

CTO REVISION REQUEST

**BUSINESS OPERATIONS AND
TECHNICAL SERVICES**

1. Contractor:
Planners Collaborative

8. Contractor Task Order to be Revised
Task Order No.: JIR-1

3. Submittal Date:
7/30/04

4. Originator/Telephone No.:
John Adams, 4-5828

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):

Please revise original task estimate to include the use of temporary/on-call supplemental support (ODCs) and direct labor rates for new staff position.

6. Revised TO:

APPROVAL

7. NASA Task Manager:

8. Date:

9. COFR:

10. Date:

11. Project Manager:

12. Date:

13. Contracting Officer (Check if Required)

14. Date:

Rev. Cost Est. affected.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JIR 1

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Reproduction Services**

PURPOSE: Increase direct labor for on-call support and new hire rate differential

Estimated Beginning Date: **January 1, 2004**

Estimated Completion Date: **September 30, 2004**

Labor Category:

	Est. Hours	Est. Hrs. Monthly	Direct Labor Rate	Total Direct Cost
Copy Operator				
Binder				
On-call Support				
B-4				

Total Direct Labor
 Overhead
 Subcontract Labor Services
 Subtotal Labor and Subcontracts
 G&A
 OTHER DIRECT COSTS
 Materials
 Travel
 Training
 Other ODC
 Total ODCs (Not to Exceed)
 G&A
 Flow-through Items

ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 104,929

This amount shall not be exceeded without prior approval of the Contracting Officer

Ch
8/4/04

NNA04CA76C

Task Order No.: JIR-1

Task Requester: John Adams

Date: 12/11/03

COTR: John Adams

Date: 12/11/03

Contracting Officer: Marie E. Dorosh

Date: 12/12/03

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: John Adams

Date: 1/13/04

COTR Concurrence of Contractor's Task Plan: John Adams

Date: 1/13/04

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]
For Ed Shonair

Date: 12-29-03

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 1-1-04

Completion Date: 9-30-04

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: [Signature]

Date: 1/16/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JIR-1

Task Description for:

Reproduction Services

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task is January 1, 2004 through September 30, 2004

B. Description of Work

Provide reproduction services as specified in Contract NNA04CA76C, Attachment A1, "Statement of Work", section 4.1.5.

C. Hours of Work

The standard work day is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m. **Reproduction services shall be available between the hours of 8:00 a.m. – 4:30 p.m. Monday through Friday.**

D. Government Furnished Equipment

A listing of government furnished equipment is provided in Section J, Attachment A3, "Government Furnished Equipment", SOW Function 4.1, Equip. Bldg. 241, Equip. Room B7.

E. Performance Requirements Summary (see attached)

Performance requirements for the products and services required by this task order are listed in Section J, Attachment A2, "Performance Requirements Summary", section "SOW 4.1.5 Reproduction".

JIR 1.0 Task Plan Reproduction Services

Planners Collaborative will provide 2 FTE

Reproduction

In support of the reproduction activity, Planners Collaborative will supply two FTE for reproduction services in support of the Center's program, project, and institutional requirements. The operators will produce paper copies from paper and electronic print master originals. The work will include, but is not limited to, one-/two-sided copying and duplication, online electronic publishing, high-speed reprographic production, color copying and printing, engineering drawing reproduction, and bindery operations.

Through efficiency of service there is room for growth of these services to include additional printing services as required in fiscal year 2005. This will accommodate 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.

The following support will also be included:

1. A preventive maintenance program to ensure that all equipment is functioning within required specifications. And where necessary, 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.
2. Record all requisite job tracking and job ticketing information in a computerized database furnished by the Government
3. Maintain at minimum a two-week supply of paper and consumable supplies (e.g. toner, fuser, staple wire) and submit requests for paper and supplies to the COTR at least two weeks prior to depletion of stock.
4. Operators will be able to lift, carry, or otherwise handle printed material, paper stock, and supplies weighing up to 50 lbs.
5. Will follow the procedures as found in the documents which 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 Printim, Duplicating, and Copying Management; NPG 1490.5A, Effective June 1997
 - GPO Agency Procedural Handbook; GPO Publication 305.1, January 1992

CTO REVISION REQUEST

BASE OPERATIONS, ADMINISTRATIVE AND TECHNICAL SERVICES	1. Contractor: NNA04CA76C	8. Contractor Task Order to be Revised Task Order No.: JIL-1
3. Submittal Date: August 18, 2004	4. Originator/Telephone No.: Joseph A. Langdon / 604-3140	

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):

Increase Estimate of Total Cost/Fee for Task Support from B-4 (based on CTO dated 7/16/04).

6. Revised TO:

Increase Estimate of Total Cost/Fee for Task Support to B-4 *

New levels include:

funds provided by Code I (Information Sciences Library support - B-4)
 funds provided by Code JI Division (Acquisitions - B-4)
 funds provided by Code JI Division (Project Management Fees - B-4);

and an administrative adjustment to the current "revised to" figure to include the funding (Code JI Division (Sys. Admin. Support - B-4) from the CTO dated 7/16/04.

This brings into alignment the Branch's available funds and the Task Orders (see attached sheet).

APPROVAL

7. NASA Task Manager: Joseph A. Langdon <i>Joseph A. Langdon</i>	8. Date: 8/19/04	9. COTR: <i>John Adams</i>	10. Date: 8/18/04
11. Project Manager: <i>[Signature]</i>	12. Date: 8-25-04	13. Contracting Officer (Check if Required) <input type="checkbox"/> <i>Marie E. Darish</i>	14. Date: <i>ms</i> 8/25/04

* Revised cost estimate attached.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JIL 1.1

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Library Services & Publications Processing**

PURPOSE:

Estimated Beginning Date: **October 1, 2004**

Estimated Completion Date: **September 30, 2005**

Labor Category:	<u>Est.</u>	<u>Est.</u>	<u>Direct Labor</u>	<u>Total</u>
	<u>Hours</u>	<u>Hrs. Monthly</u>	<u>Rate</u>	<u>Direct Cost</u>

Lib. Business Manager
 Circulation Technician
 Inform. Sciences Librarian
 Cataloging/Serials Technician
 Reference Librarian
 Reports Library Technician
 ILL Technician
 LS Library Technician
 Lib. Technical Services Manager
 Library Manager
 Cataloging/Acquisitions Technician

Total Direct Labor				B-4
Overhead				
Subcontract Labor Services				
Subtotal Labor and Subcontracts				
G&A				
OTHER DIRECT COSTS				
Materials				
Travel				
Training				
Other ODC				
Total ODCs (Not to Exceed)				
G&A				
Flow-through Items				

ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 1,349,500

This amount shall not be exceeded without prior approval of the Contracting Officer

Ch
10/21/04

NNA04CA76C

Task Order No.: JIL-1.1

Task Requester: Joseph A. Langdon

Date: 9/1/04

COTR: Nancy L. Johnson, Alt.

Date: 9/7/04

Contracting Officer: Carl D. Z...

Date: 9/13/04

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: Joseph A. Langdon

Date: 10/4/04

COTR Concurrence of Contractor's Task Plan: John Adams

Date: 10/6/04

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]

Date: 9-27-04

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 10/1/04

Completion Date: 9/30/05

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Carl D. Z...

Date: 11/23/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JIL-1.1

Task Description for :

Library Services and Publications Processing

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task will be from October 1, 2004 through September 30, 2005, unless specifically identified otherwise in the task.

B. Description of Work

Provide library services as specified in Section J, Attachment A1, "Statement of Work", paragraphs 4.1.6, 4.1.6.1, 4.1.6.2, 4.1.6.3, 4.1.6.4, 4.1.6.5, 4.1.6.6, 4.1.6.7, 4.1.6.8, 4.1.6.9, 4.1.6.10, 4.1.6.11, dated June 3, 2003.

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m. Library hours are from 8:00 a.m. through 4:30 p.m., Monday through Friday (excluding official government holidays).

D. Government Furnished Equipment

A listing of government furnished equipment is provided in Section J, Attachment A3, "Government Furnished Equipment," SOW Function 4.1, Equipment in Buildings 202, 239, and 269.

E. Performance Requirements Summary (see attached)

Performance requirements for the products and services required by this task order are listed in Section J, Attachment A2, "Performance Requirements Summary," sections SOW 4.1.6 "Library Services", dated May 16, 2003.

F. Performance Requirements Summary for Code JI Division

Performance requirements for the products and services required by this function are listed in a CTO Revision Request dated 7/16/2004. The objective of this function is to provide a range of systems administration services and technical support to the Documentation Development Division and the Reproduction Technology Branch (Code JI and JIR) or their equivalent codes after the Code JI reorganization. The specific scope and nature of these services and support are defined under the main Task Order #JIL-1, by attachments, and by reference to the CTO. Performance requirements do **not** include support for the former Photo & Video groups (formerly Code JIT, now part of Code EX). See the original CTO for attachments pages.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Procure government and rush materials 	<p>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.</p>	<p>95% accuracy in ordering. 80% of regular orders done within 1 day. 100% of rush orders done within 4 hrs.</p>	<p>Number of claims and reordered items. Number of rush orders ordered on time.</p>	<p>450 electronic items and indices procured yearly.</p>	<p>Random survey of orders and claims.</p>
<ul style="list-style-type: none"> Receive materials. 	<p>Acceptance of only correct items.</p>	<p>98% accuracy in receivables.</p>	<p>Number of incorrectly ordered items returned to vendors.</p>	<p>Receive yearly 6,500 journal issues, 1,300 books, 6,600 reports.</p>	<p>Report on number of incorrect items sent back to vendors.</p>
<ul style="list-style-type: none"> Recommend additions to collections. 	<p>Additions appropriate to ARC mission & research.</p>	<p>90% of materials useful to current research staff.</p>	<p>Circulation and usage of received materials.</p>	<p>Recommend 1,300 books and 1,300 journals.</p>	<p>Review of usage statistics for new materials and customer and Library User Committee feedback.</p>
<ul style="list-style-type: none"> Keep records of orders. 	<p>Timely & complete recording of orders, receivables, and costs.</p>	<p>Weekly records available to NASA via Excel spreadsheet or GALAXIE software.</p>	<p>New and complete records.</p>	<p>450 procurements yearly; 2,600 recommendations yearly.</p>	<p>Review of weekly report against samples of receivables.</p>
<ul style="list-style-type: none"> Catalog, classify, process and prepare materials in accordance with national standards. Convert holdings to machine-readable format. 	<p>Conform to LC classification numbers and subject headings, AACR2, OCLC, CONSER, DLC and NASA Thesaurus terms.</p>	<p>Assign a minimum of 3 and maximum of 10 subject headings per item.</p>	<p>Bibliographic data for newly ordered materials.</p>	<p>450 items cataloged and processed yearly. 470 items converted to machine-readable format yearly.</p>	<p>Sampling of newly entered bibliographic data in GALAXIE.</p>

<ul style="list-style-type: none"> • Bind and keep current holding records for all journals and standing orders. 	<p>Bind journals within 18 months of issue. Update current holdings records using government- provided software.</p>	<p>75% of journals bound within 18 months of issue. Government- provided software updated within 3 days of receivable.</p>	<p>Number of journals bound yearly.</p> <p>Number of issues checked in on government- provided software.</p>	<p>1,300 journals bound yearly.</p> <p>6,500 journal issues received yearly.</p>	<p>Monthly report on binding .</p> <p>Journal holdings on government- provided system.</p>
<ul style="list-style-type: none"> • Charge books in and out, shelve materials, route materials, and ensure materials are returned to libraries. 	<p>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>	<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;</p> <p>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. • Promote library use by Center staff. Instruct customers on use of collections & resources. 	<p>Customers receive complete answers within their deadlines.</p> <p>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>	<p>98% of customers receive complete answers within their agreed upon deadlines.</p> <p>1200 approaches to customers.</p> <p>3 formal marketing events yearly.</p>	<p>Questions answered completely within deadline.</p> <p>Number of customers contacted.</p> <p>Number of marketing events.</p>	<p>4,000 reference questions answered.</p> <p>1200 approaches to customers yearly.</p> <p>3 marketing events yearly.</p>	<p>Customer interviews and feedback from Library User Committee and customers.</p> <p>Observation of customer approaches, formal report of approaches, customer feedback.</p> <p>Attendance at marketing events</p>

<ul style="list-style-type: none"> • Obtain interlibrary loan materials; comply with copyright restrictions. 	<p>Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.</p>	<p>Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.</p>	<p>Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.</p>	<p>Obtain 1200 ILLs for staff. Fill 1200 ILLs for other libraries.</p>	<p>Monthly report on ILL statistics. Review of log for copyrighted article tracking.</p>
<ul style="list-style-type: none"> • Ensure that selected staff librarians possess MLS or equivalent. Ensure that selected staff holds security clearance. 	<p>MLS degreed staff available in public service, cataloging, acquisition and serials departments. Staff available to work with classified materials.</p>	<p>MLS staff available in public services at all times, and available in cataloging and other departments 80% of time.</p>	<p>Number of MLS staff working in public areas and other departments. Number of accesses to vault.</p>	<p>Hire a minimum of 4 staff with MLS or MLIS degrees. Obtain a minimum of 4 secret clearances for public services staff.</p>	<p>Random observance of departmental work. Cumulative report of vault accesses.</p>
<ul style="list-style-type: none"> • Provide IT services for library computer systems and connectivity to remote systems. 	<p>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.</p>	<p>Catalog and mounted databases and CD ROM's will be available 99% of the time. Upgrades will be prioritized within budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Handle 1100 incidents yearly. Recommend 20 IT purchases yearly.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>
<ul style="list-style-type: none"> • Provide IT services for Code JI Division and other Branch offices - to include Code JI Division, Code JIR Branch, and Code JIT Branch (as reorganized as Code EX (photo, video, Vits, displays). 	<p>Networks shall be fully operational for access by customers and Division staff. Upgrades recommended to NASA to maintain full access to currently mounted information and Center-wide applications.</p>	<p>Databases and servers will be available 99% of the time, unless prior warning regarding down time is provided by the Sys. Admin. Upgrades will be prioritized with budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Historical data is unavailable to base projected workloads on at this time.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>

Task Plan JIL 1.1

Library Services and Publications Processing.

The library staff will meet or exceed the performance requirements as stated in the Performance Requirements Summary as follows:

[ATRS SUPPORT]

4.1.1. The library staff will maintain the Ames Technical Reports Server so that all ATRS documents are readable by Ames Research Center staff from their desktop computers using a standard browser. The library staff will post new Ames technical reports on the Ames Technical Reports Server within 60 days of receipt from NASA's Publications Office.

[ACQUISITIONS/BOOKS/SERIALS/REPORTS]

4.1.6.1. The library staff will procure government and rush materials and recommend commercial and government resources to add to the library collection based upon patron input, standard review sources, online resources and estimated usage; verify bibliographic information, prepare orders and keep current records of order status using Galaxie. The library staff will receive, inspect and check in the materials ordered and claim materials not received. The library staff will also keep accurate records of invoice and payment information. Orders will be placed with vendors providing the fastest service and the best value. The library staff will purchase Center-wide access to electronic resources where appropriate to enhance research capability and convenience for patrons.

[TECHNICAL SERVICES/CATALOGING]

4.1.6.2. The library staff will catalog, classify, process and prepare materials purchased for the libraries in accordance with National Standards, such as AACR2, OCLC bibliographic formats and LC classification. The library staff will convert to machine-readable cataloging format those items not already in the online catalog using Galaxie, OCLC or original cataloging as appropriate.

[ACQUISITIONS]

4.1.6.3. The library staff will conduct ongoing evaluations of vendors to assure quality, timely service. The performance of subscription vendors will be carefully reviewed during the journal procurement process to assure the best possible value and service. Online ordering shall be employed whenever possible to speed delivery times.

[ACQUISITIONS]

4.1.6.4. Library financial records for purchased materials will be kept current using NASA Galaxie. Financial reports, such as invoice lists and fund reports, will be provided

sub-COTR using the Galaxie database. Weekly order lists shall be maintained. All invoices will be paid in sufficient time to ensure that no adverse financial or business impact accrues to the government.

[ACQUISITIONS/SERIALS]

4.1.6.5. The library staff will bind key journals within 18 months of issue and keep current records of the Center's holdings for all journals and standing orders using Galaxie. The library staff will provide such information regarding the Center's holdings directly to the Agency for inclusion in Agency-wide lists.

[CIRCULATION]

4.1.6.6. The library staff will circulate materials to Center staff and keep current records in Galaxie so that materials are traceable. The library staff will regularly shelve materials within 2 weeks of return or receipt, route materials to customers as requested and ensure that materials are returned to the library. Library staff will shift materials as necessary to accommodate growth or better access.

[REFERENCE]

4.1.6.7. The library staff will use various resources (collections at the Center, other libraries, electronic literature searching systems and the Internet) to obtain comprehensive and accurate information for the customers in a timely manner within their deadlines. Results will be transmitted to the customer in the format requested.

[REFERENCE]

4.1.6.8. The library staff will promote the products and services of the library to the Center staff by conducting special events, orientations, and training sessions either at the library or in other buildings on the Center, for the convenience of users. Library staff will provide instruction to users on the most effective methods for using online resources in the library or in their offices. The library staff at the Technical Library and the Information Sciences Library will meet or exceed 1200 approaches to patrons.

[INTERLIBRARY LOANS]

4.1.6.9. The library will obtain materials not available at the Ames Libraries through interlibrary loan and will comply with copyright restrictions at all times. Materials will be obtained from the fastest and most economical sources, such as other NASA libraries, AIAA Dispatch, Ingenta and CISTI. Transmission using Ariel will be used whenever possible. The library will also loan needed information and materials to other libraries.

[STAFF]

4.1.6.10. All librarians will possess the Master of Librarianship, Master of Library and Information Sciences, Master of Library Science or equivalent library Master's degree. Selected staff will hold a security clearance for access to classified or proprietary materials.

4.1.6.11. The contractor will provide ADP services for library computer systems and for connectivity to remote systems including Commercial databases, the Internet and other NASA library systems. The contractor will make recommendations for upgrades to maintain full access. The contractor will maintain the library's home page to make all electronic resources easily available to users.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JIL 1

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: Library Services & Publications Processing

SCHEDULE:

Estimated Beginning Date: January 1, 2004

Estimated Completion Date: September 30, 2004

Labor Category:

	Est. Hours	Est. Hrs Monthly	Direct Labor Rate	Total Direct Cost
Lib. Business Manager				
Systems Administrator				
Circulation Technician				
Info. Sciences Librarian				
Cataloging Library Technician				
ILL Library Technician				
Reference Librarian				
Reports Library Technician				
Lib. Technical Services Mgr.				
Cataloging Library Technician				
Total Direct Labor			B-4	
Overhead				
Subcontract Labor Services				
Subtotal Labor and Subcontracts				
G&A				
OTHER DIRECT COSTS				
Materials				
Travel				
Training				
Other ODC				
Total ODCs (Not to Exceed)				
G&A				
Flow-through Items				

ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 1,240,840

This amount shall not be exceeded without prior approval of the Contracting Officer

12/29/03

NNA04CA76

Task Order No.: JIL-1

Task Requester: Joseph Langdon

Date: 12/1/03

COTR: John Adams

Date: 12/12/03

Contracting Officer: Maree E. Darish

Date: 12/12/03

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: Joseph A. Langdon

Date: 1/2/04

COTR Concurrence of Contractor's Task Plan: John Adams

Date: 1/8/04

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]
for Ed Shoncais

Date: 12-29-03

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 1/1/2004

Completion Date: 9/30/2004

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Maree E. Darish

Date: 1/14/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JIL-1

Task Description for :

Library Services and Publications Processing

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task will be from January 1, 2004 through September 30, 2004, unless specifically identified otherwise in the task.

B. Description of Work

Provide library services as specified in Section J, Attachment A1, "Statement of Work", paragraphs 4.1.6, 4.1.6.1, 4.1.6.2, 4.1.6.3, 4.1.6.4, 4.1.6.5, 4.1.6.6, 4.1.6.7, 4.1.6.8, 4.1.6.9, 4.1.6.10, 4.1.6.11, dated June 3, 2003.

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m. Library hours are from 8:00 a.m. through 4:30 p.m., Monday through Friday (excluding official government holidays).

D. Government Furnished Equipment

A listing of government furnished equipment is provided in Section J, Attachment A3, "Government Furnished Equipment," SOW Function 4.1, Equipment in Buildings 202, 239, and 269.

E. Performance Requirements Summary (see attached)

Performance requirements for the products and services required by this task order are listed in Section J, Attachment A2, "Performance Requirements Summary," sections SOW 4.1.6 "Library Services", dated May 16, 2003.

Perform Requirements Summary

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Procure government and rush materials 	<p>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.</p>	<p>95% accuracy in ordering. 80% of regular orders done within 1 day. 100% of rush orders done within 4 hrs.</p>	<p>Number of claims and reordered items. Number of rush orders ordered on time.</p>	<p>450 electronic items and indices procured yearly.</p>	<p>Random survey of orders and claims.</p>
<ul style="list-style-type: none"> Receive materials. 	<p>Acceptance of only correct items.</p>	<p>98% accuracy in receivables.</p>	<p>Number of incorrectly ordered items returned to vendors.</p>	<p>Receive yearly 6,500 journal issues, 1,300 books, 6,600 reports.</p>	<p>Report on number of incorrect items sent back to vendors.</p>
<ul style="list-style-type: none"> Recommend additions to collections. 	<p>Additions appropriate to ARC mission & research.</p>	<p>90% of materials useful to current research staff.</p>	<p>Circulation and usage of received materials.</p>	<p>Recommend 1,300 books and 1,300 journals.</p>	<p>Review of usage statistics for new materials and customer and Library User Committee feedback.</p>
<ul style="list-style-type: none"> Keep records of orders. 	<p>Timely & complete recording of orders, receivables, and costs.</p>	<p>Weekly records available to NASA via Excel spreadsheet or GALAXIE software.</p>	<p>New and complete records.</p>	<p>450 procurements yearly; 2,600 recommendations yearly.</p>	<p>Review of weekly report against samples of receivables.</p>

Perform Requirements Summary

<ul style="list-style-type: none"> Catalog, classify, process and prepare materials in accordance with national standards. Convert holdings to machine-readable format. 	<p>Conform to LC classification numbers and subject headings, AACR2, OCLC, CONSER, DLC and NASA Thesaurus terms.</p>	<p>Assign a minimum of 3 and maximum of 10 subject headings per item.</p>	<p>Bibliographic data for newly ordered materials.</p>	<p>450 items cataloged and processed yearly. 470 items converted to machine-readable format yearly.</p>	<p>Sampling of newly entered bibliographic data in GALAXIE.</p>
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Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Bind and keep current holding records for all journals and standing orders. 	<p>Bind journals within 18 months of issue. Update current holdings records using government-provided software.</p>	<p>75% of journals bound within 18 months of issue. Government-provided software updated within 3 days of receivable.</p>	<p>Number of journals bound yearly. Number of issues checked in on government-provided software.</p>	<p>1,300 journals bound yearly. 6,500 journal issues received yearly.</p>	<p>Monthly report on binding. Journal holdings on government-provided system.</p>
<ul style="list-style-type: none"> Charge books in and out, shelve materials, route materials, and ensure materials are returned to libraries. 	<p>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>	<p>97% of books properly tracked in GALAXIE. 90% of materials reshelved within 2 wks. 100% of materials routed within 1 week. The Information Desk shall be staffed 100% of the time during regular working hours.</p>	<p>GALAXIE statistics. Number of carts to shelve. Number of items routed. Number of times the Information Desk area does not have a Library staff member near it.</p>	<p>6,200 items charged out yearly. 15,000 items shelved. 500 items routed; 775 overdues sent. 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. Random observance of departmental work and customer feedback.</p>

Performance Requirements Summary

- 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.

Perform Requirements Summary

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Promote library use by Center staff. Instruct customers on use of collections & resources. 	<p>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>	<p>1200 approaches to customers. 3 formal marketing events yearly.</p>	<p>Number of customers contacted. Number of marketing events.</p>	<p>1200 approaches to customers yearly. 3 marketing events yearly.</p>	<p>Observation of customer approaches, formal report of approaches, customer feedback. Attendance at marketing events</p>
<ul style="list-style-type: none"> Obtain interlibrary loan materials; comply with copyright restrictions. 	<p>Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.</p>	<p>Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.</p>	<p>Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.</p>	<p>Obtain 1200 ILLs for staff. Fill 1200 ILLs for other libraries.</p>	<p>Monthly report on ILL statistics. Review of log for copyrighted article tracking.</p>

Performance Requirements Summary

- 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 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.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> • Provide IT services for library computer systems and connectivity to remote systems. 	<p>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.</p>	<p>Catalog and mounted databases and CD ROM's will be available 99% of the time. Upgrades will be prioritized within budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Handle 1100 incidents yearly. Recommend 20 IT purchases yearly.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>

JIL-1.0 Task Plan

Library Services

Planners Collaborative will provide 9.66 full-time positions.

The library staff will meet or exceed the performance requirements as stated in the Performance Requirements Summary as follows:

[ACQUISITIONS/SERIALS]

4.1.6.1 The library staff will procure government and rush materials and recommend commercial and government resources to add to the library collection based upon patron input, standard review sources, online resources and estimated usage; verify bibliographic information, prepare orders and keep current records of order status using Galaxie. The library staff will receive, inspect and check in the materials ordered and claim materials not received. The library staff will also keep accurate records of invoice and payment information. The library staff will purchase Center-wide access to electronic resources where appropriate to enhance research capability and convenience for patrons.

[TECHNICAL SERVICES/CATALOGING]

4.1.6.2 The library staff will catalog, classify, process and prepare materials purchased for the libraries in accordance with National Standards, such as AACR2, OCLC bibliographic formats and LC classification. The library staff will convert to machine-readable cataloging format those items not already in the online catalog using Galaxie, OCLC or original cataloging as appropriate.

[ACQUISITIONS]

4.1.6.3 Orders will be placed with vendors providing the fastest service and the best value. The library staff will conduct ongoing evaluations of vendors to assure quality and timely service. The performance of subscription vendors will be carefully reviewed during the journal procurement process to assure the best possible value and service. Online ordering shall be employed whenever possible to speed delivery times.

[ACQUISITIONS]

4.1.6.4 Library financial records for purchased materials will be kept current using Galaxie. Financial reports, such as invoice lists and fund reports, will be provided to the Task Manager using the Galaxie database. Weekly order lists shall be maintained. All invoices will be paid in sufficient time to ensure that no adverse financial or business impact accrues to the government.

[ACQUISITIONS/SERIALS]

4.1.6.5 The library staff will bind key journals within 18 months of issue and keep current records of the Center's holdings for all journals and standing orders using Galaxie. The library staff will provide such information regarding the Center's holdings directly to the Agency for inclusion in Agency-wide lists.

[CIRCULATION]

4.1.6.6 The library staff will circulate materials to Center staff and keep current records in Galaxie so that materials are traceable. The library staff will regularly shelve materials within 2 weeks of return or receipt, route materials to customers as requested and ensure that materials are returned to the library. Library staff will man the Life Sciences Information Desk 100% of the time during regular working hours. Library staff will shift materials as necessary to accommodate growth or better access.

[REFERENCE]

4.1.6.7 The library staff will use various resources (collections at the Center, other libraries, electronic literature searching systems and the Internet) to obtain comprehensive and accurate information for the customers in a timely manner and within their deadlines. Results will be transmitted to the customer in the format requested.

[REFERENCE]

4.1.6.8 The library staff will promote the products and services of the library to the Center staff by conducting special events, orientations and training sessions either at the library or in other buildings on the Center, for the convenience of users. Library staff will provide instruction to users on the most effective methods for using online resources in the library or in their offices. The library staff at the Life Sciences Library will meet or exceed 1200 approaches to patrons.

[INTERLIBRARY LOANS]

4.1.6.9 The library will obtain materials not available at the Ames Libraries through interlibrary loan and will comply with copyright restrictions at all times. Materials will be obtained from the fastest and most economical sources, such as other NASA libraries, AIAA Dispatch, Ingenta and CISTI. Transmission using Ariel will be used whenever possible. The library will also loan needed information and materials to other libraries.

[STAFF]

4.1.6.10 All librarians will possess the Master of Librarianship, Master of Library and Information Sciences, Master of Library Science or equivalent library Master's degree. Selected staff will hold a security clearance for access to classified or proprietary materials.

[NETWORK]

4.1.6.11 The library staff will provide IT services for library computer systems and for connectivity to remote systems including commercial databases, the Internet and other NASA library systems. The library staff will make recommendations for upgrades to maintain full access. The library staff will maintain the library's home page to make all electronic resources easily available to users.

Task Order No.: JIL-1.1

Task Description for :

Library Services and Publications Processing

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task will be from October 1, 2004 through September 30, 2005, unless specifically identified otherwise in the task.

B. Description of Work

Provide library services as specified in Section J, Attachment A1, "Statement of Work", paragraphs 4.1.6, 4.1.6.1, 4.1.6.2, 4.1.6.3, 4.1.6.4, 4.1.6.5, 4.1.6.6, 4.1.6.7, 4.1.6.8, 4.1.6.9, 4.1.6.10, 4.1.6.11, dated June 3, 2003.

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m. Library hours are from 8:00 a.m. through 4:30 p.m., Monday through Friday (excluding official government holidays).

D. Government Furnished Equipment

A listing of government furnished equipment is provided in Section J, Attachment A3, "Government Furnished Equipment," SOW Function 4.1, Equipment in Buildings 202, 239, and 269.

E. Performance Requirements Summary (see attached)

Performance requirements for the products and services required by this task order are listed in Section J, Attachment A2, "Performance Requirements Summary," sections SOW 4.1.6 "Library Services", dated May 16, 2003.

F. Performance Requirements Summary for Code JI Division

Performance requirements for the products and services required by this function are listed in a CTO Revision Request dated 7/16/2004. "The objective of this CTO is to provide a range of systems administration services and technical support to the Documentation Development Division (Code JI) and Reproduction (Code JIR). The specific scope and nature of these services and support are defined under the main Task Order #JIL-1 and by attachments." Performance requirements also include support for the former Photo & Video groups (formerly Code JI, now part of Code EX) until such time as told otherwise. See the original CTO for attachments pages.

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Procure government and rush materials 	<p>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.</p>	<p>95% accuracy in ordering. 80% of regular orders done within 1 day. 100% of rush orders done within 4 hrs.</p>	<p>Number of claims and reordered items. Number of rush orders ordered on time.</p>	<p>450 electronic items and indices procured yearly.</p>	<p>Random survey of orders and claims.</p>
<ul style="list-style-type: none"> Receive materials. 	<p>Acceptance of only correct items.</p>	<p>98% accuracy in receivables.</p>	<p>Number of incorrectly ordered items returned to vendors.</p>	<p>Receive yearly 6,500 journal issues, 1,300 books, 6,600 reports.</p>	<p>Report on number of incorrect items sent back to vendors.</p>
<ul style="list-style-type: none"> Recommend additions to collections. 	<p>Additions appropriate to ARC mission & research.</p>	<p>90% of materials useful to current research staff .</p>	<p>Circulation and usage of received materials.</p>	<p>Recommend 1,300 books and 1,300 journals.</p>	<p>Review of usage statistics for new materials and customer and Library User Committee feedback.</p>
<ul style="list-style-type: none"> Keep records of orders. 	<p>Timely & complete recording of orders, receivables, and costs.</p>	<p>Weekly records available to NASA via Excel spreadsheet or GALAXIE software.</p>	<p>New and complete records.</p>	<p>450 procurements yearly; 2,600 recommendations yearly.</p>	<p>Review of weekly report against samples of receivables.</p>
<ul style="list-style-type: none"> Catalog, classify, process and prepare materials in accordance with national standards. Convert holdings to machine-readable format. 	<p>Conform to LC classification numbers and subject headings, AACR2, OCLC, CONSER, DLC and NASA Thesaurus terms.</p>	<p>Assign a minimum of 3 and maximum of 10 subject headings per item.</p>	<p>Bibliographic data for newly ordered materials.</p>	<p>450 items cataloged and processed yearly. 470 items converted to machine-readable format yearly.</p>	<p>Sampling of newly entered bibliographic data in GALAXIE.</p>

<ul style="list-style-type: none"> Bind and keep current holding records for all journals and standing orders. 	<p>Bind journals within 18 months of issue. Update current holdings records using government-provided software.</p>	<p>75% of journals bound within 18 months of issue. Government-provided software updated within 3 days of receivable.</p>	<p>Number of journals bound yearly.</p> <p>Number of issues checked in on government-provided software.</p>	<p>1,300 journals bound yearly.</p> <p>6,500 journal issues received yearly.</p>	<p>Monthly report on binding .</p> <p>Journal holdings on government-provided system.</p>
<ul style="list-style-type: none"> Charge books in and out, shelve materials, route materials, and ensure materials are returned to libraries. 	<p>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>	<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;</p> <p>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 comprehensive results. Promote library use by Center staff. Instruct customers on use of collections & resources. 	<p>Customers receive complete answers within their deadlines.</p> <p>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>	<p>98% of customers receive complete answers within their agreed upon deadlines.</p> <p>1200 approaches to customers.</p> <p>3 formal marketing events yearly.</p>	<p>Questions answered completely within deadline.</p> <p>Number of customers contacted.</p> <p>Number of marketing events.</p>	<p>4,000 reference questions answered.</p> <p>1200 approaches to customers yearly.</p> <p>3 marketing events yearly.</p>	<p>Customer interviews and feedback from Library User Committee and customers.</p> <p>Observation of customer approaches, formal report of approaches, customer feedback.</p> <p>Attendance at marketing events</p>

<ul style="list-style-type: none"> • Obtain interlibrary loan materials; comply with copyright restrictions. 	<p>Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.</p>	<p>Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.</p>	<p>Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.</p>	<p>Obtain 1200 ills for staff. Fill 1200 ills for other libraries.</p>	<p>Monthly report on ILL statistics. Review of log for copyrighted article tracking.</p>
<ul style="list-style-type: none"> • Ensure that selected staff librarians possess MLS or equivalent. Ensure that selected staff holds security clearance. 	<p>MLS degreed staff available in public service, cataloging, acquisition and serials departments. Staff available to work with classified materials.</p>	<p>MLS staff available in public services at all times, and available in cataloging and other departments 80% of time.</p>	<p>Number of MLS staff working in public areas and other departments. Number of accesses to vault.</p>	<p>Hire a minimum of 4 staff with MLS or MLIS degrees. Obtain a minimum of 4 secret clearances for public services staff.</p>	<p>Random observance of departmental work. Cumulative report of vault accesses.</p>
<ul style="list-style-type: none"> • Provide IT services for library computer systems and connectivity to remote systems. 	<p>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.</p>	<p>Catalog and databases mounted CD ROM's will be available 99% of the time. Upgrades will be prioritized within budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Handle 1100 incidents yearly. Recommend 20 IT purchases yearly.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>
<ul style="list-style-type: none"> • Provide IT services for Code JI Division and other Branch offices – to include Code JI Division, Code JIR Branch, and Code JIT Branch (as reorganized as Code EX (photo, video, Vits, displays). 	<p>Networks shall be fully operational for access by customers and Division staff. Upgrades recommended to NASA to maintain full access to currently mounted information and Center-wide applications.</p>	<p>Databases and servers will be available 99% of the time, unless prior warning regarding down time is provided by the Sys. Admin. Upgrades will be prioritized with budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Historical data is unavailable to base projected workloads on at this time.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>

CTO REVISION REQUEST

TECHNICAL AND ADMINISTRATIVE SERVICES	1. Contractor: NNA04CA76C	8. Contractor Task Order to be Revised #JIL-1
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3. Submittal Date: 7/16/04	4. Originator/Telephone No.: Karen D. Thompson #4-5979
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PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):

The objective of this CTO is to provide a range of systems administration services and technical support to the Documentation Development Division (Code JI) and Reproduction (Code JIR). The specific scope and nature of these services and support are defined under the main Task Order #JIL-1 and by attachments

6. Revised TO:

Systems Administration services for the last 3 months of this first contract year. not to exceed

APPROVAL

7. NASA Task Manager: <i>Joseph A. Langston</i>	8. Date: 7/16/04	9. COTR: <i>Karen D. Thompson</i>	10. Date: 7/19/04
11. Other Signature (Check if Required) <i>Karen D. Thompson</i>	12. Date: 7/16/04	13. Other Signature (Check if Required) <i>Carl D. ...</i>	14. Date: 7/22/04

Joseph A. Langston 7-19-04

System Administration Services for Code JI and Code JIL

The primary purpose of this task is to provide systems administration and systems engineering support. This support may address requirements for desktop systems, laptop and/or server systems.

Desktop Support for Non-ODIN Computers

A desktop computer is a client (typically a single user) computer resource required to perform general purpose business and administrative computing as well as a wide range of high level scientific and engineering (S&E) service. These systems typically employ a variety of COTS and Government provided application solutions that offer functionality such as: business program development and execution, desktop publishing, desktop multimedia development, desktop graphics, word processing, spreadsheet, presentation graphics, electronic messaging (e-mail, calendaring, forms), Internet tools, and anti-virus.

The following services will be provided for the desktop computers on a as needed basis:

- Upgrading of operating systems, including appropriate patches to meet Center minimum configuration standards
- Upgrading of NASA/Center standard COTS software (i.e., Microsoft Office, Netscape, Eudora Pro, and Norton Antivirus)
- 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, printing, etc.)
- Providing system problem diagnostics and crash recovery
- Performing regular backups of end-user data
- Coordinating/facilitating hardware maintenance calls

Laptop Support for Non-ODIN Computers

A laptop computer, like a desktop computer, is a client (typically a single user) computer resource required to perform general purpose business and administrative computing as well as a wide range of scientific and engineering (S&E) service. These systems typically employ a variety of COTS and Government provided application solutions that offer functionality such as: business program development and execution, desktop publishing, desktop multimedia development, desktop graphics, word processing, spreadsheet, presentation graphics, electronic messaging (e-mail, calendaring, forms), Internet tools, and anti-virus.

In addition, these systems require remote communication services (e.g., dial-up modems, ISDN, ISPs, etc.) that allow connectivity and functionality similar to a local, direct network connection while the end-user is at most remote locations (e.g., on travel or at home). Certain security related procedures and technology will most likely be required to access the Center's internal resources from outside locations.

Server Support:

- Upgrading of operating systems, including appropriate patches to meet NASA/Center minimum configuration standards
- Performing computer, peripheral, and network hardware and software installations
- Establishing and maintaining network accessibility via the primary network interface
- Conducting IT security checks, applying patches, and performing system/data recoveries after a break-in
- Performing routine administration of systems (e.g., account & file management, system performance tuning, etc.)
- Providing system problem diagnostics and crash recovery
- Performing regular backups of end-user data.
- Coordinating/facilitating hardware maintenance calls

In addition:

As per the *NASA Procedures and Guidelines: Security of Information Technology* (NPD 2810), each system must have a System Administrator who ensures that the protective security measures of the system are functional and who maintains its security posture. Depending on the complexity and security needs of a system or application, the System Administrator may have a designated System Security Administrator who assumes security responsibilities. Although line managers are accountable for the operation and security of systems, System Administrators usually do the hands-on operational and security work.

The System Administrator, whether a civil service or contractor employee, is responsible for the following:

- a. Making sure all users complete an Account Request Document approved by a Government management official responsible for the individual (manager, sponsor, task manager, etc.) for all user accounts.
- b. Promptly disabling access to a user's account if the user is identified as having left the Center, changed assignments, changed contracts, or completed work on a grant, or as no longer requiring system access. Written authorization will be required from the Government management official, who originally authorized the account, to reactivate the user's account.
- c. Granting only to individuals who have had the appropriate personnel screening. The Center IT Security Manager will provide a process for verifying that appropriate screening has been completed and that the individual is eligible to be issued an account.
- d. Granting accounts to foreign nationals without permanent resident alien status only with prior approval by the Center Chief of Security (CCS).
- e. Performing annual self-inspections of their systems and reporting the findings to their line managers and the cognizant organizational Computer Security Official (CSO) or designee. The Center IT Security Manager will provide guidance for conducting self-inspections.
- f. Reporting IT security incidents.
- g. In response to an IT security incident, taking necessary actions to prevent further damage to their systems and documenting their actions.
- h. Identifying personnel who will be responsible for systems if an IT security incident requiring immediate attention occurs when the System Administrator is absent. The names and contact information for these personnel will be provided to their management and their organizational CSO.
- i. Periodically using tools to verify and/or monitor compliance to password guidelines.
- j. Using IT security tools to assist in detecting modifications to the system and monitoring audit logs.
- k. Ensuring that security controls are in place and functioning.

Deliverables:

The only deliverable I would require is an email for updating purposes only

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JIL 1 Revision No. 1

7/14/2004

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Library Services & Publications Processing**

PURPOSE: Increase task by B-4 for Code JI IT support

Estimated Beginning Date: **January 1, 2004**

Estimated Completion Date: **September 30, 2004**

Labor Category:	Est. Hours	Est. Hrs Monthly	Direct Labor Rate	Total Direct Cost
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Lib. Business Manager Systems Administrator Circulation Technician Info. Sciences Librarian Cataloging Library Technician ILL Library Technician Reference Librarian Reports Library Technician Lib. Technical Services Mgr. Cataloging Library Technician Life Sciences Lib. Tech Library Manager Total Direct Labor Overhead Subcontract Labor Services Subtotal Labor and Subcontracts G&A OTHER DIRECT COSTS Materials Travel Training Other ODC Total ODCs (Not to Exceed) G&A Flow-through Items	<div style="text-align: center; vertical-align: middle;">B-4</div>			
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ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:	B-4
ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:	
ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:	<u>\$ 1,296,018</u>

This amount shall not be exceeded without prior approval of the Contracting Officer

AM
7/14/04

NNA04CA76

Task Order No.: JIL-1

Task Requester: Joseph Langdon

Date: 12/1/03

COTR: John Adams

Date: 12/12/03

Contracting Officer: Marc E. Davis

Date: 12/12/03

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate: Joseph A. Langdon

Date: 1/7/04

COTR Concurrence of
Contractor's Task Plan: John Adams

Date: 1/8/04

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative: [Signature]
for Ed Stouckis

Date: 12-29-03

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 1/1/2004

Completion Date: 9/30/2004

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Marc E. Davis

Date: 1/14/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JIL-1

Task Description for :

Library Services and Publications Processing

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task will be from January 1, 2004 through September 30, 2004, unless specifically identified otherwise in the task.

B. Description of Work

Provide library services as specified in Section J, Attachment A1, "Statement of Work", paragraphs 4.1.6, 4.1.6.1, 4.1.6.2, 4.1.6.3, 4.1.6.4, 4.1.6.5, 4.1.6.6, 4.1.6.7, 4.1.6.8, 4.1.6.9, 4.1.6.10, 4.1.6.11, dated June 3, 2003.

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m. Library hours are from 8:00 a.m. through 4:30 p.m., Monday through Friday (excluding official government holidays).

D. Government Furnished Equipment

A listing of government furnished equipment is provided in Section J, Attachment A3, "Government Furnished Equipment," SOW Function 4.1, Equipment in Buildings 202, 239, and 269.

E. Performance Requirements Summary (see attached)

Performance requirements for the products and services required by this task order are listed in Section J, Attachment A2, "Performance Requirements Summary," sections SOW 4.1.6 "Library Services", dated May 16, 2003.

Performance Requirements Summary

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Procure government and rush materials 	<p>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.</p>	<p>95% accuracy in ordering. 80% of regular orders done within 1 day. 100% of rush orders done within 4 hrs.</p>	<p>Number of claims and reordered items. Number of rush orders ordered on time.</p>	<p>450 electronic items and indices procured yearly.</p>	<p>Random survey of orders and claims.</p>
<ul style="list-style-type: none"> Receive materials. 	<p>Acceptance of only correct items.</p>	<p>98% accuracy in receivables.</p>	<p>Number of incorrectly ordered items returned to vendors.</p>	<p>Receive yearly 6,500 journal issues, 1,300 books, 6,600 reports.</p>	<p>Report on number of incorrect items sent back to vendors.</p>
<ul style="list-style-type: none"> Recommend additions to collections. 	<p>Additions appropriate to ARC mission & research.</p>	<p>90% of materials useful to current research staff.</p>	<p>Circulation and usage of received materials.</p>	<p>Recommend 1,300 books and 1,300 journals.</p>	<p>Review of usage statistics for new materials and customer and Library User Committee feedback.</p>
<ul style="list-style-type: none"> Keep records of orders. 	<p>Timely & complete recording of orders, receivables, and costs.</p>	<p>Weekly records available to NASA via Excel spreadsheet or GALAXIE software.</p>	<p>New and complete records.</p>	<p>450 procurements yearly; 2,600 recommendations yearly.</p>	<p>Review of weekly report against samples of receivables.</p>

Perform Requirements Summary

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Catalog, classify, process and prepare materials in accordance with national standards. Convert holdings to machine-readable format. 	<p>Conform to LC classification numbers and subject headings, AACR2, OCLC, CONSER, DLC and NASA Thesaurus terms.</p>	<p>Assign a minimum of 3 and maximum of 10 subject headings per item.</p>	<p>Bibliographic data for newly ordered materials.</p>	<p>450 items cataloged and processed yearly. 470 items converted to machine-readable format yearly.</p>	<p>Sampling of newly entered bibliographic data in GALAXIE.</p>
<ul style="list-style-type: none"> Bind and keep current holding records for all journals and standing orders. 	<p>Bind journals within 18 months of issue. Update current holdings records using government-provided software.</p>	<p>75% of journals bound within 18 months of issue. Government-provided software updated within 3 days of receivable.</p>	<p>Number of journals bound yearly. Number of issues checked in on government-provided software.</p>	<p>1,300 journals bound yearly. 6,500 journal issues received yearly.</p>	<p>Monthly report on binding. Journal holdings on government-provided system.</p>
<ul style="list-style-type: none"> Charge books in and out, shelve materials, route materials, and ensure materials are returned to libraries. 	<p>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>	<p>97% of books properly tracked in GALAXIE. 90% of materials reshelved within 2 wks. 100% of materials routed within 1 week. The Information Desk shall be staffed 100% of the time during regular working hours.</p>	<p>GALAXIE statistics. Number of carts to shelve. Number of items routed. Number of times the Information Desk area does not have a Library staff member near it.</p>	<p>6,200 items charged out yearly. 15,000 items shelved. 500 items routed; 775 overdues sent. 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. Random observance of departmental work and customer feedback.</p>

Perform Requirements Summary

- 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.

Perform Requirements Summary

Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Promote library use by Center staff. Instruct customers on use of collections & resources. 	<p>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>	<p>1200 approaches to customers. 3 formal marketing events yearly.</p>	<p>Number of customers contacted. Number of marketing events.</p>	<p>1200 approaches to customers yearly. 3 marketing events yearly.</p>	<p>Observation of customer approaches, formal report of approaches, customer feedback. Attendance at marketing events</p>
<ul style="list-style-type: none"> Obtain interlibrary loan materials; comply with copyright restrictions. 	<p>Fill interlibrary loan requests for ARC staff and other libraries. Comply with copyright restrictions.</p>	<p>Fill 93% of outgoing ILL requests. Fill 60% of incoming ILL requests. Comply with copyright restrictions 100% of time.</p>	<p>Number of filled ILL orders from ARC and other sources. Log of journal articles ordered by title and year.</p>	<p>Obtain 1200 ills for staff. Fill 1200 ills for other libraries.</p>	<p>Monthly report on ILL statistics. Review of log for copyrighted article tracking.</p>

Perform. Requirements Summary

<ul style="list-style-type: none"> Ensure that selected staff librarians possess MLS or equivalent. Ensure that selected staff holds security clearance. 	<p>MLS degreed staff available in public service, cataloging, acquisition and serials departments. Staff available to work with classified materials.</p>	<p>MLS staff available in public services at all times, and available in cataloging and other departments 80% of time.</p>	<p>Number of MLS staff working in public areas and other departments. Number of accesses to vault.</p>	<p>Hire a minimum of 4 staff with MLS or MLIS degrees. Obtain a minimum of 4 secret clearances for public services staff.</p>	<p>Random observance of departmental work. Cumulative report of vault accesses.</p>
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Required Services	Performance Standards	Acceptable Quality Level	Performance Measurement	Estimated Workload	Method of Surveillance
<ul style="list-style-type: none"> Provide IT services for library computer systems and connectivity to remote systems. 	<p>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.</p>	<p>Catalog and mounted databases and CD ROM's will be available 99% of the time. Upgrades will be prioritized within budget constraints.</p>	<p>Access and speed of information retrieval on electronic systems. Software and hardware systems meet Centerwide standard.</p>	<p>Handle 1100 incidents yearly. Recommend 20 IT purchases yearly.</p>	<p>Use of system to randomly sample speeds and access. Checking of recommended software against Center licensed software. Checking of costs against budget.</p>

JIL-1.0 Task Plan Library Services

Planners Collaborative will provide 9.66 full-time positions.

The library staff will meet or exceed the performance requirements as stated in the Performance Requirements Summary as follows:

[ACQUISITIONS/SERIALS]

4.1.6.1 The library staff will procure government and rush materials and recommend commercial and government resources to add to the library collection based upon patron input, standard review sources, online resources and estimated usage; verify bibliographic information, prepare orders and keep current records of order status using Galaxie. The library staff will receive, inspect and check in the materials ordered and claim materials not received. The library staff will also keep accurate records of invoice and payment information. The library staff will purchase Center-wide access to electronic resources where appropriate to enhance research capability and convenience for patrons.

[TECHNICAL SERVICES/CATALOGING]

4.1.6.2 The library staff will catalog, classify, process and prepare materials purchased for the libraries in accordance with National Standards, such as AACR2, OCLC bibliographic formats and LC classification. The library staff will convert to machine-readable cataloging format those items not already in the online catalog using Galaxie, OCLC or original cataloging as appropriate.

[ACQUISITIONS]

4.1.6.3 Orders will be placed with vendors providing the fastest service and the best value. The library staff will conduct ongoing evaluations of vendors to assure quality and timely service. The performance of subscription vendors will be carefully reviewed during the journal procurement process to assure the best possible value and service. Online ordering shall be employed whenever possible to speed delivery times.

[ACQUISITIONS]

4.1.6.4 Library financial records for purchased materials will be kept current using Galaxie. Financial reports, such as invoice lists and fund reports, will be provided to the Task Manager using the Galaxie database. Weekly order lists shall be maintained. All invoices will be paid in sufficient time to ensure that no adverse financial or business impact accrues to the government.

[ACQUISITIONS/SERIALS]

4.1.6.5 The library staff will bind key journals within 18 months of issue and keep current records of the Center's holdings for all journals and standing orders using Galaxie. The library staff will provide such information regarding the Center's holdings directly to the Agency for inclusion in Agency-wide lists.

[CIRCULATION]

4.1.6.6 The library staff will circulate materials to Center staff and keep current records in Galaxie so that materials are traceable. The library staff will regularly shelve materials within 2 weeks of return or receipt, route materials to customers as requested and ensure that materials are returned to the library. Library staff will man the Life Sciences Information Desk 100% of the time during regular working hours. Library staff will shift materials as necessary to accommodate growth or better access.

[REFERENCE]

4.1.6.7 The library staff will use various resources (collections at the Center, other libraries, electronic literature searching systems and the Internet) to obtain comprehensive and accurate information for the customers in a timely manner and within their deadlines. Results will be transmitted to the customer in the format requested.

[REFERENCE]

4.1.6.8 The library staff will promote the products and services of the library to the Center staff by conducting special events, orientations and training sessions either at the library or in other buildings on the Center, for the convenience of users. Library staff will provide instruction to users on the most effective methods for using online resources in the library or in their offices. The library staff at the Life Sciences Library will meet or exceed 1200 approaches to patrons.

[INTERLIBRARY LOANS]

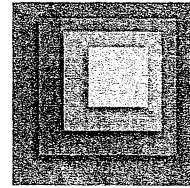
4.1.6.9 The library will obtain materials not available at the Ames Libraries through interlibrary loan and will comply with copyright restrictions at all times. Materials will be obtained from the fastest and most economical sources, such as other NASA libraries, AIAA Dispatch, Ingenta and CISTI. Transmission using Ariel will be used whenever possible. The library will also loan needed information and materials to other libraries.

[STAFF]

4.1.6.10 All librarians will possess the Master of Librarianship, Master of Library and Information Sciences, Master of Library Science or equivalent library Master's degree. Selected staff will hold a security clearance for access to classified or proprietary materials.

[NETWORK]

4.1.6.11 The library staff will provide IT services for library computer systems and for connectivity to remote systems including commercial databases, the Internet and other NASA library systems. The library staff will make recommendations for upgrades to maintain full access. The library staff will maintain the library's home page to make all electronic resources easily available to users.



PLANNERS COLLABORATIVE

MEMORANDUM

To: John Adams, COTR

Date: September 26, 2005

Ref: NNA04CA76C Task Order:

JI 7.2 Support for HQ Aeronautics Outreach Activities

Planners Collaborative is submitting our Task Plan for the referenced Task Order for period October 1, 2005 – September 30, 2006.

Sincerely,

Doreen Cohen
Planners Collaborative

cc: Planners Collaborative West

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JI 7.2

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Support for HQ Aeronautics Outreach Activities**

SCHEDULE:

Estimated Beginning Date: **October 1, 2005**

Estimated Completion Date: **December 31, 2005**

Labor Category:	<u>Est.</u> Hours	<u>Est.</u> Hrs. Monthly	<u>Direct Labor</u> Rate	<u>Total</u> Direct Cost
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- Total Direct Labor
- Overhead
- Subcontract Labor Services
- Subtotal Labor and Subcontracts
- G&A
- OTHER DIRECT COSTS
- Materials
- Travel
- Training
- Other ODC
- Total ODCs (Not to Exceed)
- G&A
- Flow-through Items

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ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 38,088

This amount shall not be exceeded without prior approval of the Contracting Officer

CM
9/23/05

NNA04CA76C

Task Order No.: JI-7.2

Task Requester: Anthony Springer

Date: 9/1/05

COTR: Mark Adams

Date: 9/2/05

Contracting Officer: Carla D. T...

Date: 9/6/05

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: A. SPRINGER

Date: 10/3/05

COTR Concurrence of Contractor's Task Plan: Mark Adams

Date: 10/3/05

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]

Date: 9-26-05

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 10/1/05

Completion Date: 12/31/05

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Carla D. T... Date: _____

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JI-7.2

Task Description for:

Support for HQ Aeronautics Outreach Activities

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this task is October 1, 2005 through September 30, 2006

B. Description of Work

Perform activities as directed in support of Office of Aeronautics outreach activities.

Coordination of Aerospace Design exhibit including site selection, set-up, teardown, and management of both the exhibit and artifacts with final approval of sites and schedule by Office of Aeronautics.

Coordinate two popup versions of exhibit to venues across country.

Coordinate and facilitate material and artifacts collection and dissemination process at NASA centers as defined and other locations.

Develop concepts for future exhibits

Staff Office of Aeronautics Exhibits

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 6:30 a.m. and 9:00 a.m. and ending between 3:00 p.m. and 5:30 p.m.

D. Government Furnished Equipment

Exhibits and related equipment.

Task Plan JI 7.2

Headquarters Outreach

Planners Collaborative will provide one full-time Outreach Coordinator to support this task. The Coordinator will possess the following qualifications:

- Knowledge of NASA aeronautics activities
- Knowledge of Museum practices including artifact handling, collections management
- Knowledge of exhibit design, fabrication, setup, teardown
- Experience dealing with Art museums, Aerospace Museums, other venues
- Experience in coordination of multi-center facility programs
- Professional Art background or degree
- Familiarization with NASA artifacts and artifacts policies

Scope of Work:

Coordination of Aerospace Design exhibit including site selection, setup, teardown, and management of both the exhibit and artifacts with final approval of sites and schedule by Office of Aeronautics. Coordinate two popup versions of exhibit to venues across country. Coordinate and facilitate material and artifacts collection and dissemination process at NASA centers as defined and other locations. Develop concepts for future exhibits. Staff Office of Aeronautics Exhibits

Travel:

Function requires travel to staff, site selection, setup, and teardown and coordination activities.

Location:

Outreach Coordinator will be assigned at or near Langley Research Center

NNA04CA76C

Task Order No.: JI 7.1

Task Requester: [Signature]

Date: 5/2/05

COTR: [Signature]

Date: 5/9/05

Contracting Officer: _____

Date: _____

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: [Signature]

Date: 5/2/05

COTR Concurrence of Contractor's Task Plan: [Signature]

Date: 5/9/05

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]

Date: 5-9-05

AUTHORIZATION:

Authorized period of performance:

Beginning Date: June 1, 2005

Completion Date: September 30, 2005

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: [Signature]

Date: 5/18/05

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JI 7.1

Task Description for :

Support for HQ Aeronautics Outreach Activities

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

June 1, 2005 to September 30, 2005

B. Description of Work

Perform Activities as directed in support of Office of Aeronautics outreach activities

Coordination of Aerospace Design exhibit including site selection, setup, teardown, and management of both the exhibit and artifacts with final approval of sites and schedule by Office of Aeronautics

Coordinate two popup versions of exhibit to venues across country

Coordinate and facilitate material and artifacts collection and dissemination process at NASA centers as defined and other locations.

Develop concepts for future exhibits

Staff Office of Aeronautics Exhibits

C. Hours of Work

One FTE

D. Government Furnished Equipment

Exhibits and related equipment

Task Plan JI 7.1

Support for HQ Aeronautics Outreach Activities

Planners Collaborative will provide one full-time Outreach Coordinator to support this task. The Coordinator will possess the following qualifications:

- Knowledge of NASA aeronautics activities
- Knowledge of Museum practices including artifact handling, collections management
- Knowledge of exhibit design, fabrication, setup, teardown
- Experience dealing with Art museums, Aerospace Museums, other venues
- Experience in coordination of multi-center facility programs
- Professional Art background or degree
- Familiarization with NASA artifacts and artifacts policies

Scope of Work:

Coordination of Aerospace Design exhibit including site selection, setup, teardown, and management of both the exhibit and artifacts with final approval of sites and schedule by Office of Aeronautics. Coordinate two popup versions of exhibit to venues across country. Coordinate and facilitate material and artifacts collection and dissemination process at NASA centers as defined and other locations. Develop concepts for future exhibits. Staff Office of Aeronautics Exhibits

Travel:

Function requires travel to staff, site selection, setup, and teardown and coordination activities.

Location:

Outreach Coordinator will be assigned at or near Langley Research Center

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JI 6.1

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Customer Service**

SCHEDULE:

Estimated Beginning Date: **October 1, 2004**

Estimated Completion Date: **September 30, 2005**

Labor Category:

	Est. Hours	Est. Hrs. Monthly	Direct Labor Rate	Total Direct Cost
Customer Services Rep On-call			B-4	

Total Direct Labor
 Overhead
 Subcontract Labor Services
 Subtotal Labor and Subcontracts
 G&A
 OTHER DIRECT COSTS
 Materials
 Travel
 Training
 Other ODC
 Total ODCs (Not to Exceed)
 G&A
 Flow-through Items

			B-4	

ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 55,617

This amount shall not be exceeded without prior approval of the Contracting Officer

CMW
9/24/04

NNA04CA76

Task Order No.: JI-6.1

Task Requester: Karen D. Thompson *Karen D. Thompson*

Date: 9/1/04

COTR: Renee L. Johnson *Renee L. Johnson*

Date: 9/13/04

Contracting Officer: [Signature]

Date: 9/23/04

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: Karen D. Thompson *Karen D. Thompson*

Date: 10/4/04

COTR Concurrence of Contractor's Task Plan: John Adams *John Adams*

Date: 10/6/04

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]

Date: 9-27-04

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 10/1/04

Completion Date: 9/30/05

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: [Signature]

Date: 10/8/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JI-6.1

Task Description for :

Customer Service

Contract NNA04CA76

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance. October 1 through September 30 2005

B. Description of Work: As in SOW, section 4.1.8. In performing this work, the contractor will take care to make sure the information entered into Job Central is accurate, and that the description of work is adequate to identify the correct department(s) under which a job should be logged. The contractor will be sufficiently familiar with Branch work to accurately direct the job to a single or multiple departments. If necessary, the contractor will elicit a more detailed description from the customer to determine proper routing of the service request. The contractor will develop (with input from Branch and Division level management) and coordinate the printing of customer service questionnaires that they give to each customer for Code JI. The contractor will also collect questionnaires for delivery to the Chief of Code JI. The contractor will monitor the CMTS tracking system to develop a list of jobs scheduled for delivery each week within Code JI. This list will be provided to the Chief of Code JI. The contractor will return SRs with insufficient signatures or serial numbers to the requestor and indicate the missing information.

C. Hours of Work: The Customer Service desk will be open at 8:00 AM and close for the day at 4:30 pm.

D. Government Furnished Equipment: Computer hardware and software, as well as general office supplies will be provided by NASA.

E. Performance Requirements Summary: See RFP, page A2-14

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Description of Services	<p>Performance standards explain how well a job should be done. Standards for "Good" performance should be exceedable.</p> <p>Indicators of successful performance include:</p> <ul style="list-style-type: none"> * Accuracy * Timeliness * Customer satisfaction * Leadership * Resource management * Quantity or productivity * Initiative * Resourcefulness * Innovation * Leadership * Quality 	<p>Quantify the amount of work required for the task order performance period as best you can.</p>	<p>How will you measure contractor performance? Some examples include;</p> <ul style="list-style-type: none"> Random Sampling Customer Survey Task Manager Review Monthly Report

Task Plan JI 6.1
Customer Service

Planners Collaborative will provide 1 FTE to support this task.

Planners Collaborative will maintain an on-site staff of one contractor to take care that information is entered into job central accurately and routed to the correct department under which the work is to be logged. As much information is to be collected in order to properly route the request. Additional information will be solicited as necessary in order to complete the job properly. Questionnaires and other information required by the Chief of JI will also be collected. The contractor will monitor the CMTS tracking system to develop a list of jobs scheduled for delivery each week within Code JI and routed to the appropriate civil servant management. The SRs will be checked for errors or insufficient information and returned to the requestor for accurate completion.

For instances when the Customer Service Representative is absent (personal business, vacation, certain events or meetings), Planners will communicate with the Task Requester to determine the need for back-up staffing. When needed, Planners will provide a qualified staff member from our On-Call Team or from another task area.

CTO REVISION REQUEST

BUSINESS OPERATIONS AND TECHNICAL SERVICES	1. Contractor: Planners Collaborative	8. Contractor Task Order to be Revised Task Order No.: JH-3
3. Submittal Date: 4/20/04	4. Originator/Telephone No.: Human Resources Division, 5084	

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):


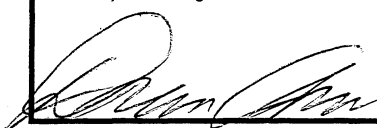
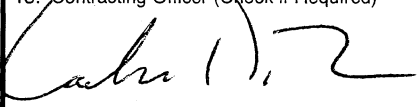
JH-3 Awards and Recognition

The task to "Provide support related to Awards and Recognition" originally referred to basic administrative and clerical tasks with close technical direction.

6. Revised TO:

This task has been augmented to include the independent coordination of award/recognition activities, including but not limited to, interfacing with Ames managers and employee explain award processes, preparing presenters with background information, providing pre-ceremony briefing for Center managers, and coordination various communication and related events. This increased complexity is better represented with the title Incentive Awards Program Specialist.

APPROVAL

7. NASA Task Manager: Joan McCullough	8. Date: 4/20/04	9. COTR: 	10. Date: 4/20/04
11. Project Manager: 	12. Date: 5-3-04	13. Contracting Officer (Check if Required) <input type="checkbox"/> 	14. Date: 5/11/04

CTO REVISION REQUEST

ADMINISTRATIVE AND TECHNICAL SERVICES

1. Contractor:
BOATS

8. Contractor Task Order to be Revised
Task Order No.: JH-1

3. Submittal Date:
7/30/04

4. Originator/Telephone No.:
Human Resources Division, 5084

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):

JH-1 Employee Development (Training)

This is needed to support increased organization and career development work, and to meet additional travel requirements.

6. Revised TO:

Increase requirement by 255 hours.

Increase travel ODC's by B-4

APPROVAL

7. NASA Task Manager:

[Signature]

8. Date:

7/30/04

9. COFR:

[Signature: John Adams]

10. Date:

8/9/04

11. Project Manager:

[Signature]

12. Date:

8/11/04

13. Contracting Officer (Check if Required)

[Signature: Carl...]

14. Date:

8/11/04

CTO REVISION REQUEST

ADMINISTRATIVE AND TECHNICAL SERVICES

1. Contractor:
BOATS

8. Contractor Task Order to be Revised
Task Order No.: JH-1

3. Submittal Date:
7/30/04

4. Originator/Telephone No.:
Human Resources Division, 5084

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):

JH-1 Employee Development (Training)

This is needed to support increased organization and career development work, and to meet additional travel requirements.

6. Revised TO:

Increase requirement by 255 hours.

Increase travel ODC's by

B-4

APPROVAL

7. NASA Task Manager:

8. Date:

7/30/04

9. CO/R:

10. Date:

8/9/04

11. Project Manager:

12. Date:

8-11-04

13. Contracting Officer (Check if Required)

14. Date:

CTO REVISION REQUEST

BUSINESS OPERATIONS AND TECHNICAL SERVICES	1. Contractor: Planners Collaborative	8. Contractor Task Order to be Revised Task Order No.: JH-1
3. Submittal Date: 4/20/04	4. Originator/Telephone No.: Human Resources Division, 5084	

PROPOSED REVISION

5. Revised FROM (Include a clear identification of Section, Task, Subtask, etc., which is being revised, and the reason for the revision):



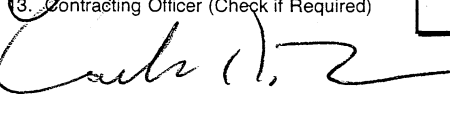
JH-1 Employee Development and Training

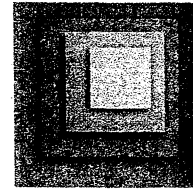
The task to "Develop and manage a comprehensive Program and Project Management Development Program" originally referred to the provision of formal coursework and other activities associated with the APPL (Academy of Program and Project Leadership).

6. Revised TO:

This task has been augmented to include the overall design, advocacy, implementation and management of a full program/project management program (of which APPL is one part). In addition to APPL, the more comprehensive development concept includes individual assessment, mentoring, non-APPL coursework, practical learning techniques, etc. It includes a programmed approach to developing future program and project managers for Ames and the agency. The expanded function would be better represented with the title of Senior Program Manager for Program and Project Management Development Programs.

APPROVAL

7. NASA Task Manager: Joan McCullough	8. Date: 4/20/04	9. COFR: 	10. Date: 4/20/04
11. Project Manager: 	12. Date: 5-3-04	13. Contracting Officer (Check if Required) <input type="checkbox"/> 	14. Date: 5/11/04



PLANNERS COLLABORATIVE

MEMORANDUM

To: Karen Moze, COTR

Date: April 5, 2007

Ref: NNA04CA76C Task Order:

JA 2.3 Contract Admin. Support for the Acquisition Division (Code JA)

Planners Collaborative is submitting our Task Plan for the referenced Task Order for period April 9, 2007 – September 30, 2007.

Sincerely,

Doreen Cohen
Planners Collaborative

cc: Planners Collaborative West

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

AMES RESEARCH CENTER

Moffett Field, CA 94035-1000

TASK ORDER

Contract No.: NNA04CA76C

Task Order No.: JA 2.3

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

B-5

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No. JA 2.3

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: **Contract Administration Support**

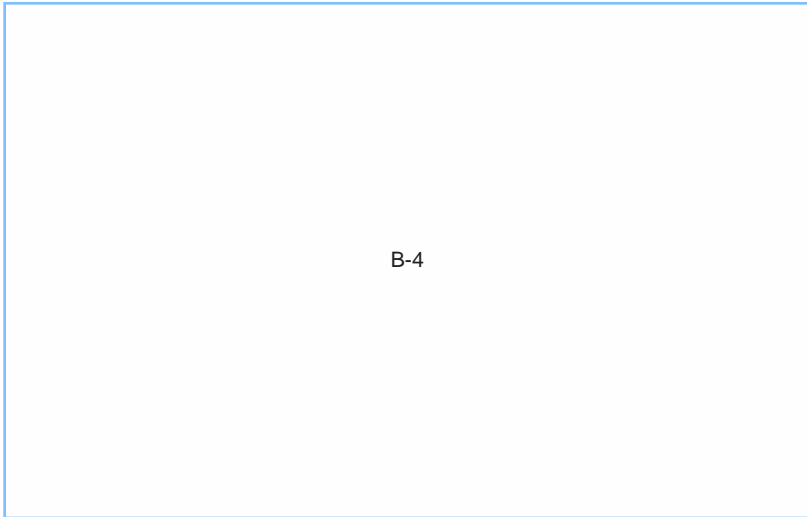
SCHEDULE:

Estimated Beginning Date: **April 9, 2007**

Estimated Completion Date: **September 30, 2007**

Labor Category:	Est. Hours	Est. Hrs. Monthly	Direct Labor Rate	Total Direct Cost
-----------------	---------------	----------------------	----------------------	----------------------

Total Direct Labor
Overhead
Subcontract Labor Services
Subtotal Labor and Subcontracts
G&A
OTHER DIRECT COSTS
Materials
Travel
Training
Other ODC
Total ODCs (Not to Exceed)
G&A
Flow-through Items



ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 117,135

This amount shall not be exceeded without prior approval of the Contracting Officer

OP
4/5/07

NNA04CA76C

Task Order No. JA 2.3

Task Requester:

Carl H. Z

Date:

3/27/07

COTR:

Karen Dlogz

Date:

3/30/07

Contracting Officer:

Carl H. Z

Date:

3/30/07

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate:

SEE PAGE TO FOLLOW

Date:

→

COTR Concurrence of
Contractor's Task Plan:

Karen Dlogz

Date:

4/5/07

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative:

[Signature]

Date:

4-5-07

AUTHORIZATION:

Authorized period of performance:

Beginning Date:

4/9/07

Completion Date:

9/30/07

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official:

SEE PAGE 2 OF 2

Date:

→

Distribution:

Contracting Officer (Original)

Contractor

COTR

Task Requester

NNA04CA76C

Task Order No: JA 2.3

Contracting Officer:

[Signature]
[Signature]

Date:

3/30/07

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate:

[Signature]
[Signature]

Date:

4/19/07

COTR Concurrence of Contractor's Task Plan:

[Signature]
[Signature]

Date:

4/5/07

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative:

[Signature]

Date:

7-5-07

AUTHORIZATION:

Authorized period of performance:

Beginning Date:

4/9/07

Completion Date:

9/30/07

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76C. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official:

[Signature]

Date:

^{MO}
4/9/07

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JA 2.3
Task Description for:

Contract Administration Support for the Acquisition Division

Contract NNA04CA76C

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

A. Period of Performance

The period of performance for this is from the effective date of the task order to September 30, 2007.

B. Description of Work

Contract administration services to support a variety of contract types including fixed price, cost plus fixed fee; and cost plus award fee. Work under this task includes contract administration for (6) Space Station Biological Research Project (SSBRP) contracts of which two are in termination. Effort will include completion of all contract administration activities in preparation of transferring the contracts to the JA Close-out team. Effort will include review and investigations of issues, research of regulations, document preparation and file maintenance. Contractor will work independently and provide recommended solutions and documents ready for Contracting Officer signature. The activities required under this task do not include any inherently governmental functions in accordance with FAR Part 7.3

Contractor shall perform tasks in accordance with the FAR and NASA FAR Supplement. ARC specific templates and forms will be provided to the contractor.

Duties include:

Development and Document Preparation of:

- Draft Request for Technical Evaluation
- Draft Pre and Post Negotiation Memorandums
- Draft Modifications to Contract including Supplement Agreements (i.e. funding, Award-Fee etc.)
- Draft Supplemental Agreements to Contract\
- Memorandums to File
- Delegations, correspondence, and Government Forms
-
- Review and Research NASA Far Supplement and FAR as required

File Maintenance:

- Pull together contract files and Maintain Contract Files

- Maintain Modification Indexes/Funding indexes and Voucher Spreadsheets
- Track and coordinate Purchase Requests, audits, etc.
- Draft Memorandums to File
- Draft Delegations, correspondence, and Government Forms

Data Entry

- Draft Data sheets 507 for input to FPDS - Federal Reporting System The Federal Procurement Data System (FPDS) and direct data input in FPDS

Other

- Maintain a safe work area
- Other duties as required to support the Contracting Officer's management of the NASA mission

C. Hours of Work

The standard workday is eight hours (not including an unpaid lunch period), Monday through Friday, beginning between 7:30 a.m. and 9:00 a.m. and ending between 4:00 p.m. and 5:30 p.m.

D. Government Furnished Equipment

All office supplies and equipment including computer workstation hardware, software, maintenance and supplies.

Performance Requirements Summary (see attached)

Required Services	Performance Standards	Estimated Workload
Provide full-time administrative contract support for the Acquisition Division. Contract Administration Services	<p>Maintain contract files daily.</p> <p>Working relationships with others are cooperative and respectful.</p> <p>Oral and written communications are open and honest. Information is accurate and effectively presented in a clear, concise, and well-organized manner.</p>	<p>Approx 40 hrs/wk.</p> <p>Random Sampling</p> <p>Task Manager Review</p> <p>Weekly Status Report</p>

All office supplies and equipment including computer workstation hardware, software, maintenance and supplies.

Performance Requirements Summary (see attached)

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Provide full-time administrative contract support for the Acquisition Division. Contract Administration Services	Maintain contract files daily. Working relationships with others are cooperative and respectful. Oral and written communications are open and honest. Information is accurate and effectively presented in a clear, concise, and well-organized manner. Work assignments are accomplished in an efficient and effective manner: (1) Assignments are generally completed by assigned deadlines; (2) The quality of work generally meets expectations and major revisions are rarely	Approx 40 hrs/wk. Random Sampling Task Manager Review Weekly Status Report	

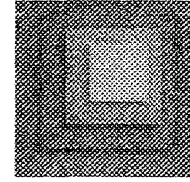
	<p>necessary; (3) Opportunities to improve processes, produces and service or reduce cost are when possible, identified.</p> <p>Performance of post and pre-award activities, including draft of contract modifications, assist in contract administration, and contract close-out meet the requirements of all applicable FAR and NASA regulations and policies.</p>		
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**TECHNICAL TASK ORDER RESPONSE JA2.3
BOOZ ALLEN HAMILTON**

Booz Allen Hamilton (BAH), as a subcontractor to Planners Collaborative Incorporate (PCI) on Contract NNA04CA76C, will provide support for task order JA2.3 in response to the request, dated April 2, 2007. The period of performance anticipated is April 9 – September 30, 2007.

One full-time Procurement Specialist will be provided to assist the NASA Ames Research Center Acquisition Division with acquisition planning, procurement justification, identification of process improvements and cost reductions, approval documentation, source selection plans, evaluation criteria, review and investigation of issues and regulations, contract line item structures, statements of work, task statements, contract modifications, document preparation, file maintenance and other contract correspondence. Performance activities shall meet the applicable FAR and NASA FAR regulations and policies. All office supplies and equipment, including a computer workstation, software, maintenance and supplies shall be provided to BAH. Any specific templates, computer access accounts, badges, and forms will be provided to BAH.

The primary place of performance will be Building 241, NASA Ames Research Center, Moffett Field, CA. Linda McCahon (mccahon_linda@bah.com) is the Ames Booz Allen point of contact. Weekly status reports shall be provided.



PLANNERS COLLABORATIVE

MEMORANDUM 220/209

To: Karen Moze, COTR
Date: October 18, 2006

Ref: NNA04CA76C Task Order:

JA 1.3 Office Admin. Services & University Grants

Planners Collaborative is submitting our Task Plan for the referenced Task Order for period October 1, 2006 – September 30, 2007.

Sincerely,


Doreen Cohen
Planners Collaborative

cc: Planners Collaborative West

NNA04CA76

Task Order No.: JA-1.3

Task Requester: Scott J. Malsom

Date: 10/4/06

COTR: Karen Ologe

Date: 10/4/06

Contracting Officer: Carlos J. Tou

Date: 10/4/06

Task Requester Concurrence of Contractor's Task Plan and Contractor's Cost Estimate: Scott J. Malsom

Date: 10/30/06

COTR Concurrence of Contractor's Task Plan: Karen Ologe

Date: 10/30/06

CONTRACTOR'S ACCEPTANCE:

Contractor's Representative: [Signature]

Date: 10-18-06

AUTHORIZATION:

Authorized period of performance:

Beginning Date: October 1, 2006

Completion Date: September 30, 2007

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Carlos J. Tou

Date: 11/14/06

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

report generation; document review, generation and tracking; management of office supplies; key operator functional support for Code JA Division photocopiers; non-ODIN property (non-SEB support), mail delivery/distribution, and general clerical support such as document preparation, distribution, copying, etc..

Functions for the Acquisition Business Process Support include support for processing grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions as well as providing support to the P-Card program and Directorate Portal office.

The Contractor shall perform these activities in conformance with NASA & ARC Policies, Guidelines, and Procedures, the FAR & the NASA FAR Supplement, and the NASA Grant Handbook.

Subtask 1.1.1 Office Administrative Services

A. Subtask Description

- Prepare Travel Authorization Packages (via Travel Manager) on behalf of Division staff as requested. Contractor personnel will take training and become proficient in the Travel Manager system and become the primary travel document preparer for the division;
- Maintain Spreadsheets of Code JAB onsite contractor list, all contractor list, & COTR training logs;
- Distribute Procurement Data System reports from FPDS, or similar Tracking Reports to Branch Chiefs and input any data changes and/ or corrections. Data changes/corrections shall be completed 2 days after receipt;
- Develop, maintain, and enter data from buyer log sheets for Simplified Acquisitions (SAP), Scientific and Engineering Workstation Procurement (SEWP), and Personnel Systems Center (PSC), Data entry of log sheets shall be completed, the log sheet initiated, dated and returned to Code JAB within 4 days of receipt;
- Input NF 507 data for incremental funding actions, closed contracts and purchase orders into Procurement systems databases, including NF 507s used to correct errors in Procurement Data Systems;
- Coordinate, prepare, and track Tax Exempt Certificates. Tax Certificates should be provided to the Contracting Officer within 3 days after request;
- Maintain tracking of spreadsheets of all inactive and closed contracts and locations;
- Mail NASA Vendor Packages when requested by Center Small Business Specialist;
- Monitor and maintain JA supplies and prepare orders forms for supplies, including paper and other routine office supplies. Coordinate with the Division Bankcard Buyer items not routinely stocked within 24 hours of request. Prepare quarterly reports summarizing store stock purchases including analysis of purchases and recommendations for more cost efficient purchases;
- Provide Key Operator support for JA photocopy machines including placing service calls when required, and ordering toners & monitoring toner levels;
- Monitor/maintain Non-ODIN Property (non-SEB) inventory. Follow-up discrepancies when needed. Perform quarterly reviews & coordinate findings with code JA, and follow-up on disparities;

knowledge of NASA's P-Card software system and Core Financial Software: SAP R/3 systems.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A.3 of the contract.

D. Performance requirements Summary

See attached.

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1 (continued)			
Distribution	Distribute documents within 5 days of receipt.	One distribution job per week	Spot-check customers
Copying	Turnaround daily all items left for copying	10-20 copy jobs daily	Spot-check log
Delivery Services	Respond timely to requests for delivery	1-2 actions per day	Spot-check customers
Filing	All documents filed within 24 hours of receipt.	Approximately 10 documents per week	Spot-check.
Other Administrative Duties	Complete within time indicated on job request.	2-3 actions per week	Review by requestor
Time permitting, provides admin support to other Code JA Branches	Proactively look for assignments when time is available.	Various, depending on workload.	Log sheets for jobs.
Subtask 1.2			
Grants—Reminding grant recipients and NASA task monitors of grant expiration dates and required action items.	Technical monitor will be contacted two months prior to expiration of grant	40-50 grants expire each month (total for both tasks)	Contractor monthly report based on log sheet of calls. Spot-check of task monitors.
P-Card Training & Best Practices documentation development	Complete documentation within timeframes identified by task request	As requested	P-Card Coordinator Feedback

Task Plan JA 1.3

Office Administrative Services and University Grants Services

Planners' subcontractor, MEI Technologies, Inc., will provide four positions to support office administrative services and university grant services.

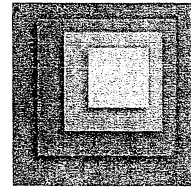
The Senior Grant Specialist will have at a minimum a high school diploma, three years work-related experience, and a solid working knowledge of the NASA grant administration process.

The Acquisitions administrative assistants and / or clerks will have at a minimum a high school diploma and two years of work-related experience. This work will be performed by professional, independent, and diplomatic staff with the ability to plan, organize, prioritize and structure required tasks and information.

The team will be split between office administrative services and university grant services to the extent required to perform, based on priorities set by the Grant Officer and the Code JA Task Manager.

Continuous advanced preparation and awareness of program needs will enable performance through periods of employee absences. Up-to-date desk guides will provide for efficient back-up capabilities.

Additional project needs of short duration that may arise will be met with existing staff through reassessment of priorities and reassessed deliverables process time, with the concurrence of the Code JA Task Manager.



PLANNERS COLLABORATIVE

MEMORANDUM

To: John Adams, COTR


Date: December 9, 2005

Ref: NNA04CA76C Task Order:

JA 1.2 Office Admin Services & University Grants

Planners Collaborative is submitting our Task Plan for the referenced Task Order for period October 1, 2005 – September 30, 2006.

Sincerely,


Doreen Cohen
Planners Collaborative

cc: Planners Collaborative West

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JA 1.2

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: Office Admin Services & University Grants

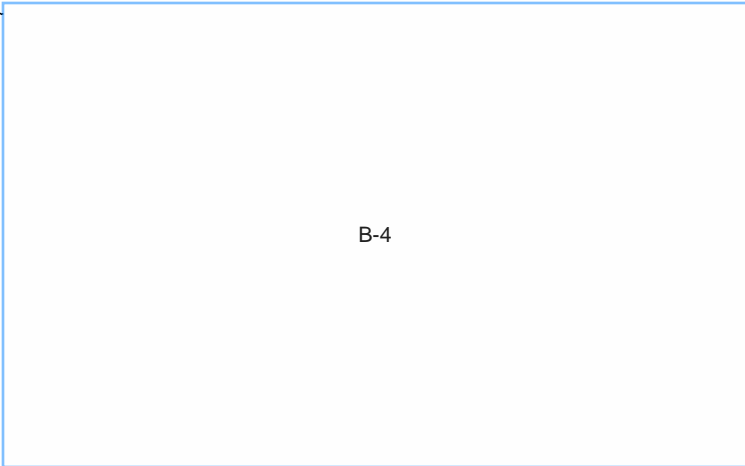
SCHEDULE:

Estimated Beginning Date: October 1, 2005

Estimated Completion Date: September 30, 2006

Labor Category:	Est.	Est.	Direct Labor	Total
	Hours	Hrs. Monthly	Rate	Direct Cost

Total Direct Labor
Overhead
Subcontract Labor Services
Subtotal Labor and Subcontracts
G&A
OTHER DIRECT COSTS
Materials
Travel
Training
Other ODC
Total ODCs (Not to Exceed)
G&A
Flow-through Items (Muniz Engineering)



ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 339,358

This amount shall not be exceeded without prior approval of the Contracting Officer

OK
10/24/05

Task Order No.: JA-1.1

Task Description for :

Office Administration and Acquisition Business Process Support

Contract NNA04CA76

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

Period of Performance: October 1, 2005 – September 30, 2006

Ames Research Center's Acquisition Division is responsible for acquiring the goods and services required 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 Acquisition Business Process Support Services.

The Contractor is required to provide all necessary administrative, documentation, and technical support, and all services related to the following two subtask functions. For assignments that do not have existing start and end dates specified in this SOW, the work will be assigned with a Job Order Request Form that specifies a required schedule for completion.

Functions for the Office Administrative Services include but not limited to 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; key operator functional support for Code JA Division photocopiers; non-ODIN property (non-SEB support), mail delivery/distribution, and general clerical support such as document preparation, distribution, copying, etc..

Functions for the Acquisition Business Process Support include support for processing grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions as well as providing support to the P-Card program and Directorate Portal office.

The Contractor shall perform these activities in conformance with NASA & ARC Policies, Guidelines, and Procedures, the FAR & the NASA FAR Supplement, and the NASA Grant Handbook.

Subtask 1.1.1 Office Administrative Services

A. Subtask Description

- Prepare Travel Authorization Packages (via Travel Manager) on behalf of Division staff as requested. Contractor personnel will take training and become proficient in the Travel Manager system and become the primary travel document preparer for the division;
- Maintain Spreadsheets of Code JAB RFP, PR, & COTR training logs;

- Data entry support for SF 294s and SF 295s into spreadsheets; Monitor submittal of SF 294s and SF 295s. and notify cognizant contract specialists of late deliverables. Follow-up with contract specialists until reports are received. Maintain log of contractors with late deliverables;
- Distribute Procurement Data System reports from AMS, FPDS, or similar Tracking Reports to Branch Chiefs and input any data changes and/ or corrections. Data changes/corrections shall be completed 2 days after receipt;
- Develop, maintain, and enter data from buyer log sheets for Simplified Acquisitions (SAP), Scientific and Engineering Workstation Procurement (SEWP), and Personnel Systems Center (PSC), Data entry of log sheets shall be completed, the log sheet initiated, dated and returned to Code JAB within 4 days of receipt;
- Input NF 507 data for incremental funding actions, closed contracts and purchase orders into Procurement systems databases, including NF 507s used to correct errors in Procurement Data Systems;
- Coordinate, prepare, and track Tax Exempt Certificates. Tax Certificates should be provided to the Contracting Officer within 3 days after request;
- Verify "A" orders are ready for closing. Maintain file system for closed "A" orders;
- Maintain tracking of spreadsheets of all inactive and closed contracts and locations;
- Mail NASA Vendor Packages when requested by Center Small Business Specialist;
- Monitor and maintain JA supplies and prepare orders forms for supplies, including paper and other routine office supplies. Coordinate with the Division Bankcard Buyer items not routinely stocked within 24 hours of request. Prepare quarterly reports summarizing store stock purchases including analysis of purchases and recommendations for more cost efficient purchases;
- Provide Key Operator support for JA photocopy machines including placing service calls when required, and ordering toners & monitoring toner levels;
- Monitor/maintain Non-ODIN Property (non-SEB) inventory. Follow-up discrepancies when needed. Perform quarterly reviews & coordinate findings with code JA, and follow-up on disparities;
- Sort and distribute Mail. Forward mail as necessary. Perform afternoon delivery of mail to the center mailroom facility;
- Distribute & mail copies of contracts, modifications and delegations. Maintain distribution lists contain dates recording distribution and submit original to cognizant contract specialist;
- Support contract and grant archiving activities in accordance with the Records Retention Schedule; and
- Perform clerical duties as required by Job Order Request Form such as preparation of letters, memos and other documentation; scanning documents; distribute NFS/FACS; copies; preparation of file labels and filing; and other similar administrative activities.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A3 of the contract.

D. Performance Requirements Summary (see attached)

See attachment.

Subtask 1.1.2 Acquisition Business Process Support

A. Subtask description

The contractor shall perform the following administrative and clerical functions in support of the NASA Ames Grants Office. All documents are generated in Microsoft Word or Excel.

- Prepare grant proposal receipt and acknowledgement correspondence;
- Prepare grants/cooperative agreements for award and supplemental funding. Maintain and process relevant data;
- Perform data entry of grants data in the Center and Agency –accessible automated information systems;
- Process and administer Intergovernmental Personnel Act (IPA) actions including the processing & routing of invoices;
- Provide all necessary clerical support as necessary including distribution of incoming mail, awards, final reports; and
- Monitor status of grant expiration and provide reminders to NASA task monitors of grant expiration. Inform Task Monitor of grant expiration date; request if there is intent to renew; and request funds as necessary.
- Provide support to the Code J Business Portal Service Desk Support on behalf of Code JA for internal ARC customers. Facilitate “help desk” support as the first tier customer service Point of Contact (POC) in response to walk-in, phone or electronic communication inquiries. Develop and maintain work flow processes and/or job aids outlining acquisition practices and/or other Code J business practices. Provides responses, or routes to either a web generated central repository for the data being requested, or to a second tier POC for specialized assistance. Prepare acknowledgement of receipt of request to requestor and follow-up as necessary.
- Provide support to the Ames P-Card Team for P-card activities such as developing/maintaining various P-card related databases or records, facilitating the completion of the monthly reconciliation and validation efforts for the P-card transactions and the development and maintenance of work flow processes outlining the ARC P-Card Validation Process. Additional responsibilities include supporting the P-Card customers, IFMP Help Desk and ARC P-Card coordinator in answering questions or developing training material, and developing best practices for the various P-Card processes. Requires a working knowledge of NASA’s P-Card software system and Core Financial Software: SAP R/3 systems.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A.3 of the contract.

D. Performance requirements Summary

See attached.

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1			
SF 294 report	Contractor reports reviewed and data input into spreadsheet within 20 days after deadline for receipt	SF 294s received semi-annually (Oct 30 & April 30) from approximately 35 contractors	Small Business Specialist (SBS) reviews finished spreadsheet
SF 294 report	Contact Contract Specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up	SBS reviews Final Report for completeness and accuracy.
SF 295 report—used by HQ for NASA-wide SB reports	As requested by Headquarters, contact contract specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up.	SBS checks list as SF 295s come in.
Non-ODIN Property Support	Periodic reports reviewed within 10 days of receipt.	One move per week.	Spot check logs.
Mail Delivery	All mail sorted within one hour of receipt.	Mail comes once daily, sort for 4 Branches, Division Office, Contractors.	Branch Admin assistant reviews for Branch distribution
Microsoft Word Support	All documents completed by due date as indicated on document or within 24 hours.	Approximately 5 to 10 documents per week	Log sheet/rework sheet

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1 (continued)			
Distribution	Distribute documents within 5 days of receipt.	One distribution job per week	Spot-check customers
Copying	Turnaround daily all items left for copying	10-20 copy jobs daily	Spot-check log
Delivery Services	Respond timely to requests for delivery	1-2 actions per day	Spot-check customers
Filing	All documents filed within 24 hours of receipt.	Approximately 10 documents per week	Spot-check.
Other Administrative Duties	Complete within time indicated on job request.	2-3 actions per week	Review by requestor
Time permitting, provides admin support to other Code JA Branches	Proactively look for assignments when time is available.	Various, depending on workload.	Log sheets for jobs.
Subtask 1.2			
Grants—Reminding grant recipients and NASA task monitors of grant expiration dates and required action items.	Technical monitor will be contacted two months prior to expiration of grant	40-50 grants expire each month (total for both tasks)	Contractor monthly report based on log sheet of calls. Spot-check of task monitors.
Directorate Portal Support	Immediate response by Tier 1. Regular follow up by Tier 1 until issue is resolved by Tier 2 or 3.	20 calls per day	Customer Feedback forms issued.

Performance Requirements Summary

P-Card Reconciliation Support	Timely response to requests from customer / P-Card team members	Reconciliation efforts are required for up to 3000 transactions monthly – with 20% of the cardholder community seeking support from the P-Card team	P-Card Coordinator Feedback
P-Card Validation Support	Balance the books to reflect no outstanding debits or credits and Pay within the system	Validation of up to 10,000 line items of information on a monthly basis.	P-Card Coordinator Feedback
P-Card Training & Best Practices documentation development	Complete documentation within timeframes identified by task request	As requested	P-Card Coordinator Feedback

Task Plan JA 1.2

Office Administrative Services and University Grants Services

Planners' subcontractor, Muniz Engineering, Inc., will provide five positions to support office administrative services and university grant services. The Planners Management Team provides guidance and direction to all contract staff in making the NASA vision our mission.

The Senior Grant Specialist will have at a minimum a high school diploma, three years work-related experience, and a solid working knowledge of the NASA grant administration process.

The Acquisitions administrative assistants and / or clerks will have at a minimum a high school diploma and two years of work-related experience. This work will be performed by professional, independent, and diplomatic staff with the ability to plan, organize, prioritize and structure required tasks and information.

The team will be split between office administrative services and university grant services to the extent required to perform, based on priorities set by the Grant Officer and the Code JA Task Manager.

Continuous advanced preparation and awareness of program needs will enable performance through periods of employee absences. Up-to-date desk guides will provide for efficient back-up capabilities.

Additional project needs that may arise will be met with existing staff through reassessment of priorities and reassessed deliverables process time, with the concurrence of the Code JA Task Manager.

NAVAL AERONAUTICS AND SPACE ADMINISTRATION
AMES RESEARCH CENTER
Moffett Field, CA 94035-1000

TASK ORDER
Prime Contract No.: NNA04CA76C (BOATS)

Task Order No.: JA 1.2

This Task Order is issued in accordance with the task ordering procedure of the contract. This is not an authorization to proceed with the required work. Such authorization must be issued by the approving official.

TITLE: Office Admin Services & University Grants

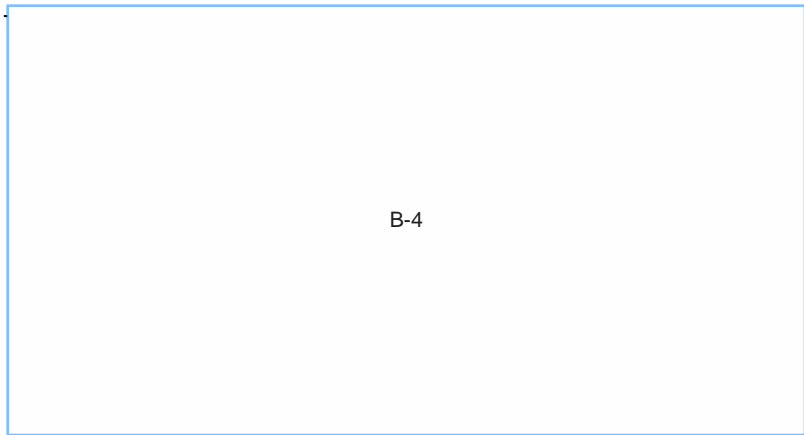
SCHEDULE:

Estimated Beginning Date: October 1, 2005

Estimated Completion Date: September 30, 2006

Labor Category:	Est.	Est.	Direct Labor	Total
	Hours	Hrs. Monthly	Rate	Direct Cost

Total Direct Labor
Overhead
Subcontract Labor Services
Subtotal Labor and Subcontracts
G&A
OTHER DIRECT COSTS
Materials
Travel
Training
Other ODC
Total ODCs (Not to Exceed)
G&A



Flow-through Items (Muniz Engineering)

ESTIMATE OF TOTAL DIRECT COST FOR TASK SUPPORT:

B-4

ESTIMATE OF TOTAL COST FOR FEE/PROJECT MANAGEMENT ALLOCATION:

ESTIMATE OF TOTAL COST/FEE FOR TASK SUPPORT:

\$ 339,358

This amount shall not be exceeded without prior approval of the Contracting Officer

OK
10/24/05

NNA04CA76

Task Order No.: JA-1.1

Task Requester: Scott J. Malsom
Scott J. Malsom

Date: 10/17/05

COTR: John Adams

Date: 10/20/05

Contracting Officer: Carla D. [Signature]

Date: 12/6/05

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate: Scott J. Malsom

Date: 12/21/05

COTR Concurrence of
Contractor's Task Plan: John Adams

Date: 1/3/06

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative: [Signature]

Date: 12-9-05

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 10/1/05

Completion Date: 9/30/06

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Carla D. [Signature]

Date: 1-26-06

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JA-1.1

Task Description for :

Office Administration and Acquisition Business Process Support

Contract NNA04CA76

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

Period of Performance: October 1, 2005 – September 30, 2006

Ames Research Center's Acquisition Division is responsible for acquiring the goods and services required 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 Acquisition Business Process Support Services.

The Contractor is required to provide all necessary administrative, documentation, and technical support, and all services related to the following two subtask functions. For assignments that do not have existing start and end dates specified in this SOW, the work will be assigned with a Job Order Request Form that specifies a required schedule for completion.

Functions for the Office Administrative Services include but not limited to 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; key operator functional support for Code JA Division photocopiers; non-ODIN property (non-SEB support), mail delivery/distribution, and general clerical support such as document preparation, distribution, copying, etc..

Functions for the Acquisition Business Process Support include support for processing grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions as well as providing support to the P-Card program and Directorate Portal office.

The Contractor shall perform these activities in conformance with NASA & ARC Policies, Guidelines, and Procedures, the FAR & the NASA FAR Supplement, and the NASA Grant Handbook.

Subtask 1.1.1 Office Administrative Services

A. Subtask Description

- Prepare Travel Authorization Packages (via Travel Manager) on behalf of Division staff as requested. Contractor personnel will take training and become proficient in the Travel Manager system and become the primary travel document preparer for the division;
- Maintain Spreadsheets of Code JAB RFP, PR, & COTR training logs;

- Data entry support for SF 294s and SF 295s into spreadsheets; Monitor submittal of SF 294s and SF 295s. and notify cognizant contract specialists of late deliverables. Follow-up with contract specialists until reports are received. Maintain log of contractors with late deliverables;
- Distribute Procurement Data System reports from AMS, FPDS, or similar Tracking Reports to Branch Chiefs and input any data changes and/ or corrections. Data changes/corrections shall be completed 2 days after receipt;
- Develop, maintain, and enter data from buyer log sheets for Simplified Acquisitions (SAP), Scientific and Engineering Workstation Procurement (SEWP), and Personnel Systems Center (PSC), Data entry of log sheets shall be completed, the log sheet initiated, dated and returned to Code JAB within 4 days of receipt;
- Input NF 507 data for incremental funding actions, closed contracts and purchase orders into Procurement systems databases, including NF 507s used to correct errors in Procurement Data Systems;
- Coordinate, prepare, and track Tax Exempt Certificates. Tax Certificates should be provided to the Contracting Officer within 3 days after request;
- Verify "A" orders are ready for closing. Maintain file system for closed "A" orders;
- Maintain tracking of spreadsheets of all inactive and closed contracts and locations;
- Mail NASA Vendor Packages when requested by Center Small Business Specialist;
- Monitor and maintain JA supplies and prepare orders forms for supplies, including paper and other routine office supplies. Coordinate with the Division Bankcard Buyer items not routinely stocked within 24 hours of request. Prepare quarterly reports summarizing store stock purchases including analysis of purchases and recommendations for more cost efficient purchases;
- Provide Key Operator support for JA photocopy machines including placing service calls when required, and ordering toners & monitoring toner levels;
- Monitor/maintain Non-ODIN Property (non-SEB) inventory. Follow-up discrepancies when needed. Perform quarterly reviews & coordinate findings with code JA, and follow-up on disparities;
- Sort and distribute Mail. Forward mail as necessary. Perform afternoon delivery of mail to the center mailroom facility;
- Distribute & mail copies of contracts, modifications and delegations. Maintain distribution lists contain dates recording distribution and submit original to cognizant contract specialist;
- Support contract and grant archiving activities in accordance with the Records Retention Schedule; and
- Perform clerical duties as required by Job Order Request Form such as preparation of letters, memos and other documentation; scanning documents; distribute NFS/FACS; copies; preparation of file labels and filing; and other similar administrative activities.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A3 of the contract.

D. Performance Requirements Summary (see attached)

See attachment.

Subtask 1.1.2 Acquisition Business Process Support

A. Subtask description

The contractor shall perform the following administrative and clerical functions in support of the NASA Ames Grants Office. All documents are generated in Microsoft Word or Excel.

- Prepare grant proposal receipt and acknowledgement correspondence;
- Prepare grants/cooperative agreements for award and supplemental funding. Maintain and process relevant data;
- Perform data entry of grants data in the Center and Agency –accessible automated information systems;
- Process and administer Intergovernmental Personnel Act (IPA) actions including the processing & routing of invoices;
- Provide all necessary clerical support as necessary including distribution of incoming mail, awards, final reports; and
- Monitor status of grant expiration and provide reminders to NASA task monitors of grant expiration. Inform Task Monitor of grant expiration date; request if there is intent to renew; and request funds as necessary.
- Provide support to the Code J Business Portal Service Desk Support on behalf of Code JA for internal ARC customers. Facilitate “help desk” support as the first tier customer service Point of Contact (POC) in response to walk-in, phone or electronic communication inquiries. Develop and maintain work flow processes and/or job aids outlining acquisition practices and/or other Code J business practices. Provides responses, or routes to either a web generated central repository for the data being requested, or to a second tier POC for specialized assistance. Prepare acknowledgement of receipt of request to requestor and follow-up as necessary.
- Provide support to the Ames P-Card Team for P-card activities such as developing/maintaining various P-card related databases or records, facilitating the completion of the monthly reconciliation and validation efforts for the P-card transactions and the development and maintenance of work flow processes outlining the ARC P-Card Validation Process. Additional responsibilities include supporting the P-Card customers, IFMP Help Desk and ARC P-Card coordinator in answering questions or developing training material, and developing best practices for the various P-Card processes. Requires a working knowledge of NASA’s P-Card software system and Core Financial Software: SAP R/3 systems.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A.3 of the contract.

D. Performance requirements Summary

See attached.

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1			
SF 294 report	Contractor reports reviewed and data input into spreadsheet within 20 days after deadline for receipt	SF 294s received semi-annually (Oct 30 & April 30) from approximately 35 contractors	Small Business Specialist (SBS) reviews finished spreadsheet
SF 294 report	Contact Contract Specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up	SBS reviews Final Report for completeness and accuracy.
SF 295 report—used by HQ for NASA-wide SB reports	As requested by Headquarters, contact contract specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up.	SBS checks list as SF 295s come in.
Non-ODIN Property Support	Periodic reports reviewed within 10 days of receipt.	One move per week.	Spot check logs.
Mail Delivery	All mail sorted within one hour of receipt.	Mail comes once daily, sort for 4 Branches, Division Office, Contractors.	Branch Admin assistant reviews for Branch distribution
Microsoft Word Support	All documents completed by due date as indicated on document or within 24 hours.	Approximately 5 to 10 documents per week	Log sheet/rework sheet

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1 (continued)			
Distribution	Distribute documents within 5 days of receipt.	One distribution job per week	Spot-check customers
Copying	Turnaround daily all items left for copying	10-20 copy jobs daily	Spot-check log
Delivery Services	Respond timely to requests for delivery	1-2 actions per day	Spot-check customers
Filing	All documents filed within 24 hours of receipt.	Approximately 10 documents per week	Spot-check.
Other Administrative Duties	Complete within time indicated on job request.	2-3 actions per week	Review by requestor
Time permitting, provides admin support to other Code JA Branches	Proactively look for assignments when time is available.	Various, depending on workload.	Log sheets for jobs.
Subtask 1.2			
Grants—Reminding grant recipients and NASA task monitors of grant expiration dates and required action items.	Technical monitor will be contacted two months prior to expiration of grant	40-50 grants expire each month (total for both tasks)	Contractor monthly report based on log sheet of calls. Spot-check of task monitors.
Directorate Portal Support	Immediate response by Tier 1. Regular follow up by Tier 1 until issue is resolved by Tier 2 or 3.	20 calls per day	Customer Feedback forms issued.

Performance Requirements Summary

P-Card Reconciliation Support	Timely response to requests from customer / P-Card team members	Reconciliation efforts are required for up to 3000 transactions monthly – with 20% of the cardholder community seeking support from the P-Card team	P-Card Coordinator Feedback
P-Card Validation Support	Balance the books to reflect no outstanding debits or credits and Pay within the system	Validation of up to 10,000 line items of information on a monthly basis.	P-Card Coordinator Feedback
P-Card Training & Best Practices documentation development	Complete documentation within timeframes identified by task request	As requested	P-Card Coordinator Feedback

Task Plan JA 1.2

Office Administrative Services and University Grants Services

Planners' subcontractor, Muniz Engineering, Inc., will provide five positions to support office administrative services and university grant services. The Planners Management Team provides guidance and direction to all contract staff in making the NASA vision our mission.

The Senior Grant Specialist will have at a minimum a high school diploma, three years work-related experience, and a solid working knowledge of the NASA grant administration process.

The Acquisitions administrative assistants and / or clerks will have at a minimum a high school diploma and two years of work-related experience. This work will be performed by professional, independent, and diplomatic staff with the ability to plan, organize, prioritize and structure required tasks and information.

The team will be split between office administrative services and university grant services to the extent required to perform, based on priorities set by the Grant Officer and the Code JA Task Manager.

Continuous advanced preparation and awareness of program needs will enable performance through periods of employee absences. Up-to-date desk guides will provide for efficient back-up capabilities.

Additional project needs that may arise will be met with existing staff through reassessment of priorities and reassessed deliverables process time, with the concurrence of the Code JA Task Manager.

NNA04CA76

Task Order No.: JA-1.1

Task Requester: Scott J. Malsom
Scott J. Malsom

Date: 10/17/05

COTR: John Adams

Date: 10/20/05

Contracting Officer: Carl D. Z

Date: 12/6/05

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate: Scott J. Malsom

Date: 12/21/05

COTR Concurrence of
Contractor's Task Plan: John Adams

Date: 1/3/06

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative: [Signature]

Date: 12-9-05

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 10/1/05

Completion Date: 9/30/06

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: Carl D. Z

Date: 2-9-06

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

NNA04CA76

Task Order No.: JA-1.1

Task Requester: Rosa Tonarelli

Gon M. Tonarelli

Date:

9/16/04

COTR:

Nancy L Johnson, Alt

Date:

9/17/04

Contracting Officer:

Marie E. Dorish

Date:

9/20/04

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate:

Gon M. Tonarelli

Date:

1/24/05

COTR Concurrence of
Contractor's Task Plan:

John Adams

Date:

3/7/05

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative:

[Signature]

Date:

10-5-04

AUTHORIZATION:

Authorized period of performance:

Beginning Date:

OCT 1, 2004

Completion Date:

SEPT. 30, 2005

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

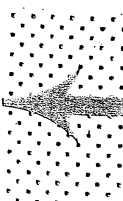
Approving Official:

[Signature]

Date:

4/5/05

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester



Task Order No.: JA-1.1

Task Description for :

Office Administration and Acquisition Business Process Support

Contract NNA04CA76

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

Period of Performance: October 1, 2004 – September 30, 2005

Ames Research Center's Acquisition Division is responsible for acquiring the goods and services required 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 Acquisition Business Process Support Services.

The Contractor is required to provide all necessary administrative, documentation, and technical support, and all services related to the following two subtask functions. For assignments that do not have existing start and end dates specified in this SOW, the work will be assigned with a Job Order Request Form that specifies a required schedule for completion.

Functions for the Office Administrative Services include but not limited to 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; key operator functional support for Code JA Division photocopiers; non-ODIN property (non-SEB support), mail delivery/distribution, and general clerical support such as document preparation, distribution, copying, etc..

Functions for the Acquisition Business Process Support include support for processing grants, cooperative agreements and Intergovernmental Personnel Act (IPA) actions as well as providing support to the P-Card program and Directorate Portal office.

The Contractor shall perform these activities in conformance with NASA & ARC Policies, Guidelines, and Procedures, the FAR & the NASA FAR Supplement, and the NASA Grant Handbook.

Subtask 1.1.1 **Office Administrative Services**

A. Subtask Description

- Prepare Travel Authorization Packages (via Travel Manager) on behalf of Division staff as requested. Contractor personnel will take training and become proficient in the Travel Manager system and become the primary travel document preparer for the division;
- Maintain Spreadsheets of Code JAB RFP, PR, & COTR training logs;

- Data entry support for SF 294s and SF 295s into spreadsheets; Monitor submittal of SF 294s and SF 295s. and notify cognizant contract specialists of late deliverables. Follow-up with contract specialists until reports are received. Maintain log of contractors with late deliverables;
- Distribute Procurement Data System reports from AMS, FPDS, or similar Tracking Reports to Branch Chiefs and input any data changes and/ or corrections. Data changes/corrections shall be completed 2 days after receipt;
- Develop, maintain, and enter data from buyer log sheets for Simplified Acquisitions (SAP), Scientific and Engineering Workstation Procurement (SEWP), and Personnel Systems Center (PSC), Data entry of log sheets shall be completed, the log sheet initiated, dated and returned to Code JAB within 4 days of receipt;
- Input NF 507 data for incremental funding actions, closed contracts and purchase orders into Procurement systems databases, including NF 507s used to correct errors in Procurement Data Systems;
- Coordinate, prepare, and track Tax Exempt Certificates. Tax Certificates should be provided to the Contracting Officer within 3 days after request;
- Verify "A" orders are ready for closing. Maintain file system for closed "A" orders;
- Maintain tracking of spreadsheets of all inactive and closed contracts and locations;
- Mail NASA Vendor Packages when requested by Center Small Business Specialist;
- Monitor and maintain JA supplies and prepare orders forms for supplies, including paper and other routine office supplies. Coordinate with the Division Bankcard Buyer items not routinely stocked within 24 hours of request. Prepare quarterly reports summarizing store stock purchases including analysis of purchases and recommendations for more cost efficient purchases;
- Provide Key Operator support for JA photocopier machines including placing service calls when required, and ordering toners & monitoring toner levels;
- Monitor/maintain Non-ODIN Property (non-SEB) inventory. Follow-up discrepancies when needed. Perform quarterly reviews & coordinate findings with code JA, and follow-up on disparities;
- Sort and distribute Mail. Forward mail as necessary. Perform afternoon delivery of mail to the center mailroom facility;
- Distribute & mail copies of contracts, modifications and delegations. Maintain distribution lists contain dates recording distribution and submit original to cognizant contract specialist;
- Support contract and grant archiving activities in accordance with the Records Retention Schedule; and
- Perform clerical duties as required by Job Order Request Form such as preparation of letters, memos and other documentation; scanning documents; distribute NFS/FACS; copies; preparation of file labels and filing; and other similar administrative activities.

B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A3 of the contract.

D. Performance Requirements Summary (see attached)

See attachment.

Subtask 1.1.2 Acquisition Business Process Support

A. Subtask description

The contractor shall perform the following administrative and clerical functions in support of the NASA Ames Grants Office. All documents are generated in Microsoft Word or Excel.

- Prepare grant proposal receipt and acknowledgement correspondence;
- Prepare grants/cooperative agreements for award and supplemental funding. Maintain and process relevant data;
- Perform data entry of grants data in the Center and Agency –accessible automated information systems;
- Process and administer Intergovernmental Personnel Act (IPA) actions including the processing & routing of invoices;
- Provide all necessary clerical support as necessary including distribution of incoming mail, awards, final reports; and
- Monitor status of grant expiration and provide reminders to NASA task monitors of grant expiration. Inform Task Monitor of grant expiration date; request if there is intent to renew; and request funds as necessary.
- Provide support to the Code J Business Portal Service Desk Support on behalf of Code JA for internal ARC customers. Facilitate “help desk” support as the first tier customer service Point of Contact (POC) in response to walk-in, phone or electronic communication inquiries. Develop and maintain work flow processes and/or job aids outlining acquisition practices and/or other Code J business practices. Provides responses, or routes to either a web generated central repository for the data being requested, or to a second tier POC for specialized assistance. Prepare acknowledgement of receipt of request to requestor and follow-up as necessary.
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B. Hours of Work

The standard workday will be in accordance with the contract. In order to promote a flexible work place atmosphere consistent with the allowances made for the civil servant staff, minimal (1 person) Division coverage is necessary Monday through Friday between the core hours of 7:30 a.m. to 4:30 p.m.

C. Government Furnished Equipment

See Section J, Attachment A.3 of the contract.

D. Performance requirements Summary

See attached.

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1			
SF 294 report	Contractor reports reviewed and data input into spreadsheet within 20 days after deadline for receipt	SF 294s received semi-annually (Oct 30 & April 30) from approximately 35 contractors	Small Business Specialist (SBS) reviews finished spreadsheet
SF 294 report	Contact Contract Specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up	SBS reviews Final Report for completeness and accuracy.
SF 295 report—used by HQ for NASA-wide SB reports	As requested by Headquarters, contact contract specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up.	SBS checks list as SF 295s come in.
Non-ODIN Property Support	Periodic reports reviewed within 10 days of receipt.	One move per week.	Spot check logs.
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Performance Requirements Summary

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Time permitting, provides admin support to other Code JA Branches	Proactively look for assignments when time is available.	Various, depending on workload.	Log sheets for jobs.
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Performance Requirements Summary

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P-Card Validation Support	Balance the books to reflect no outstanding debits or credits and Pay within the system	Validation of up to 10,000 line items of information on a monthly basis.	P-Card Coordinator Feedback
P-Card Training & Best Practices documentation development	Complete documentation within timeframes identified by task request	As requested	P-Card Coordinator Feedback

Task Plan JA 1.1
Office Administrative Services and University Grants Services

B-4

NNA04CA76

Task Order No.: JA-1

Task Requester: Rosa Tonarelli

Date: 12 Dec 03

COTR: John Adams

Date: 12/12/03

Contracting Officer: Marie E. Daurish

Date: 12/12/03

Task Requester Concurrence
of Contractor's Task Plan and
Contractor's Cost Estimate: Gen M. Fonarelli

Date: 1-7-04

COTR Concurrence of
Contractor's Task Plan: John Adams

Date: 1-14-03

CONTRACTOR'S ACCEPTANCE:

Contractor's
Representative: [Signature]
for Ed Showair

Date: 12-29-03

AUTHORIZATION:

Authorized period of performance:

Beginning Date: 1/1/04

Completion Date: 9/30/04

Approval is given for the Contractor to commence work on this Task Order in accordance with the Contractor's Task Plan, except as noted below.

This Task Order is subject to all the terms and conditions of Contract NNA04CA76. Nothing in this Task Order shall be construed as authorizing performance in excess of funds available on the Contract.

This Task Order is approved for performance.

Approving Official: [Signature] Date: 1/19/04

- Distribution:
- Contracting Officer (Original)
- Contractor
- COTR
- Task Requester

Task Order No.: JA-1

Task Description for :

Office Administration and University Grants Services

Contract NNA04CA76

Please acknowledge receipt and acceptance of this task order within ten (10) calendar days after receipt (in accordance with NASA FAR Supplement clause 1852.216-80). Work shall not commence prior to approval of the Task Plan by the Contracting Officer.

The Ames Research Center, Acquisition Division is responsible for acquiring the goods and services required 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.

Functions for the office Administrative Services include: 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-SEB), mail delivery, and clerical duties such as document preparation, distribution, copying, etc.

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

This task is being written in relationship to the contract statement of work paragraphs 4.3.1, Office Administrative Services and 4.3.2, University Grants Services.

Compliance documents to be utilized in the performance of this task are:

Federal Acquisition Regulation (FAR)	NASA FAR Supplement (NFS)
Procurement Operations Notices (PON)	Ames Quality Manual
NASA Grants and Cooperative Agreement Handbook, NPG 5800.1	
OMB Circulars A-21, A-110, A-121,, A-122, and A-133	NASA Directives
NASA Ames Grant Closeout Procedures	

Subtask 1.1 Office Administrative Services

- A. **Period of Performance**
January 1, 2004 through December 31, 2004

B. Description of Work

Examples of Data Entry and Report Generation Functions are:

Note: The largest annual volume of entries in any one system should be about 15,000.

- Socioeconomic Reports SF 294 and SF 295

Prepare semiannual spreadsheet reports and notify contract specialists of late input from contractors.

SF 294 and SF 295 documents are submitted by contractors on the status of their socioeconomic achievements against their contractual goals.

Incumbent is to enter data from SF 294 forms into spreadsheet reports for review by the NASA Procurement Analyst. Incumbent is to notify Contracting Officers if SF 294/ SF 295 are late and follow-up regularly until reports are received.

- Distribute AMS Tracking Reports to Branch Chief and input any data changes and or corrections. Data shall be completed 2 days after receipt.
- Develop, maintain, and enter data from buyer log sheets for Simplified Acquisitions (SAP), Scientific and Engineering Workstation Procurement (SEWP), and Personnel Systems Center (PSC), Data entry of log sheets shall be completed, the log sheet initiated, dated and returned to Code JAB within 4 days of receipt.
- Input data on Incremental Funding actions and prepare quarterly reports for JA Division Office.
- Input NF 507 data for closed contracts and purchase orders in the Acquisition Management System (AMS) data system, including 507s used to correct errors in AMS.
- Prepare quarterly reports summarizing store stock purchases including analysis of purchases and recommendations for more cost efficient purchases.

Examples of Document Review, Preparation, Coordination, and Tracking are:

- Coordinate, prepare, and track Tax Exempt Certificates. Tax Certificates should be provided to the Contracting Officer within 3 days after request.
- Verify "A" orders are ready for closing. When requested, prepare orders for microfilming. Maintain file system for closed "A" orders.
- Maintain spreadsheets of all inactive and closed contracts and locations tracking contracts to location and log sheet.
- Mail NASA Vendor Packages to vendors requesting information.

Examples of Supply Management and Key Operator functions are:

- Monitor and maintain JA supplies and prepare orders forms for supplies, including paper and other routine office supplies. Items not routinely stocked in JA shall be ordered within 24 hours of request.

- Key operator functions for JA photocopier machines. Response includes placing service calls when required. Key operator functions include monitoring toner levels and ordering toner.

Examples of Other Duties are:

- Non-ODIN Property support (non-SEB)

Review JF report to ensure that it matches the current JA Division equipment locations. Coordinate findings with JA. Ensure that proper action is taken to match existing JA inventory with the report, whether that is a change to the report or a change to the equipment. This is a small amount of equipment, primarily printers and miscellaneous equipment. Equipment moves periodically. It is expected that a random inventory will need to be conducted monthly to ensure that equipment is properly located/reported.

Note: ODIN is responsible for all computers, monitors, etc. covered by their contract. ODIN manages most of the equipment in the Division.

- Mail Delivery

Sort mail daily in the supply room shelves provided for Branches, Division Office, and Contractors. Forward mail as necessary. Perform afternoon delivery of mail to the center mailroom facility.

Identify addressee, if necessary, by opening document and identifying contract number or name of addressee. Annotate the envelope with your name and date and time opened and the reason: e.g. "Opened for identification of addressee".

Note: A telephone is located near the mail sorting area for purposes of reporting any suspicious-looking mail. Although there have been no problems since the anthrax scare of late 2001, NASA ARC continues to encourage persons sorting mail to call security if they are uncomfortable with the appearance of any mail.

- Clerical Duties
 - Microsoft Word Support

As required by Job Request Form, provides clerical support to prepare letters, memos and other documentation for the Acquisition Division. Examples include Purchase Card program letters and documents.

- Distribution

As required by Job Request Form, make NFS/FACS distribution to appropriate people.

- Copying

As required by Job Request Form, make copies for the Acquisition Division Office and the Business and Policy Branch.

- Delivery Services

As required by Job Request Form, hand carry documents to N200 or other buildings.

- Filing

As required by Job Request Form, prepare file labels and file documents for the Acquisition Division. Example: Purchase Card Program

- Other Administrative Duties

Since not all assignments can be identified in advance, administrative duties will be assigned in the same manner as the ad hoc duties described above. See "Process" below.

Process—Job Request Form

For assignments that do not have existing start and end dates specified in this SOW, the work will be assigned with a **Job Request Form** that specifies a required schedule for completion. The Job Request Form and the job will be placed in the in-basket provided for that purpose. Due dates for these actions will be determined based on the size and complexity of action

C. Hours of Work

See paragraph 3.2 of the Statement of Work

D. Government Furnished Equipment

See Section J, Attachment A3 of the contract.

E. Performance Requirements Summary (see attached)

See Section J, Attachment A.2 of the contract and attached Performance Requirement Summary

Subtask 1.2 University Grants Services

A. Period of Performance

January 1, 2004 through December 30, 2004

B. Description of Work

The contractor shall perform the following administrative and clerical functions in support of the NASA Ames Grants Office. All documents are generated in Microsoft Word or Excel.

It is expected that additional funding will come to the Center each year for grant awards. It is not known at this time how many awards will result from this funding, although it not expected to exceed 300 actions in any year.

Please note that the University Grants Services are funded by two organizations, Code J and Code I. For purposes of this Task Order, one position will be funded by Code I. However, the work is the same for the purposes of tracking performance.

- Prepare grant proposal receipt and acknowledgement correspondence.
- Prepare grants/cooperative agreements for award and supplemental funding. Maintain and process relevant data.
- Perform data entry of grants data in the Center and Agency –accessible automated information systems.
- Process and administer Intergovernmental Personnel Act (IPA) actions.
- Provide all clerical support as necessary.
- Monitor status of grant expiration and provide reminders to NASA task monitors of grant expiration. Inform Task Monitor of grant expiration date; request if there is intent to renew; and request funds as necessary.

C. Hours of Work

See Paragraph 3.2 of the Statement of Work.

D. Government Furnished Equipment

See Section J, Attachment A.3 of the contract.

E. Performance requirements Summary

See Section J, Attachment A.2 of the contract and attached Performance Requirements Summary.

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1			
SF 294 report	Contractor reports reviewed and data input into spreadsheet within 20 days after deadline for receipt	SF 294s received semi-annually (Oct 30 & April 30) from approximately 35 contractors	Small Business Specialist (SBS) reviews finished spreadsheet
SF 294 report	Contact Contract Specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up	Final Report submitted to SBS is complete.
SF 295 report—used by HQ for NASA-wide SB reports	As requested by Headquarters, contact contract specialist if the contractor does not submit report.	Approximately 20 contractors require follow-up.	SBS checks list as SF 295s come in.
Non-ODIN Property Support	Periodic reports reviewed within 10 days of receipt.	One move per week.	Spot check logs.
Mail Delivery	All mail sorted within one hour of receipt.	Mail comes once daily, sort for 4 Branches, Division Office, Contractors.	Branch Admin assistant reviews for Branch distribution
Microsoft Word Support	All documents completed by due date as indicated on document or within 24 hours.	Approximately 5 to 10 documents per week	Log sheet/rework sheet

Performance Requirements Summary

Required Services	Performance Standards	Estimated Workload	Method of Surveillance
Subtask 1.1 (continued)			
Distribution	Distribute documents within 5 days of receipt from Headquarters.	One distribution job per week	Spot-check customers
Copying	Turnaround daily all items left for copying	10-20 copy jobs daily	Spot-check log
Delivery Services	Respond timely to requests for delivery	1-2 actions per day	Spot-check customers
Filing	All documents filed within 24 hours of receipt.	Approximately 10 documents per week	Spot-check.
Other Administrative Duties	Complete within time indicated on job request.	2-3 actions per week	Review by requestor
Time permitting, provides admin support to other Code JA Branches	Proactively look for assignments when time is available.	Various, depending on workload.	Log sheets for jobs.
Subtask 1.2			
Grants—Reminding grant recipients and NASA task monitors of grant expiration dates and required action items.	Technical monitor will be contacted two months prior to expiration of grant	40-50 grants expire each month (total for both tasks)	Contractor monthly report based on log sheet of calls. Spot-check of task monitors.

Task Plan JA 1.0
Office Administrative Services and University Grants Services

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