnel/Payroll System. Maintain Official Personnel Folders and retire them, as needed, to the Federal Records Center. Maintain personnel records, including electronic and hard-copy position descriptions. Review and prepare classification documents, ensuring proper formatting and completeness; edit or reformat classification forms and materials from existing templates or guides.

4.2.6.2 Provide administrative and clerical support for various HR programs, including maintenance of spreadsheets and monitoring compliance with governing policies and procedures. Programs include:

- Supervisory Probationary. Determine employees required to complete a one-year supervisory probationary period. Send appropriate forms and monitors status of appointment through completion;
- Temporary Clerical Services. Assist in the preparation and routing of paperwork needed to fill secretarial positions on a temporary basis; and
- Financial Disclosure. Working with supervisors, identify employees required to file financial disclosure forms on an annual basis. Ensure supervisors and employees have the forms and information they need to file in a timely manner and coordinate review of forms with Chief Counsel's Office.
- Others, as needed.

4.2.6.3 Receive and process applications for employees who wish to donate or receive leave under the Voluntary Leave Transfer program. Verify eligibility of employees to participate in program, communicates program requirements, maintain status of applications, and provide special and recurring reports. Stay knowledgeable of Federal regulations, as well as Agency and Center policies and procedures. Update and maintain current program materials and publicize the program to Center employees.

4.2.6.4 Receive and process applications from employees applying for restoration of annual leave that may be lost due to exigencies of public service. Verify eligibility of employees to participate in program, communicates program requirements, coordinate necessary approvals, maintain status of applications, and provide special and recurring reports. Stay knowledgeable of Federal regulations, as well as Agency and Center policies and procedures. Update and maintain current program materials; ensure that Center staff is fully informed of required deadlines and regulatory requirements.

4.2.6.5 Provide general business support as needed, including property inventory control, forms development, computer systems and database support, statistical and narrative reports, and general office support (e.g., filing, answering phones, preparing typed documents, etc.), on an as needed basis.

4.2.7 Support to Integrated Financial Management Program (IFMP)

The contractor shall provide administrative and clerical support to the planning and implementation of the new IFMP. Required support is NOT of a continuing nature, but may be needed on a full or part-time basis for one to three years, varying by specific task.

4.2.7.1 Serve as the communications specialist for the Integrated Support Team (IST) on the Integrated Financial Management Program (IFMP). Design, develop and maintain a web site for disseminating information as it relates to the IST/IFMP effort. Create, design and develop marketing and communications tools to present, promote and advertise the IST/IFMP effort. Conduct communication assessments within designated project areas of the IFMP to determine needs and makes recommendations to the Project Manager. Analyze and assess results of data gathering assignments. Make recommendations; develop plans and procedures to accomplish program goals. Acts as an interface with management and employees to ensure information regarding project status is current and accurate. Actively participates in IST Team meetings, workshops and project updates. (Estimated need through 2005)

4.2.7.2 Provide support to IFMP project modules, as required by the Task Manager. Support is expected to be such activities as: assisting in the overall project planning, developing and implementing change management strategies, providing training on new processes, preparing informational materials for Center employees, documenting new procedures, and assisting with data conversion and data entry. (Estimated need: 2003 through 2006)

4.3 ACQUISITION DIVISION SERVICES

The Ames Research Center, Acquisition Division is responsible for acquiring the goods and services needed to support ARC in meeting its mission. Under this task order the contractor provides support to the Acquisition Division under two subtasks: Office Administrative Services and University Grants Services.

4.3.1 Office Administrative Services

Functions for the Office Administrative Services include purchase request (PR) screening; various acquisition related data entry into manual, spreadsheet or menu-based management information systems; report generation; document review, generation and tracking; management of office supplies; and key operator functions for the Acquisition Division copiers. Other duties include non-ODIN property support (non-Source Evaluation Board (SEB)), mail delivery, and clerical duties such as document preparation, distribution, copying, etc.

4.3.2 University Grants Services

Functions for the University Grants Services include processing supporting documents related to grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions.

4.4 EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

The contractor shall provide support to the Equal Opportunity Program Office (EOPO) by assisting in the implementation and monitoring of the Center's Affirmative Employment Program Plan. The contractor shall be required to work with Center managers, advisory and special emphasis groups, the general work force, and NASA Headquarters personnel.

4.4.1 Minority and Women-Focused Programs

The contractor shall provide support for minority-focused programs through such activities as recruiting; support for the advocacy and intervention with advisory groups, managers, and mentors; supportive counseling; and supporting other services for minority and women candidates.

4.4.1.1 A duty of the contractor is to function as the Multicultural Program Coordinator (MPC). By working closely with Center managers, advisory groups, local

and national universities and professional organizations, the MPC provides the conduit for qualified women and minority candidates in science and engineering to be presented to management officials.

4.4.1.2 Report to the EOPO on a Center recruiting team.

4.4.1.3 Track and prepare reports on recruitment data per Center Management standards and requirements consistent with prescribed HQ, Code E, EEOC, and OPM mandates.

4.4.1.4 Plan and implement EO-related training requirements for the EOPO.

4.4.2 Statistical Analyses and Reports

4.4.2.1 Track, compile, and prepare requested reports for EOPO, Center Management, Advisory Group requests, and other sanctioned requests on women and minorities at the Center. Examples of these reports include the Standard Deviation Analyses, Work force Analyses, and Parity Analyses charts.

4.4.2.2 Analyze and distribute to Human Resources, selecting officials, and advisory groups the under-representation statistics of women and minorities for various vacancy job announcements.

4.5 COMMERCIAL TECHNOLOGY OFFICE

The contractor shall provide technical, logistical, and administrative services for all aspects of organizing and coordinating the Commercial Technology Office (CTO) activities involving high level technical, and documentation requirements; preparation and verification of Space Act Agreements; summaries of commercial technology reports and special publications; commercial technology public information services activities; and the dissemination of CTO products for the scientific and technical community and private industry.

The CTO activities residing at Ames Research Center (ARC) have the following objectives:

4.5.1 Inreach, Out-reach, and Training

This function involves the marketing of CTO services to Ames' science and engineering community (inreach), the commercial out-reach of ARC technologies, facilities, and expertise to the external community (outreach), and the development of Ames' commercial technology training and education program for ARC resident staff. The contractor shall provide support identified, but not limited to the following activities:

The contractor shall implement CTO activities and strategies for commercial technology inreach and out-reach. The contractor shall archive materials and documents in support of ARC's commercial activities (partnerships, Space Act Agreements, commercial agreements).

The contractor shall coordinate and support events with industry participants to foster commercial partnerships with NASA Ames – this includes meetings, conferences, seminars, workshops, technology briefings, award ceremonies, etc. In addition, the contractor shall inventory, edit and review all marketing collateral such as the Partnership Options booklet, the CTO brochure, the patent list, inreach flyer, technology opportunity sheets, bookmarks etc. The contractor shall maintain the CTO Calendar of Events and update on a regular basis (weekly).

The contractor, in support of the Ames Award Liaison Officer shall administer the Space Act Award (automatic) program by coordinating all submissions for *NASA Tech Briefs* and software Release awards. The contractor shall process the paperwork for all Space Act Board Awards in coordination with the Ames Award Liaison Officer.

4.5.2 Commercialization Support

This function involves CTO services to the ARC science and engineering community, technology transfer/commercialization activities for the coordination of dual use technology partnerships and the development of external alliance/commercial opportunities. This support shall include, but not be limited to the following activities:

The contractor shall support the development of reports (including technical) presentations, analytical studies, documents, and papers ready for publication. The contractor shall support the development of CTO activities and strategies of commercial technology and external operations. The contractor shall support the development and dissemination of CTO documentation; provide support in the development, preparation, coordination, monitoring and verification of Space Act Agreements and other instruments as required; provide support in the preparation of summary commercial technology reports, special publications, graphics, posters and other materials as required.

The contractor shall support CTO activities in providing commercial technology public information service activities and the dissemination of CTO products for the science and technical community and the general public. The contract shall assist in the identification and tracking of ARC funded and developed technologies with a high potential in technology transfer/commercial applications. The contractor shall provide support for the analysis of commercial technology partnership scenarios, definition and early development of future commercial technology partnerships opportunities.

The contractor shall provide support analyzing the commercialization potential and transfer of the intellectual property assets to the private sector. The contractor shall support the development and maintenance of dual-use//dual-development agreements and provide support in identifying external alliances and commercialization possibilities.

The contractor shall provide support for the coordination and execution of commercial agreements generated through the various commercial technology processes; such as partnerships with other organizations (academia, private industry, and non-profit). The contractor shall provide support of workshops, conferences, meetings with industry participants and support for the preparation of materials in collaboration with CTO to include development and completion of Space Act Agreements and other partnership documents.

The contractor shall provide support for ceremonial documents, meeting summaries, and annual R&D plans. The contractor shall provide analytical support for new technologies with commercialization potential for transfer to the private sector. The contractor shall provide support in the collection and documentation in relation to metrics and success stories. The contractor shall support the development, preparation, coordination and verification of the appropriate paperwork for the software release process. The contractor shall provide support in identifying and nominating appropriate researchers and technologies for awards.

4.5.3 Information Technology and Administrative Support

This function provides services related to the development and maintenance of the NASA TechTracS (NTTS) database and other CTO databases for the purpose of documenting, tracking, and reporting of Space Act Agreements, contractor/grantee developed technology disclosures and other commercialization partnership activities. The contractor support shall provide services related to, but not limited to the following activities:

4.5.3.1 The contractor shall provide oversight support and maintain electronic communications. The contractor shall coordinate with CTO management and others as required for updates and trouble-shooting. The contractor shall use NTTS for report generation, letter generation, queries, and updates. The contractor shall train and assist the CTO staff in the use and understanding of NTTS and other databases as required.

4.5.3.2 The contractor shall support the CTO Technology Commercialization Managers (TCMs) in identifying ARC technologies in all types of research instruments, project plans, data compilation, information tracking and archiving, library and database searches as required.

4.5.3.3 The administrative support function shall provide assistance in the area of budgeting and administration of resources as it pertains to CTO. The contractor shall provide support services related to, but not limited to the following activities:

4.5.3.4 The contractor shall support the development of CTO budget by data entry into various Ames resource applications (including, but not limited to, ARPAS, BRIO, COAD), data tracking and maintenance of service requests, and purchase requests and logs, maintaining weekly operating plans, assisting with phasing plans, and the tracking of Small Business Innovative Research (SBIR) contracts.

4.5.3.5 The contractor shall provide support for ensuring all documents with resource information is completed in a timely manner. The contractor shall support CTO budget presentations, graphics, documentation, and support studies in calls from NASA Headquarters, ARC, or CTO management.

4.5.4 Agreements, Contracts and Grants Administrative Support

4.5.4.1 This function provides services related to the documentation, tracking and report of Space Act Agreements, contracts/grants, and contractor/grantee developed

technology disclosures and other commercialization partnership activities. The contractor shall provide services related to, but not limited to the following activities:

4.5.4.2 The contractor shall integrate intellectual property, contract/grant and agreement data into NTTS database, and integrate and manage new commercial metrics as required. The contractor shall monitor the status of Space Act Agreements and other commercialization partnerships and agreements. The contractor shall track and coordinate commercial agreements generated through the various commercial technology processes.

4.5.4.3 The contractor shall support the New Technology Representative (NTR) responsibilities/activities as prescribed in FAR 27.305 "Administration of patent rights clauses" and NFS 1827.375 "Administration of the patent rights and new technology clauses," and the Grant and Cooperative Agreement Handbook, NPG 5800.1.

4.5.4.4 The contractor shall provide materials and documentation in support of presentations, articles, studies, manuscripts, other document, graphics, and posters. The contractor shall provide support for ensuring all documents for awarding commercial agreements are performed and completed in a timely manner. The contractor shall provide all materials and documentation for the CTO program for the facilitation of partnerships, meetings, and conferences. The contractor shall control and archive all files in accordance with the Federal Retention Schedule, NPF 1441.1.

4.5.5 Small Business Innovative Research (SBIR)/Small Business Technology Transfer (STTR) Program Support

This function provides all necessary management, documentation, technical, and administrative support required to assure that all aspects of organizing and coordinating the CTO's SBIR/STTR programs for both the technical [programmatic] and acquisition needs. The contractor support shall provide services related to, but not limited to the following activities:

The contractor shall support the development and distribution of CTO SBIR/STTR presentations, plans, proposals, report, metric activities, workshops, and conferences. The contractor shall facilitate and monitor proposals, purchase requests, funding requirements, annual technology inventory database review, contract awards, contract administration status/actions of all SBIR/STTR files, associated databases, and provide clerical/administrative support for processing, controlling, and archiving SBIR/STTR documents in accordance with the Federal Retention Schedule, NPG 1441.1. The contractor will observe and maintain timeliness required for all SBIR/STTR solicitation deadlines, reviews, and other scheduled actions.

4.6 OFFICE OF PUBLIC AFFAIRS

The mission of the Office of Public Affairs at Ames Research Center (ARC) is to serve as the principal advisor and counselor on public affairs to the Office of the Director. In this capacity, the office assumes responsibility for developing, implementing, monitoring and managing an entire range of programs and policies that promote beneficial collaborative relationships between Ames and external communities. In the conduct of these activities, the Office also serves as the focal point for Ames' interaction with NASA

Headquarters offices of Public Affairs, External Relations, Educational Programs, and Legislative Affairs.

NASA Ames Research Center works cooperatively with scientists, engineers and technical specialists from the academic communities as well as in-house in the accomplishment of its responsibilities. The Office of Public Affairs requires technical, scientific, research, educational and other services in the conduct of a number of ongoing and potential new projects and programs that are designed to accomplish its outreach objectives. In addition, the Office requires services in other functional areas, including, but not limited to: project planning and development; coordination; scheduling; database creation and tracking; documentation and administration.

The Contractor shall provide all of the technical, research, educational and other support services essential for, or incidental to accomplishment of the work effort in the technical and functional areas delineated below. This service shall be provided in a variety of areas and related administrative services.

4.6.1 Outreach Programs

The contractor shall strive to establish and maintain beneficial collaborative relationships between Ames and external communities and organizations. This shall encompass coordination and operation of the Ames Visitor Center, the Ames Tour Program, the internal and traveling exhibits programs and events, and other outreach and public service programs.

4.6.1.1 Visitor Center

The Ames Visitor Center (VC) is an approximate 7,000 square foot facility housing about 30 aeronautics, space, information technology and other exhibits designed to showcase Ames and NASA accomplishments, capabilities, facilities and research. The VC may feature rotating exhibits, and special public events in addition to the regular exhibits and displays. The VC is currently open on weekdays from 8:00 a.m. to 4:30 p.m. (closed on weekends.) The Visitor Center serves as a staging area for tours and an informational and educational facility for visitors.

The contractor shall help coordinate VC programs, staff the VC, and serve as host providing information to visitors. The contractor shall work with the cognizant civil servant facility and exhibits personnel to maintain the facility and displays.

4.6.1.2 Tour Program

Ames conducts a tour program for visitors encompassing both educational and public tours. Tours are conducted each weekday morning and afternoon. The tours, educational or public, feature 30-minute overview plus a 1 1/2 to 2-hour walking tour of two or three on-site research facilities and or places of interest.

The contractor shall coordinate and operate the Ames Tour Program. The contractor shall schedule tours, book guest, send out confirmation letters, develop tour stops, conduct tours and perform all other duties associated with operation of the Tour Program. The contractor shall ensure that qualified tour guides conduct tours and that the guides remain up-to-date and cognizant from an overview perspective with respect to Ames facilities, research and programs. The contractor shall monitor public feedback on the program, and develop statistics that document its status, public

acceptance and the volume of guests on a weekly basis. The contractor shall make recommendations to the Public Affairs Office on methods and approaches for improving the Tour Program, on a semi-annual basis.

The contractor shall also conduct "special tours" for VIP guests at the request of the Public Affairs Office. The contractor shall develop VIP tour agendas, arrange for speakers, transport VIP guests (using government vehicles) to tour sites and or presentation stops, and make presentations and provide information.

4.6.1.3 Exhibit and Event Services

The contractor shall assist in creating, designing and updating exhibits and themes for the Visitor Center. The contractor shall also assist in the development and operation of traveling exhibit programs at the direction of the Public Affairs Office.

The contractor shall use initiative and creativity to assist in the acquisition of new displays, exhibits and artifacts.

4.6.1.4 Other Outreach and Public Service Programs

The contractor shall assist, in all other aspects of outreach programs. These programs represent the agency and its research capabilities and facilities to the outside community composed of industry, federal, state, and local governments, other agencies, academia, and the general public.

4.6.2 Freedom of Information Act (FOIA) Services

The contractor shall assist with processing the Freedom of Information Act (FOIA) requests including electronic (e.FOIA). The contractor shall provide the necessary expertise for FOIA website development, maintenance and monitoring, per standards set by NASA Headquarters FOIA offices. The contractor shall remain knowledgeable of FOIA standards, issues and requirements, and shall ensure that incoming requests (through e.FOIA) are expeditiously retrieved, logged and forwarded to the cognizant civil servant FOIA administrator. The contractor shall establish and maintain a database and tracking logs of all incoming e.FOIA requests. Contractor-controlled e.FOIA logs should track requests from initial receipt to final response.

4.6.3 Media Services Support

The contractor shall provide a variety of support activities for the media services group, such as providing internet website and external response services, serving as an escort for visiting media representatives and miscellaneous writing tasks.

4.6.3.1 Media Escorts

The contractor shall provide occasional on-site escort service for representatives from the print and electronic media. This shall include media personnel, transporting them to specified locations (using government vehicles), establishing and conducting short tours, and assisting with the provision of required materials, documents and other products.

4.6.3.2 Internet Services

The contractor shall coordinate and conduct all responses to external inquiries received on the Internet by the Office of Public Affairs. The contractor shall research, develop

and respond to said inquiries, as necessary. Alternatively, then contractor shall respond with pre-existing written answers, fact sheets, and other documents and items, as appropriate. The contractor shall interface with Ames Public Information Officers and scientists, managers, administrators, and engineers, as necessary, in the preparation of the required answers. The contractor shall maintain and update the Ames' Office of Public Affairs website and home pages. The contractor shall post stories, photographs, and other items to the website, as required. The contractor shall undertake all tasks necessary to create a world-class website for providing information to external and internal parties, and allowing the Office of Public Affairs to showcase Ames' accomplishments, facilities, capabilities, and programs.

4.6.3.3 Miscellaneous Writing Tasks

The contractor shall perform other writing tasks, as directed. This shall encompass drafting written responses for review, preparing pamphlets, brochures and articles, creating presentation materials, and performing writing tasks of a predominantly non-technical nature. The contractor shall draft responses to external inquiries as directed. This will include determining the type of response required and coordinating and generating the draft response for signature.

4.6.3.4 Other Technical and Administrative Services

The contractor shall perform a variety of administrative support tasks associated with the Public Affairs Office operations. These include, but are not limited to: calendar scheduling with emphasis on ensuring public event coordination with media and staff schedules; and developing opportunities for resource and event coordination efficiencies.

The contractor shall perform other technical and administrative support tasks, such as information and data gathering, documentation and report generation, development of databases, and related functions, as required. The contractor shall cross-train on-site personnel so as to provide backup in the event of the absence of individuals performing key and other tasks.

4.7 OFFICE OF CHIEF COUNSEL

The contractor shall provide technical, administrative and professional services in support of the Office of the Chief Counsel. The Office of the Chief Counsel includes the Patent Counsel, who reports directly to the Chief Counsel.

4.7.1 Library Operations

The contractor shall track, update, and maintain the law library collection. The contractor shall initiate and track library acquisitions (NASA purchases all library materials directly from vendors). The contractor shall keep all legal reference materials current.

4.7.2 Legal Research

The contractor shall, in concert with NASA attorneys, provide legal research services, including searches using legal reference databases (such as LEXIS and Westlaw).

4.7.3 Other Administrative Support

The contractor shall provide general administrative support as necessary (such as filing photocopying, etc.).

4.8 ASSISTANT DIRECTOR FOR DEVELOPMENT

4.8.1 Moffett Development

The contractor shall provide services for Moffett development involving efforts to explore, advocate and implement partnership projects between NASA, industry, nonprofits, academia and the State of California to enhance NASA Ames' technical mission and improve the cost effectiveness of Moffett operations. This development effort includes the planning and development of the NASA Research Park. The NASA Research Park development will transform the original 500-acre campus of NASA Ames Research Center and the 1,500 acres of the former Naval Air Station Moffett Field into an integrated, dynamic research and education community with shared goals in support of NASA's mission.

4.8.2 California Air and Space Center (CASC)

The effort also includes the California Air and Space Center (CASC), which is a project to develop a world-class air and space center focusing on education and cultural programs to educate the public through interactive exhibits, student and teacher training programs, and special events about the excitement of space exploration.

4.8.3 Other Development Support

The contractor shall perform, working closely with the Assistant Director for Development and staff, the following tasks in pursuit of the economic development of Moffett Field, including the establishment of NRP, and the establishment of the California Air and Space Center:

4.8.3.1 Research and identify the economic development potential for full utilization of Moffett Field assets and recommend enhancements for organization, management and development of the assets to the maximum support of the NASA Ames mission. Continue development of master planning studies; provide legal support.

4.8.3.2 Participate in meetings with local governments, and help coordinate joint activities including outreach plans, community involvement and feedback mechanisms, project timelines, financing and other relevant aspects of Moffett development, the NRP, and the CASC project.

4.8.3.3 Support continued marketing of current facilities.

4.8.3.4 Provide special studies and analyses to support development efforts to conduct leasing and other business transactions to support the mission of Ames. These may include financial reports on transactions in the NRP, identification of partner prospects and marketing partnership opportunities, an updated market test, financial feasibility studies.

4.8.3.5 Provide assistance in the evaluation of proposals submitted from prospective development partners, and provide negotiations support for these transactions. This support shall include analysis of proposed business terms and costing assumptions.

4.8.3.6 Provide support in organizing project information. Support the writing of agreements with current and future partners. Coordinate meetings and events with development partners. Provide additional project and executive administrative support, for projects including the California Air and Space Center project.

4.8.3.7 Envision, propose, and produce communication and marketing tools to educate all potentially involved parties in Moffett development, the NRP, and the CASC. These tools will include, but are not limited to, brochures, presentations, world-wide web pages, sketches, 'white papers', and videos.

4.8.3.8 Serve as the Code D liaison to Codes J, Q, and F, and potential Resident Partners for fire, safety, security, building conditions and related issues. Support all leasing activities regarding safety issues.

4.8.3.9 Manage Hangar One facility, including use, improvements, safety, and logistics. Coordinate the operations of all activities that impact or involve Hangar One.

4.9 BIO-MOLECULAR PHYSICS AND CHEMISTRY (BPC)/FUNDAMENTAL BIOLOGY (FB) BUSINESS MANAGEMENT

The Contractor shall provide all necessary management, documentation, technical and administrative support required to assure that all aspects of both Lead Center Programs are met. These examples are illustrative and are not limited to:

4.9.1 Program and Project Management

The contractor shall provide support to the overall planning and day-to-day operations of the BPC and/or the FSB Lead Center Program Offices. The Contractor shall coordinate multiple projects to ensure communications efficiencies, resource liaison between NASA HQs and other performing Centers.

4.9.2 Program and Project Operation

4.9.2.1 The contractor shall provide technical and administrative support to the BPC program to prepare for major reviews, conferences, and meetings such as; HQ Reviews, NASA field center reviews. When required by the Task Manager, the Contractor shall assist in presentation organization and agenda development.

4.9.2.2 The contractor shall provide support to the BPC office in the development of operating and research support budgets that meet objectives and goals of the BPC program.

4.10 NATIONAL ROTORCRAFT TECHNOLOGY CENTER – OFFICE ADMINISTRATIVE SERVICES

The contractor shall provide office support to the National Rotorcraft Technology Center (NRTC, Code N). Support includes data entry into spreadsheet or menu-based management information systems; report generation; document review, generation and tracking; and management of office supplies. The contractor shall provide additional support activities including but not limited to visitor reception, answering telephones, administrative systems support, property management, travel arrangements, files maintenance, and database tracking.

4.11 SAFETY, ENVIRONMENTAL AND MISSION ASSURANCE

The contractor shall provide office support to the Safety, Environmental and Mission Assurance (Code Q). Support includes data entry into spreadsheet or menu-based management information systems; report generation; document review, generation and tracking; and management of office supplies. The contractor shall provide additional support activities including but not limited to visitor reception, answering telephones, administrative systems support, property management, travel arrangements, files maintenance, and database tracking.

4.12 OFFICE OF EDUCATION (DP)

NASA Ames Research Center provides the full spectrum of NASA Education Programs and Services. The agency's education mission is to inspire the next generation of explorers...as only NASA can. To accomplish this, NASA's education priorities are:

1. Motivate students to pursue careers in science, mathematics, engineering, and technology.
2. Provide educators with unique teaching tools and compelling teaching experiences.
3. Ensure that we are investing the taxpayer's resources wisely.

4.12.1 Educational Programs, Facilities, Projects and Partnerships

The contractor shall assist in a variety of programs and tasks (on and off-site) designed to provide educational information about NASA, Ames, and the entire range of aerospace programs. This information will be presented to public, parochial and private schools at the elementary, secondary and university levels and in formal and informal learning environments. The contractor will support events hosted at Ames that bring students and teachers to the center. Past events have included Aero Expo, Space Day and National Engineers Week. The contractor shall support scheduling, logistics, coordination with partners, recruiting, teacher workshops, evaluation and reporting.

Included in educational events will be the support of the JASON Project. The contractor shall provide technical and educational support and assistance to the JASON Project, an on-site educational student program. The contractor shall provide coordination relating to the JASON Project. The contractor shall train and supervise JASON volunteers, and conduct JASON Teacher Workshops. The contractor shall work with the JASON Foundation for Education and other partnering organizations to host students and teachers to the two-week interactive broadcast and "JASON City". The contractor shall provide input to the development of programmatic and funding profiles

and assist the Office of External Affairs in developing information on new programs. The contractor shall provide timely and accurate input to the NASA education evaluation system.

4.12.2 Publications Distribution Services

The contractor shall provide assistance with the dissemination of educational publications, including answering requests from students of all grade levels using NASA-provided publications. The contractor shall assemble Teacher Kits (elementary, secondary and library) and send them, upon request, to teachers and workshop directors. The contractor shall maintain an inventory and storage of materials so as to expeditiously handle individual and bulk requests. The contractor shall be responsible for conducting mailings for workshops and symposia and other related educational events.

4.12.3 Educational Technology Projects

The Ames Educational Technology Team produces interactive educational Web-based products and events for nationwide release to educators and students. These educational products shall be based on NASA content from the five NASA Enterprises, and Ames' specific missions. These products will be on CD-ROM and/or the Internet and will utilize high levels of interactivity, and will be media-rich utilizing high-end, vector-based and 3-D streaming, graphics, animation and programming to engage students in educational activities that are based on fundamental principles of instructional design, research-proven instructional methods and project management. In future years, products will integrate emerging technologies such as 3-D immersive environments, multi-user collaborative environments and educational role-playing simulations. In addition, Ames' Education Office works with universities and industry partners by providing content, product design guidelines, and mentoring and guidance for students as they rapid-prototype products develop curriculum and conduct formative evaluation of Ames Education products.

The contractor shall provide support in all areas of research, design, development, evaluation, dissemination and maintenance of educational technology products and services. Products and services include but are not limited to: CD-ROMs, Web sites, interactive webcasts and chats, question and answer services, database mechanisms, system administration, and integration of new technologies. Product development includes but is not limited to, interpreting complex technical material into educational formats supported by the national science, math, technology and geography education standards and California Science Framework. Additionally, contractor shall incorporate Government-provided instructional design guidelines and research-based instructional methods. The contractor shall create and track project management tools such as Gantt charts, network diagrams, PERTs, risk assessments and contingency plans to manage multiple projects efficiently. In the design phase of the products, the contractor shall create design documents such as design blueprints, flow charts, storyboards and design specifications. The contractor will develop interactive technology products and instructional resources according to approved design documents. The contractor will conduct frequent reviews and product evaluation including scientific reviews, educator focus groups, user testing, product testing and pilot testing and will provide a written analysis of the results. The contractor will also provide NASA management with statistical data and enter evaluation data into EDCATS (NASA's computer-aided

tracking system). The contractor will improve and maintain database collection mechanisms to collect this data, will maintain and improve current database search mechanisms and may create new database functionalities for Ames Educational Technology Team (AETT) Web sites. The contractor will maintain all Web sites and ensure that they meet Section 508, Children's On-Line Privacy Protection Act (COPPA) and other federal requirements, provide technical support and perform system administration and security of all AETT servers, listservs, chat software and databases. The contractor will research and prototype new technologies and integrate them into AETT products. The contractor will advertise products and events and will support presentations, professional development, and train the trainer activities. In addition, the contractor will provide content, product design guidelines, mentoring and guidance of university students who are developing educational technology products based on NASA content.

4.12.4 University Affairs Programs

The contractor shall provide technical and educational support and assistance in the daily administration of the University Affairs undergraduate, graduate, post-doctoral and faculty programs. The contractor shall provide clerical support in the recruitment, marketing, selection of participants, and monitoring/tracking participants once their internship period is completed. The contractor will coordinate and assist in arranging and staffing of enrichment activities for internship participants including, but not limited to: orientation activities, awards ceremonies, tours, workshops, professional development workshops, summer lecture series and conferences.

The contractor shall provide assistance in assembling and distributing procurement packages for grants to both majority and minority institutions of higher education. The contractor shall participate in the preparation of documentation of the status of each program as required by NASA Headquarters and/or the Office of Education at Ames Research Center. The contractor shall provide timely and accurate input to the NASA education evaluation system.

4.12.5 Reserved

4.12.6 Ames Aerospace Encounter (AAE) Program

The contractor shall provide technical and educational support and assistance to the Ames Aerospace Encounter, an on-site educational student program with specially designed classroom activities. The contractor shall provide coordination relating to the Encounter experience for the students. The contractor shall train and supervise the teaching staff, conduct Encounter curriculum and education material development and coordinate the Encounter docent programs. The contractor shall teach students attending the Encounter, develop pre- and post-AAE classroom exercises and assignments, prepare the Encounter facility and educational materials, and instruct students at the activity centers and other sites. The contractor shall provide support for the development of additional educational activities and materials and assist science and math teachers in their classroom course development efforts. The contractor shall provide input to the development of programmatic and funding profiles and assist the Office of External Affairs in developing information on new programs.

The contractor shall support the Office of Public Affairs in keeping external organizations and individuals informed about the programs and accomplishments of the AAE. The contractor shall interface with administrators at NASA Headquarters, academic leaders, Presidents and Chief Executive Officers (CEOs) of large private companies, and the heads of other organizations, agencies, and government entities; to develop AAE programs and to publicize activities.

4.12.7 Educator Resource Center (ERC)

The contractor shall staff the NASA Ames Educator Resource Center that is currently open for drop-in services and by reservation Tuesday through Friday, 9:00 a.m. – 5:30 p.m., and Saturday, 8:00 a.m. - 3:00 p.m. The contractor shall disseminate publications, curriculum guides, videotapes, slides, slide sets, and computer software (as permitted), and shall provide access to non-proprietary, educational databanks (containing public domain information). The contractor shall provide internet support services utilizing a bank of computers in the ERC. The contractor shall utilize in-house, existing technology to reproduce the collections, as necessary. The contractor shall serve as the primary interface with the ERC's customer base, which includes classroom teachers, educators and Ames Research Center speakers. The contractor shall provide a curriculum consulting service to include short courses, equipment operation and training, The contractor shall update and maintain quality control of the ERC educational collections, mail order service for the lunar science program and supervisor of a docent support program. The contractor shall provide resource and consulting service for the thirteen locations in the NASA-Ames Regional Teacher Resource Center network.

4.12.8 Other Educational Programs

The contractor shall provide technical, administrative and other assistance, as required and requested, in the conduct of other educational programs under the auspices of the Office of Education.

4.13 PROGRAM/PROJECT MANAGEMENT

The Contractor shall provide professional project management support for the definition and documentation of project requirements, project plans, and project management processes. The Contractor shall also lead and/or support conduct of independent reviews of project plans, requirements, implementation approach, and progress and shall prepare analyses and reports of findings and recommendations.

The Contractor shall provide professional support for the definition and documentation of business plans and related processes. The Contractor shall also lead and/or support the conduct of independent reviews of business strategy, business plans and processes, business forecasts, risk assessment, etc. and shall prepare analyses and reports of findings and recommendations.

5.0 ACRONYM LISTING

AAAS	American Association for the Advancement of Science
AAE	Ames Aerospace Encounter
AEDP	Affirmative Employment and Diversity Plan
AETT	Ames Educational Technology Team
AILS	Ames Imaging Library System
AMI	Ames Management Instruction
AMS	Ames Management System
APPL	Academy of Program and Project Management
ARC	Ames Research Center
ARPAS	Ames Resources Planning/Actuals System
BPA	Blanket Purchase Agreement
BOATS	Business Operations and Technical Services
BPC	Bio-Molecular Physics and Chemistry
BRIO	Application for query of Ames data in relational databases
CASC	California Air and Space Center
CBT	Computer Based Training
CIO	Chief Information Officer
COAD	Commit, Obligate, Accrue & Disburse
COPPA	Children's On-line Privacy Protection Act
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off the Shelf
CTO	Commercial Technology Office
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Server
EDCATS	Educational Computer Aided Tracking System
EEOC	Equal Employment Opportunity Commission
EOPO	Equal Opportunity Program Office
ERC	Educator Resource Center
FAR	Federal Acquisition Regulations
FB	Fundamental Biology
FCC	Federal Communications Commission
FOIA	Freedom of Information Act
FTE	Full-Time Equivalent
GFE	Government Furnished Equipment
GPO	Government Printing Office
HDTV	High Definition Television
HQ	Headquarters
HR	Human Resources
IFMP	Integrated Financial Management Program
ILL	Interlibrary Loan
IP	Internet Protocol
IPA	Intergovernmental Personnel Act
ISM	Industrial Security Manual
IST	Integrated Support Team
ISTA	International Society for Technology in Education
ISTE	International Society for Technology in Education

IT	Information Technology
ITEA	International Technology Education Association
JCP	Joint Committee on Printing
LC	Library of Congress
MLIS	Masters of Library and Information Science
MLS	Masters of Library Science
MPC	Multicultural Program Coordinator
NASA	National Aeronautics and Space Administration
NCTM	National Council of Teachers of Mathematics
NET	National Educational Technology
NPG	NASA Policy Guideline
NRP	NASA Research Park
NRTC	National Rotorcraft Technology Center
NTE	Not to Exceed
NSTA	National Science Teacher's Association
NTR	New Technology Reporting
NTTS	NASA TechTracS
OPM	Office of Personnel Management
PERTS	Program Evaluation Review Techniques
PM	Program Manager
PO	Purchase Order
PR	Purchase Request
RDP	Report Documentation Page
RFP	Request for Proposal
SBIR	Small Business Innovation Research
SCEP	Student Career Experience Program
SEB	Source Evaluation Board
SOW	Statement of Work
STEP	Student Temporary Employment Program
STI	Science and Technical Information
STTR	Small Business Technology Transfer
TCM	Technology Commercialization Manager
TO	Task Order
VASS	VITS Automated Scheduling System
VC	Visitor Center
VITS	Video Teleconferencing System
WBT	Web Based Training
WWW	World Wide Web

ATTACHMENT A2

Business Operations and Technical Services (BOATS)

PERFORMANCE REQUIREMENTS SUMMARY

RFP2-38209 (RRG)

May 16, 2003

National Aeronautics and Space Administration

Ames Research Center

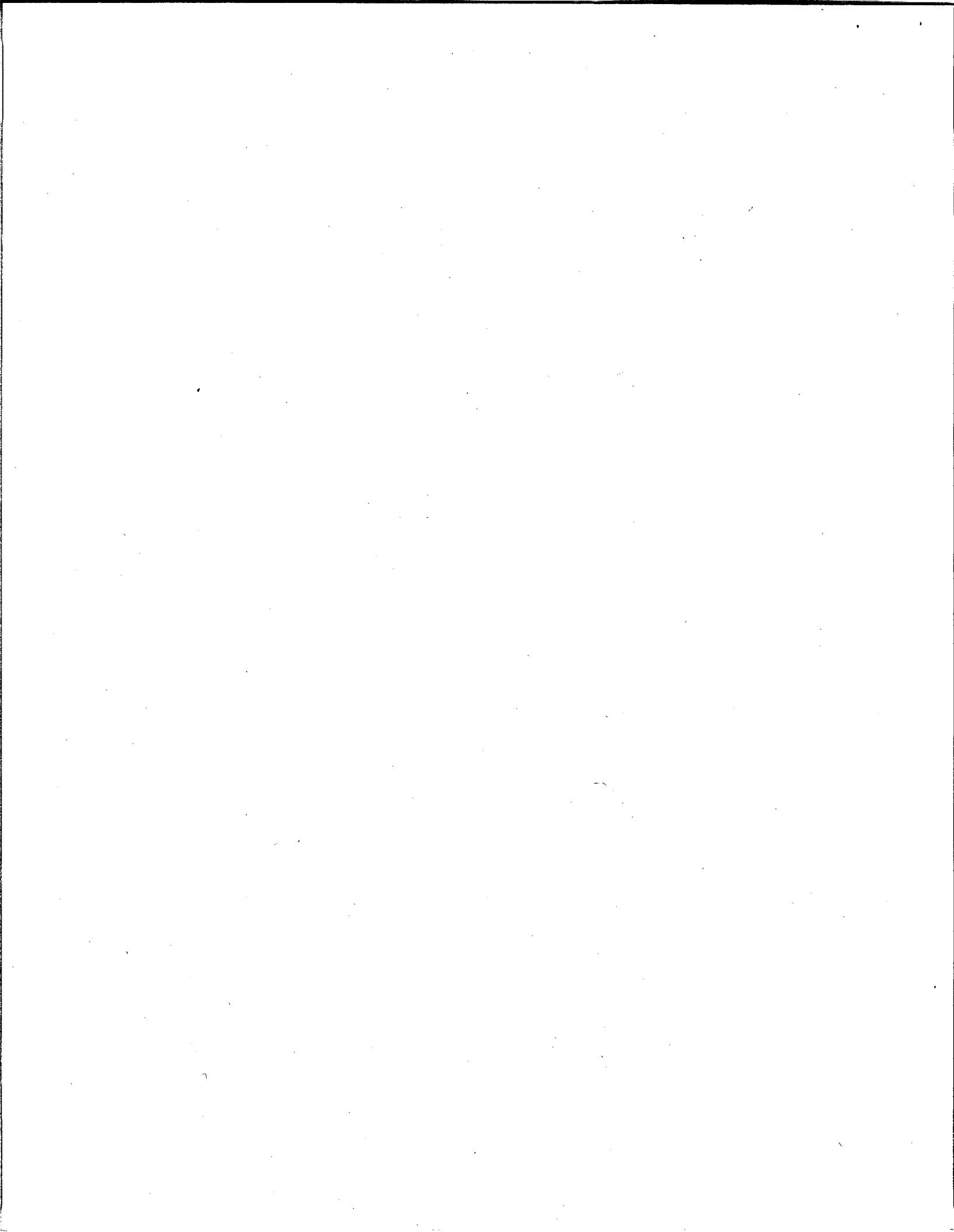
Moffett Field, CA 94035-1000

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Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.1 Publication Processing	Professional writing, editing, proofreading, and electronic page layout services for technical and nontechnical documentation. Projects will meet established deadlines set by STI program and Level of Edits AMI, usually NTE 30 day from time of receipt to delivery of printed copies.	All documents will adhere to STI program guidelines published in NPG 2200.2. Final documents incorporate proper cover, title page, RDP page, table of contents, indexes, and appendices to satisfy Ames research clientele.	Level of Edit Deadlines-- 30-day turnaround for all NASA STI reports. Other deadlines, not to exceed 120 days, determined by consultation between editors and clients.	Approximately 200 reports with 30-day turnaround. Approximately 50 reports with 120-day turnaround. Approximately 20 documents whose deadlines will be negotiated between editorial staff and Ames clientele. These may exceed 120-day turnarounds, but are typically high profile, large, and needed on a rush basis.	Review by customer. Customer Survey Cards. Random Sampling.
<ul style="list-style-type: none"> • Conform to Ames directive on Levels of Edit, meeting associated deadlines. • Provide writing and editing services. • Prepare manuscripts, tables, drawings, and complex layouts for publication. • Provide Computer-Assisted typesetting, keyboarding, formatting and page layout. • Provide proofreading services. 					

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.1.2 Graphics and Exhibits</p> <ul style="list-style-type: none"> • Provide graphics services including conceptualization, design, and preparation of final artwork for publications, brochures, presentations, posters and exhibits. • Maintain graphics files and index to archives electronically. • Prepare graphics and interface design for Ames Web sites. 	<ul style="list-style-type: none"> * Products exhibit general commercial-level artistic sophistication required to represent NASA and its programs to a large audience. * All graphics design must adhere to the NASA Graphics Standards, including appropriate use of NASA insignia and public image. * Publicly viewed or accessible information must adhere to NASA prescribed layout and presentations as also appearing in NPG 2200.2 for NASA publications. * Websites conform to all NASA and Federal regulations for the display and communication of information, including Title 508 requirements. 	<p>Customer satisfaction is the primary criterion for acceptable performance--including meeting deadlines, understanding concepts, effectively communicating concepts, and delivering a usable product.</p>	<p>Successful accomplishment of customer deadlines and specifications. Less than 2% rework.</p>	<p>Approximately 2,000 customer requests are received annually. Approximately half are associated with publishing of Ames research. 25% of requests are urgent, short deadline, and highly visible projects that need highly coordinated activities between graphics, photography, publishing, and reproduction services.</p>	<p>Review by customer. Customer Survey Cards. Random Sampling</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.1.3 Audiovisual</p> <ul style="list-style-type: none"> • In conjunction with the Video/Multimedia, provide centerwide support for audiovisual events including multimedia presentations, conferences, and broadcasts of live and prerecorded events. Inputs include computers, video, sound, photography, text, film, graphics, and animation--all of which may be provided in analog or digital formats. • Provide logistics including scheduling of support for conferences and live events. 	<p>Audiovisual support must conform to:</p> <ul style="list-style-type: none"> • The needs of the customer, • Widely accepted commercial industry standards and practices in the projection and display of images, amplification of voice and audio, and use of lighting and staging when necessary • Ames specific telecommunication practices and policies. • Use of standard equipment appropriate to individual venues and events. 	<ul style="list-style-type: none"> • Meets customer requirements. • Displayed images have sufficient clarity, brightness and resolution. • Audio has sufficient clarity and volume. • Adequate number of operators to successfully conduct the event. • Appropriate and adequate lighting. • Timely advance preparation and customer contact so that events are not delayed due to technical, staffing, or other problems. • Doors opened and on-site services available to customer at least 30 minutes prior to setup. 	<p>Successful completion of events according to "Acceptable Quality Level" items.</p> <p>Customer Deadlines and specifications</p> <p>Less than 2% complaints from customers or audience</p> <p>Ability of the contractor to make available additional labor, equipment, and facilities on short notice (as short as 4 hours), and bill these resources only for the time period necessary to complete the project.</p> <p>Ability of the contractor to manage costs effectively, including keeping the layers of prime/sub overhead to a minimum.</p>	<p>Approximately 187 events during the year. At least 30 of these were concurrent with other events, requiring a minimum of two audiovisual technicians.</p>	<p>Customer survey cards; random inspection.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.4. Photographic Services	<p>Fill routine requests scheduled 3-7 days in advance. Rush requests (approx. 25%) will be completed same day to 48 hrs.</p> <p>Use of current digital technology cameras and photographic equipment as much as possible.</p> <p>Variety of specialized techniques/practices required by lab test environments. Includes unique lighting, filtration, exposure, lenses, or other equipment. Occasionally new or innovative techniques must be developed on-site.</p>	<p>Meets industry standards for exposure, lighting, clarity, and resolution.</p> <p>Event coverage photography successfully conveys key activities and general "look and feel".</p> <p>Scientific documentation captures key data or imagery as required by customer.</p> <p>Overall successful completion of customer's milestones and technical requirements.</p>	<p>Successful attainment of "Acceptable Quality Level" items.</p> <p>Ability of the contractor to make available additional labor, equipment, and facilities on short notice (as short as 4 hours), and bill these resources only for the time period necessary to complete the project.</p> <p>Ability of the contractor to manage costs effectively, including keeping the layers of prime/subcontractor overhead to a minimum.</p>	<p>Approx. 400 shoots per year.</p>	<p>Random sample . Customer survey.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>• Image Archive Operation and Management.</p> <p>Includes archiving, storing, conducting searches, and retrieval of images.</p>	<p>Still images (analog and digital) cataloged, numbered, and added to Ames Archive according to established Ames procedures, including recording of metadata.</p> <p>Meets requirements for Federal Records Center activities and storage.</p> <p>Maintain digital server software/hardware. Digital files kept in appropriate formats per Ames procedures.</p>	<p>All new images catalogued and added to database within 2 days of receipt of images. Digital files added to server within 1 week.</p> <p>No more than 2% error rate in archiving materials.</p> <p>Meets industry standards for Analog film and Digital file archiving.</p> <p>Retrieve images within 1 day of customer request, except for those stored at Federal Records Center.</p> <p>Establish and maintain familiarity with Ames projects, staff, and activities.</p>	<p>Successful completion of "Acceptable Quality Level" items.</p>	<p>2,000 to 4,000 images archived per year. Includes some percentage of images requiring scanning.</p>	<p>Random samples, Customer feedback.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Digital Scanning/Processing/Printing 	<p>Routine work completed within 3-6 working days. Rush requests (approx. 35%) completed same day to 48 hours.</p>	<p>Meets customer specifications (including deadlines). Meets industry standards. No more than 2% rework. Maintains digital equipment, monitors supplies for recommended purchasing by government.</p>	<p>Successfully meets "Acceptable Quality Level" items.</p>	<p>Approximately 100-200 jobs per year.</p>	<p>Random sample.</p>
<ul style="list-style-type: none"> Dispersion 	<p>Follows work-flow procedures as established by Arts and Information supervisor. Meets requirements for Federal Records Center storage and activities. Follows general rules and procedures for Ames Archiving activities. Routine jobs written up for vendors within 24hrs of receipt of work.</p>	<p>Follows Ames procedures for filling out vendor work orders. Routine vendor work orders written up within 24 hrs of receipt. Rush vendor work orders (40% of total) written up within same working day. Performs quality control inspections on vendor work upon delivery.</p>	<p>Successfully meets "Acceptable Quality Level" items.</p>	<p>~3,000 to 5,000 work requests processed per year.</p>	<p>Random sample</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.5					
Reproduction					
• Reproduction and binding services	Fill routine requests within 3 working days. Program and management critical priority work requests (approx. 30% of the total) in less than 24 hours. The rework rate resulting from operator error is to be less than 2% of total volume per month.	Quality standard is GPO Level III.	Number of impressions per month. Rework rate less than 2 % per month.	600,000 impressions per month.	Random sample. Customer Survey.
SOW 4.1.6					
Library Services					
• Procure government and rush materials	Correct item ordered within one day for regular and 4 hrs. for rush. Gov't to be notified within 4 hrs. if rush order cannot be filled. Claims shall be done within agreed upon schedule.	95% accuracy in ordering. 80% of regular orders done within 1 day. 100% of rush orders done within 4 hrs.	Number of claims and reordered items. Number of rush orders ordered on time.	450 electronic items and indices procured yearly.	Random survey of orders and claims.
• Receive materials.	Acceptance of only correct items.	98% accuracy in receivables.	Number of incorrectly ordered items returned to vendors.	Receive yearly 6,500 journal issues, 1,300 books, 6,600 reports.	Report on number of incorrect items sent back to vendors.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
• Recommend additions to collections.	Additions appropriate to ARC mission & research.	90% of materials useful to current research staff .	Circulation and usage of received materials.	Recommend 1,300 books and 1,300 journals.	Review of usage statistics for new materials and customer and Library User Committee feedback.
• Keep records of orders.	Timely & complete recording of orders, receivables, and costs.	Weekly records available to NASA via Excel spreadsheet or GALAXIE software.	New and complete records.	450 procurements yearly; 2,600 recommendations yearly.	Review of weekly report against samples of receivables.
• Catalog, classify, process and prepare materials in accordance with national standards. Convert holdings to machine-readable format.	Conform to LC classification numbers and subject headings, AACR2, OCLC, CONSER, DLC and NASA Thesaurus terms.	Assign a minimum of 3 and maximum of 10 subject headings per item.	Bibliographic data for newly ordered materials.	450 items cataloged and processed yearly. 470 items converted to machine-readable format yearly.	Sampling of newly entered bibliographic data in GALAXIE.
• Bind and keep current holding records for all journals and standing orders.	Bind journals within 18 months of issue. Update current holdings records using government- provided software.	75% of journals bound within 18 months of issue. Government- provided software updated within 3 days of receivable.	Number of journals bound yearly. Number of issues checked in on government- provided software.	1,300 journals bound yearly. 6,500 journal issues received yearly.	Monthly report on binding . Journal holdings on government- provided system.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> • Charge books in and out, shelve materials, route materials, and ensure materials are returned to libraries. 	Books properly checked in and out using GALAXIE software. Materials shelved within 2 weeks of return or receivable. Material routed within 1 week of receivable.	<p>97% of books properly tracked in GALAXIE.</p> <p>90% of materials reshelved within 2 wks.</p> <p>100% of materials routed within 1 week.</p> <p>The Information Desk shall be staffed 100% of the time during regular working hours.</p>	<p>GALAXIE statistics.</p> <p>Number of carts to shelve.</p> <p>Number of items routed.</p> <p>Number of times the Information Desk area does not have a Library staff member near it.</p>	<p>6,200 items charged out yearly.</p> <p>15,000 items shelved.</p> <p>500 items routed; 775 overdues sent.</p> <p>Regular working hours from 8:00am – 4:30pm, weekdays except holidays, or whenever the government is closed.</p>	<p>Review of circulation transactions in GALAXIE, Overdue statistics in monthly report. Observation of carts, Sample of items routed against statistics on when items received.</p> <p>Random observance of departmental work and customer feedback.</p>
<ul style="list-style-type: none"> • Locate information for customers using retrieval method best suited to obtain timely and com-prehensive results. 	Customers receive complete answers within their deadlines.	98% of customers receive complete answers within their agreed upon deadlines.	Questions answered completely within deadline.	4,000 reference questions answered.	Customer interviews and feedback from Library User Committee and customers.
<ul style="list-style-type: none"> • Promote library use by Center staff. Instruct customers on use of collections & resources. 	Walk in; call in; and electronic customers introduced to collections and resources on one to one basis. Marketing events conducted to reach new customers.	<p>1200 approaches to customers.</p> <p>3 formal marketing events yearly.</p>	<p>Number of customers contacted.</p> <p>Number of marketing events.</p>	<p>1200 approaches to customers yearly.</p> <p>3 marketing events yearly.</p>	<p>Observation of customer approaches, formal report of approaches, customer feedback.</p> <p>Attendance at marketing events</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Obtain interlibrary loan materials; comply with copyright restrictions. 	Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.	Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.	Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.	Obtain 1200 ills for staff. Fill 1200 ills for other libraries.	Monthly report on ILL statistics. Review of log for copyrighted article tracking.
<ul style="list-style-type: none"> Ensure that selected staff librarians possess MLS or equivalent. Ensure that selected staff holds security clearance. 	MLS degreed staff available in public service, cataloging, acquisition and serials departments. Staff available to work with classified materials.	MLS staff available in public services at all times, and available in catalog-ing and other departments 80% of time.	Number of MLS staff working in public areas and other departments. Number of accesses to vault.	Hire a minimum of 4 staff with MLS or MLIS degrees. Obtain a minimum of 4 secret clearances for public services staff.	Random observance of departmental work. Cumulative report of vault accesses.
<ul style="list-style-type: none"> Provide IT services for library computer systems and connectivity to remote systems. 	Networks shall be fully operational for access by customers and library staff. Upgrades recommended to NASA to maintain full access to currently mounted information and Center-wide applications.	Catalog and mounted databases and CD ROM's will be available 99% of the time. Upgrades will be prioritized within budget constraints.	Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.	Handle 1100 incidents yearly. Recommend 20 IT purchases yearly.	Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
Life Science Library Services					
• Receive materials.	Acceptance of only correct items.	98% accuracy in receivables.	Number of incorrectly ordered items returned to vendors.	Receive yearly 1,800 journal issues.	Report on number of incorrect items sent back to vendors.
• Recommend additions to collections.	Additions appropriate to ARC mission & research.	90% of materials useful to current research staff.	Circulation and usage of received materials.	Recommend 400 books and 200 journals.	Review of usage statistics for new materials and customer and Library User Committee feedback.
• Bind and keep current holding records for all journals and standing orders.	Bind journals within 18 months of issue. Update current holdings records using government-provided software.	85% of journals bound within 18 months of issue. Government-provided software updated within 3 days of receivable.	Number of journals bound yearly. Number of issues checked in on government-provided software.	200 journals bound yearly. 1800 journal issues received yearly.	Monthly report on binding. Journal holdings on government-provided system.
• Charge books in and out, shelf materials, route materials, and ensure materials are returned to libraries.	Books properly checked in and out using GALAXIE software. Materials shelved within 2 weeks of return or receivable. Material routed within 1 week of receivable	97% of books properly tracked in GALAXIE. 90% of materials reshelved within 2 wks. 100% of materials routed within 1 week.	GALAXIE statistics. Number of carts to shelf. Number of items routed.	800 items charged out yearly; 5,700 items shelved. 250 items routed.	Review of circulation transactions in GALAXIE, Overdue statistics in monthly report. Observation of carts, Sample of items routed against statistics on when items received.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> • Locate information for customers using retrieval method best suited to obtain timely and comprehensive results. 	Customers receive complete answers within their deadlines.	98% of customers receive complete answers within their agreed upon deadlines.	Questions answered completely within deadline.	3,300 reference questions answered.	Customer interviews and feedback from Library User Committee and customers.
<ul style="list-style-type: none"> • Promote library use by Center staff. Instruct customers on use of collections & resources. 	Walk in; call in; and electronic customers introduced to collections and resources on one to one basis. Marketing events conducted to reach new customers.	500 approaches to customers. 3 formal marketing events yearly.	Number of customers contacted. Number of marketing events.	500 approaches to customers yearly. Assist Code JIL with 3 marketing events yearly.	Observation of customer approaches, formal report of approaches, customer feedback. Attendance at marketing events.
<ul style="list-style-type: none"> • Obtain interlibrary loan materials; comply with copyright restrictions. 	Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.	Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.	Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.	Obtain 500 ILLs for staff. Fill 800 ILLs for other libraries.	Monthly report on ILL statistics. Review of log for copyrighted article tracking.
<ul style="list-style-type: none"> • Ensure that selected staff librarians possess MLS or equivalent. Ensure that selected staff holds security clearance. 	MLS degreed staff available in public service, cataloging, acquisition and serials departments. Staff available to work with classified materials.	MLS staff available in public services at all times, and available in cataloging and other departments 80% of time.	Number of MLS staff working in public areas and other departments Number of accesses to vault	Hire a minimum of 1 staff with MLS or MLIS degrees.	Random observance of departmental work. Cumulative report of vault accesses.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.7 Video and Multimedia Services	<p>Video production is governed by NASA and Ames directives. Finished products shall be judged against industry-wide commercial standards for creative and technical quality, and effectiveness.</p> <p>Video and audio signals will follow commercial and FCC broadcast standards for Digital Television (DTV).</p> <p>Contractor will have demonstrable ability to produce High Definition (1080) products.</p>	<p>Work will be gauged by conformance to established deadlines and customer criteria set forth at time of project initiation.</p> <p>When required, overall appearance of video products will closely match that of broadcast news or PBS/Discovery Channel science programs.</p> <p>Staff will have demonstrable successful experience in commercial/broadcast production industry.</p>	<p>Successfully meets "Acceptable Quality Level" items.</p> <p>Less than 2% rework or customer complaints filed.</p> <p>Ability of the contractor to make available additional labor, equipment, and facilities on short notice (as short as 4 hours), and bill these resources only for the time period necessary to complete the project.</p> <p>Ability of the contractor to manage costs effectively, including keeping the layers of prime/subcontractor overhead to a minimum.</p>	<p>~12 live multicamera events w/ ~8 microphone inputs, ~4 cameras, plus graphics and pre-produced roll-ins.</p> <p>~6 interactive CD-ROM or DVD projects.</p> <p>~10 PowerPoint projects.</p> <p>~36 QuickTime/MPEG or other format of digitized video clips.</p> <p>~8 3-D animations projects of 90 secs each.</p> <p>~50 finished in-house shoots/year.</p> <p>~200 single camera shoots per year.</p>	<p>Customer survey cards; random sampling.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Update video/motion picture database, oversee physical archiving of videotape, motion pictures, and digital files. 	<p>Contractor will monitor equipment maintenance needs and provide ongoing technical engineering support as needed for all aspects of analog and digital television systems.</p>	<p>All imagery will be successfully and accurately added to database.</p>		<p>~100 walk-in editing sessions/yr. ~50 audio/record sessions per year.</p>	
<p>SOW 4.1.8 Customer Services</p>					
<ul style="list-style-type: none"> Provide information services for customers of the Documentation Technology Division (excluding the library). Log transactions and service requests into tracking database. 	<p>Provide staff and services for the full-time operation of the documentation customer service desk. (8:00 a.m.-4:30 p.m., M-F). Provide technical, administrative, and other information about documentation services.</p>	<p>Customer satisfaction is the primary criterion for acceptable performance.</p>	<p>Information is timely, accurate, and responsive to customer requests.</p>	<p>7,000-9,000 service requests processed per year.</p>	<p>Customer Surveys.</p>
		<p>Consistent with NASA, Ames, and JI division policies and procedures.</p>	<p>Tracking database input is timely, accurate, and complete.</p>		

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.9 Database Administration Technical IT Support for the JI Division Office and the JIT and JIR Branches.	The contractor shall demonstrate effective and professional performance. Keep up to date on current technology and future software and hardware products.	For Technical Performance, be fully responsive to the user requests, questions, and problems. Provide overall good service or better.	Attend and pass all CIO/Ames required IT System Administrator training. Percent break down for response time and solution/fix: 10% of the work fix within 8 hours or less. 70% of the work fix within 2 to 3 days 20% of the work requires longer time to study problems and solutions. Time frame is open.	Oversee and support all desktop and laptops computers, plus the Division Office servers, <i>(This task applies to all non-ODIN computers in Code JI, JIT, & JIR).</i>	Monthly (or as needed) status reports to Task Manager.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.1.10 Video Teleconferencing	<p>Three video teleconference facilities—one each in buildings 200, 203, and 213 require operators.</p> <p>Conference facilities use established NASA and commercial network compression and transmission formats.</p> <p>Operators schedule and coordinate video, audio, and data connections with established NASA control centers.</p>	<p>Provide adequate staffing to operate the three facilities as necessary.</p> <p>Follow standard operating procedures, insure desired images and audio are transmitted.</p> <p>Ensure facilities are ready for prompt start of conferences.</p> <p>Assist customers by informing them of required image or data formats prior to conference.</p>	<p>Successful at meeting "Acceptable Quality Level" performance items.</p>	<p>1,000 video conferences per year.</p>	<p>Customer survey.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.2.1 Employee Development and Training	<p>Products and services will conform to existing Federal, NASA-Ames, and Human Resources (HR) Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p>	<p>Products and services will compare favorably with established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>Programs will be well managed and fully meet the needs of Ames employees and managers.</p> <p>Various program areas will offer a comprehensive program, will be well publicized, will have adequate attendance levels and high employee evaluations and will demonstrate innovation</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, customer satisfaction, and quality system procedures.</p> <p>Success of employee</p>	<p>Three to five training needs surveys per year; 6-8 organization interventions and/or team building projects per year; 6-8 specialized course design, development, presentation, and evaluation projects; up to 200 requirements for provision of recurring standard courses including academic and in-house instruction.</p> <p>Four to six special studies annually, or as needed.</p> <p>Training is provided to 1500 federal employees and</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p> <p>Also, reviews of budget and other reports for adherence to guidelines and quality of classes.</p>

sponsored courses including APPL and NET.

innovation, understanding of Ames training needs, and all required documentation, including maintenance of the Ames training database and adherence to all budget and procurement requirements.

Computer training labs must be well maintained and appropriately setup for scheduled classes.

development and training programs will be also measured by degree of independent, proactive and innovative management and operations, as demonstrated by a fully active program that meets the needs of Ames employees and supervisors. Evidence would include continuous assessment of training needs and actual training provided, regular (at least monthly) communication with target audience, attendance at 80% level, timely, professional, and fully documented administrative and logistical support.

Records should be entered into the training database within 4 weeks of completion of course. Budget reports and training information must be provided within 2 weeks of the event.

employees, and, as resources allow, additional contractor staff. There are typically 35 – 100 new employees each year.

There are currently approximately 8 – 10 training room, 4 currently are set up as computer training labs.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.2.2 Student Programs					
<p>• Administer student programs including preparation of information and application materials; provide information to schools, Ames employees, and applicants concerning employment; develop tracking and control processes and records; and perform processing of new students. Provide clerical services for student programs including establishment and maintenance of records and employment files.</p> <p>Provide administrative services for various Fellowship Programs, including publicity, application processing, support during selection process, notification and processing of</p>	<p>Products and services will conform with existing Federal, NASA-Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed established or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, customer satisfaction and quality system procedures.</p> <p>Programs requiring budget tracking will be measured by timely</p>	<p>Three to six student training programs are operated either continuously, intermittently, or once per year; 2-3 new or revised program design, development, operation, and evaluation projects are generated annually; 200 or more students or fellows participate in academic and work programs.</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

selectees. On going responsibilities include administration of program, including travel, coordinating events, etc.

documentation of commitments, obligations and accruals.

Other measurements are timely support through application and selection process, Independent processing of routine administrative requirements, professional and helpful communications with Program Coordinators, students and fellows, sponsor and supervisors, and sponsoring organizations.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.2.3 Staffing</p> <ul style="list-style-type: none"> Supports staffing/recruitment activities, as required, such as coordinating NASA Recruitment Initiative activities, training recruiters, coordinating selected recruitment events and developing recruitment materials. Responds to employment inquiries and provides general administrative support to Ames staffing programs. Administers the Ames Associates Program, as described in SOW 4.2.3.3 	<p>Products and services will conform to existing Federal, NASA, Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p> <p>Written work products must demonstrate understanding of HR principles and procedures, Center roles and missions, etc.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>Management requests are complied with promptly.</p> <p>Recruitment activities are well planned and received.</p> <p>Communications with employees, supervisors, and other Ames and NASA organizations are professional, timely and helpful.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service and satisfaction and quality system procedures.</p>	<p>At this time, there are no recruitment activities planned, but an annual number can be up to 30 events.</p> <p>There are typically 100 active Ames Associates.</p> <p>Employment inquiries are typically 10-25 each week. Inquiries are written correspondence (5 day response time), on-line queries (1 day response time) and telephonic messages (same day response).</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.2.4 Relocation	<p>Products and services will conform to existing Federal, NASA-Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>Must demonstrate high degree of knowledge of NASA and federal travel entitlements and requirements and maintain positive relationship with employees, supervisors and other NASA officials.</p> <p>Employee moves are with minimal problems. Employee rates performance as helpful, knowledgeable and timely.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, and satisfaction.</p>	<p>Each year approximately 25 or fewer relocations are processed from origins all over the United States. Relocations include both new and current Federal employees.</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.2.5 Awards & Recognition Program</p>	<p>Products and services will conform to existing Federal, NASA-Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>Program documentation is complete and accurate.</p> <p>Recognition events are well publicized and well attended.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, and customer satisfaction and quality system procedures.</p>	<p>Each year approximately 2,000 or more honor, performance and service awards are presented to Ames employees. Records are filed as paper documents or electronically in data base and maintained, revised, or deleted as required.</p> <p>Approximately 4 major award ceremonies each year. Length of Service awards are processed year-round. Numerous national or agency awards are offered annually.</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.2.6 General HR Support</p> <ul style="list-style-type: none"> • Provide a wide variety of administrative and clerical services including maintenance of the restored leave and leave transfer programs; property inventory and control; forms development; computer systems and database support; and general clerical assistance as described in SOW 4.2.6. Prepare and process all personnel actions, including data entry. Maintain records (e.g. position descriptions), research regulations, processes new employees, and prepares various reports. Provide assistance to HR Managers. 	<p>Products and services will conform to existing Federal, NASA-Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p> <p>Data entry must meet set time standard. Coding of personnel actions must conform to OPM regulations and accurately reflect intended action.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>SF-52/50's will be accurate and timely. All supporting documentation will be in place before action is taken.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, and satisfaction and quality system procedures.</p>	<p>Requirements are continuous. Approximately 2500 personnel actions are processed annually.</p> <p>Restored leave request range from 20 – 50 each year.</p> <p>Leave donations are in the 100 – 200 range.</p> <p>Position descriptions and Official Personnel Files are maintained for 1500 employees</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
SOW 4.2.7 Support to Integrated Financial Management Program (IFMP)	<p>Products and services will conform to existing Federal, NASA-Ames, and Human Resources Division policies, practices, and standards.</p> <p>Administrative services and products will adhere to relevant regulations and will meet HR task planning, implementation, outcomes, and evaluation standards.</p> <p>Clerical services and products will meet or exceed established HR requirements, techniques, procedures, and outcomes.</p>	<p>Products and services will meet or exceed established HR norms.</p> <p>Professionalism, quality, timeliness, customer service, and customer satisfaction are measured against HR norms.</p> <p>Publicity, communication and assessment materials achieve high level of awareness among Center staff members.</p>	<p>Professionalism will be measured by Center and HR Division standards of human resources and administrative judgment and insight, social skills, cooperation, dependability, responsibility, and customer service.</p> <p>Document product quality will equal or exceed normal or specific task requirements for appearance, textual content, accuracy, and effectiveness.</p> <p>Work products will be measured by Center and HR levels of accuracy, timeliness, customer service, and satisfaction and quality system procedures.</p>	<p>Work is not of a continuing nature. May be needed on a part-time or full time basis through 2005 or 2006.</p> <p>There are approximately 5 major IFM modules, with 3 – 10 add-on systems.</p>	<p>Products and services will be reviewed by Technical Monitor and HR management individually and/or by sampling as needed in response to HR and customer acceptance.</p>

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<p>SOW 4.3.1 Office Administrative Services</p>	<p>Serve as Key Operator for JA Division copier. Maintain paper stocks, change toner, place trouble calls.</p>	<p>Copier is maintained and serviced in accordance with manufacturer's instructions.</p>	<p>Copier availability and operation. Copier is in service a minimum of 95% of the time.</p>	<p>Three copiers; approximately 75 users. Daily support needed.</p>	<p>Sub-Contracting Officer's Technical Representative (COTR) and government task leader review progress and products in terms of Task Order requirements and customer satisfaction. Center reviews find JA records to be updated and accurate.</p>
<p>• Provide a wide variety of administrative and clerical services.</p>	<p>Manages non-ODIN property (non-SEB). Documents changes in property with appropriate forms.</p>	<p>Property records are accurate and complete. Reports prepared as required.</p>	<p>Records are accurate 95% of the time—excellent. 80% minimum.</p>	<p>Approximately 50-75 pieces of equipment.</p>	<p>Spot check; customer satisfaction.</p>
<p>Mail Services—Sorted at Branch level.</p>	<p>Mail Services—Sorted at Branch level.</p>	<p>Daily mail services are accurate and timely.</p>	<p>95% timely & accurate is excellent. 80% timely & accurate is minimum.</p>	<p>Mail service two times daily; this may change if mail is delivered more or less frequently by Center mail service to JA.</p>	<p>Sub-COTR and gov't task leader review progress and products in terms of Task Order requirements and customer satisfaction.</p>
<p>Enter data into Center and Agency automated information systems.</p>	<p>Enter data into Center and Agency automated information systems.</p>	<p>Consistent with systems standard operating procedures.</p>	<p>Data is entered in system accurately within 24 hours of receipt.</p>	<p>Data entry workload is moderate to heavy, a minimum of 40-50 hours per week.</p>	<p>Sub-COTR and gov't task leader review progress and products in terms of Task Order requirements and customer satisfaction.</p>