NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
Ames Research Center
Moffett Field, CA 94035-1000

Statement of Work
for
Financial Support Services

April 16, 2008

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1.0 INTRODUCTION

Ames Research Center (ARC) is one of 11 NASA field centers. With over $3.0 billion in capital equipment, over 2,500 onsite employees and a $600+ million annual budget, the Center's economic impact is significant. ARC plays a critical role in virtually all NASA missions in support of America's space and aeronautics programs. It serves as a leader in information technology research with a focus on supercomputing, networking, data systems (data architecture, knowledge and information management), and mission operations. ARC is at the forefront in the development and building of a unique family of small spacecraft and payloads to advance validating technologies in materials, robotics, software, and science. ARC conducts critical Research and Development (R&D) and develops the enabling technologies and systems that make NASA missions possible and is a leader in modeling and simulations supporting aerospace vehicle designs, thermal protection systems, intelligent flight controls, and human/ integration research. ARC's research in astrobiology focuses on the effects of gravity on living things, and the nature and distribution of stars, planets and life in the universe.

In addition, ARC works collaboratively with the Federal Aviation Administration (FAA) and Joint Planning and Development Office (JPDO), conducting research in air traffic management to make safer, cheaper and more efficient air travel a reality. Ames engages in information and education outreach, forms collaborative partnerships, and fosters commercial application of NASA technologies. ARC has developed the NASA Research Park (NRP), an integrated, dynamic research and education community, created to cultivate diverse partnerships with academia, industry and non-profit organizations in support of NASA's mission.

The NASA Office of the Chief Financial Officer (CFO), established in accordance with the Chief Financial Officers Act of 1990 provides professional leadership for the planning, analysis, justification, procurement, control, and reporting of all Agency fiscal resources, and for Agency strategic management and planning and performance measurement.

In addition to providing the agency CFO support, the ARC CFO supports the activities at the Center in the areas of Financial and Resource Management. We endeavor to provide professional leadership for the strategic management, planning, analysis, justification, control, and reporting of fiscal resources, and for performance measurement.

The CFO organization includes the Financial Management (CF), Resources Management (CR), and Program Analysis & Business Integration (CP) Divisions, as well as a Business Systems Office (CS). Reimbursable services are also provided to support the Center NASA Research Park (NRP) and include requirements for billing, analyzing, and tracking this reimbursable activity.

CF administers control of appropriations and funds received at the Center. The Cost Accounting function operates accounting systems and cost models which show the unencumbered allotment and program authority balances for different types of appropriations, including but not limited to, Mission Support, Construction of Facilities, and four Mission Directorates. The financial reporting area administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in their books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits.

Financial Management operations also support accounting system development and upgrades required by the Agency. To keep Center management informed of the financial status of the various programs, the Division personnel collaborate with counterparts in NASA Office of the Chief Financial Officer (OCFO) in the development of policies, systems, and procedures for the NASA financial management program.

CR is primarily responsible for coordinating the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding. This includes the following types of activities: facilitates and integrates the Center's annual budget submission, coordinates Center response to Headquarters', performs workforce analysis, maintains oversight and management, and analyses of the Center's Institutional and Mission Directorate budgets.

CP is focused on supporting the Programs and Projects at ARC. The activities performed in this organization are the same as those performed within CR but with specific focus on programs and projects. Examples of programs/projects being supported are Small Spacecraft, High End Computing, Constellation and Aeronautics Projects.

CS provides direction, integration, education, continuous improvement opportunities and efficiencies for new and changing business systems and business processes at ARC. CS aims to ensure the successful implementation of Agency applications and systems through enabling individuals, teams and the Center to operate efficiently and effectively. Specific areas of focus for CS are in the areas of Business Systems and Workflow Automation, Business Reporting, and Change Management including Communications, Continuous Improvement, Training and End-User Enablement. CS is committed to enabling more effective users of all business systems, as well as promoting integration, communication and education.

For additional information refer to the ARC CFO website: http://www.cfo.arc.nasa.gov.

2.0 SCOPE OF WORK

The Contractor shall provide all resources such as management, personnel and materials necessary to support the requirements in the areas of resources management, financial management, program analysis and controls, financial management and business information services and special financial analysis at NASA ARC (also referred to as the Center) in accordance with the Statement of Work (SOW) and the Performance Requirements Summary (PRS). These areas support the Office of the CFO and Center organizations, programs and projects.

This contract has requirements that are fixed and are identified as "Core" requirements for the period of performance. Historical workload information has been provided in the PRS for "core" requirements where information was available. The Contractor is required to ensure the "Core" requirement is performed throughout the life of the contract.

In addition to "Core" requirements, this contract has IDIQ requirements that are identified in the SOW.   Performance requirements and historical workload provided in the PRS are examples. Indefinite Delivery/Indefinite Quantity (IDIQ) Task Orders (TOs) will be issued and will include specific standards of performance.

The Contractor shall provide qualified management, administrative and technical personnel, to effectively and efficiently meet the requirements of this SOW and PRS. The Contractor shall comply with the terms and conditions of the contract. Work shall be performed on-site at the ARC, Moffett Field, California.

The Contractaor shall work independently and only perform the Statement of Work requirements. The Contractor shall not perform personal services and is required to inform the Contracting Officer when request(s) as defined in the Technical Direction Cluase G.2, paragraph (b).

ARC utilizes both PC compatible and Macintosh desktop and laptop computers. Government equipment will be furnished and maintained for Contractor use. In addition, ARC uses commercial software such as Microsoft Excel™, Word™, and Powerpoint™ which will also be provided under Government licensing.

The task orders issued against this contract will contain references to applicable sections of this SOW and describe in specific performance-based terms the work to be done, the cost, milestones, metrics, schedules and completion dates. The specific performance-based standards will be included in each task description. Task orders will be issued for authorized performance in accordance with the Task Ordering Procedures (NFS 1852.216-80) of this contract.

Financial and budget systems and processes used at the Center to perform tasks under this SOW include, but not limited to, systems such as SAP (financial accounting system), Travel Manager (an on-line web-based travel processing system), WebTADS (an on-line web-based time and attendance system), CMM (automated Contract Management system), and Business Warehouse (BW), (an Agency reporting system), Funds Distribution Database (FDD), e-Budget, N2, and Project Management Tool (PMT). Data to be processed may be received in a number of formats including typed, handwritten and/or electronic. Requirements may be modified from time to time to reflect changes to these systems and/or processes.

3.0 ADMINISTRATIVE MANAGEMENT

This SOW element (3.0) and the sub-elements (3.1 and 3.2) are part of the "Core" requirements for this contract.

The Contractor shall:

> ➢ Follow applicable Federal, State, Local and NASA policies, standards and regulations.
> ➢ Ensure all appropriate personnel participate with NASA in safety inspections and safety awareness training in accordance with Ames Safety Accountability Program.
> ➢ Ensure regularly audited procedures and records are adequate for certification by third-party organizations. Voluntary Protection Program (VPP) and Ames Management System (AMS) are examples of third-party reviews that are currently performed.
> ➢ Ensure compliance with annual training, for example Information Technology (IT) Security training and Prevention of Sexual Harassment (POSH).

➤ Be familiar with the Government's contingency plans and participate in continuity of operations.
➤ Provide timely and accurate financial reporting.

3.1 Contract Management

The Contractor shall be responsible for maintaining communication with each supported organization and alerting the Contracting Officer and the Contracting Officer's Technical Representative (COTR) immediately of any problems that would prevent meeting established performance standards.

The Contractor shall:

➤ Manage the contract in a fiscally responsible manner, fulfilling all requirements, including negotiated Task Orders.
➤ Respond to statement of requirements (SORs) or new IDIQ task orders.
➤ Provide a well-defined, stable organizational structure with clear lines of authority and clearly identified interfaces to the Government.
➤ Provide on-site management of Contractor staff and meet regularly with Contracting Officer (CO) and COTR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order. The on-site manager, or designated alternate, shall be available to government personnel during normal business hours (8 am to 4 pm PST).
➤ Provide updates to the Safety and Health Plan, when necessary, that shall be incorporated into the contract.
➤ Provide updates to the Information Technology (IT) security plan, when necessary, that shall be incorporated into the contract.
➤ Comply with the Ames' Management System requirements as applicable.
➤ Provide a reliable automated method for approving task orders electronically within 30 days after contract award.
➤ Manage the financial resources allocated by NASA for specific requirements in a manner to ensure that performance milestones are met.
➤ Ensure compliance with the Contract Deliverables Requirements List (CDRL).
➤ Provide property management to ensure accountability for government-provided equipment and facilities.
➤ Prepare annual inventory surveys and accountability verification forms.
➤ Provide a Risk Management Plan for each task order response to ensure that the Government has adequate insight into risks associated with Contractor's ability to accomplish the requirements.
➤ Ensure all appropriate personnel participate in organizational communications events and meetings.
➤ Be proficient in Microsoft Excel, Word and Powerpoint as needed.
➤ Document and obtain advanced concurrence of the NASA CO for all deviations, waivers and non-compliance to the requirements.

3.2 Task Management

During the performance of the contract, performance-based task orders will be issued by the Government specifying requirements to be performed in addition to the "Core" requirements.

(Required Task Ordering Procedures are further described in NFS 1852.216-80). Task orders will include a description of the work to be performed, milestones, and deliverables. The task orders shall be authorized by the Contracting Officer.

4.0 DESCRIPTION OF SERVICES

The requirements listed below will be performed for both the "core" requirements and those identified on IDIQ task orders. Center areas are requirements performed in the Resources Management office or technical organizations which can be interchangeable.

4.1 Resources Management

Resources Management functions primarily coordinate the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding including Center organizations, programs and projects. Requirements within this element are identified as "core" requirements during period of performance. In some cases additional support may be required for fluctuations in the requirements which may be caused by changes in Center organizations, programs and projects being supported. The attached Performance Requirements Summary provides historical data on workload identified as "Core" and on workload that may be required as IDIQ task orders.

The Contractor shall:

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

- ➢ Perform budget operation type activities such as but not limited to the following;
    - Process and maintain program authority funding documents.
    - Prepare, update and post phasing plans into NASA and Center systems and document changes.
    - Validate that WBS requests are appropriately linked to approved programs and projects, complete WBS requests and enter them into the automated database.
    - Prepare routine and ad-hoc budgetary reports and presentations for ARC managers and NASA Headquarters personnel.
    - Prepare monthly/ad-hoc Corporate G&A, Center Management and Operations (CMO), Institutional Investments, Travel, and Workforce status charts using financial data and supporting spreadsheets.
    - Process, file, and maintain records of budget authority and Inter-Center fund transfers received from NASA Headquarters and other NASA centers to support approved center operations, programs and projects.

- ➢ Perform budget execution type activities such as but not limited to the following;
    - Track monthly commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
    - Create cumulative and monthly spending plans for commitments, obligations and costs at appropriate levels applying budget forecasting techniques.
    - Track and report, funds obligations and costs information on procurement activities, including service contracts.
    - Create monthly reports detailing budget status, identifying issues and potential solutions.
    - Provide recommendations for improvements to data entry procedures.
    - Record and maintain documentation on associated data entry and data analysis including acquisition and funding documents.
    - Provide support in creating, populating and maintaining spreadsheets, databases or other forms of documentation necessary for efficient budget formulation, execution, and operation within the customer organizations.
    - Analyze actual commitments, obligations and costs versus the plan to report variances and recommend corrective actions to meet financial metrics.
    - Assess the financial and budgetary status of operations and programs and assist in analyzing the impact of budget/guideline changes on programs, projects and organizational elements.
    - Monitor budgets to identify budget exceed errors, analyze cause and resolve errors.
    - Coordinate with appropriate personnel to request additional or reallocation of funding when necessary for resolving budget errors.
    - Prepare, track and reconcile bankcard acquisitions, purchase requisitions, service requests and billings with financial systems and prepare WBS requests and adjustment documentation.
    - Reconcile income and expense of the service activity data with financial systems.
    - Monitor income and expense WBSs for service activities on a real-time basis.
    - Support the preparation of budget analyses, including preparation of periodic service activity reports and reviews.

- Prepare and monitor documentation to open, close and transfer charges for service areas that may include but are not limited to, the Moffett Federal Airfield and Institutional Shared Pools.
- Perform project planning and scheduling as required by programs and projects. Create monthly and quarterly management reports.
- Request annual funding for the program and projects as needed through program offices and/or Mission Directorates.

4.1.1 Performance Standards

See PRS for Performance Standards for "core" requirements. These standards are also used as examples for IDIQ task order requirements. Task orders will include specific standards of performance.

4.2 Financial Management

Financial Management administers control of appropriations and funds received at the Center. This functional area administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in ARC books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits. IDIQ task orders will be used to identify specific requirements.

Some of the requirements listed below will be transitioned to the NASA Shared Service Center (NSSC). The current target date for this transition is mid to late Calendar Year (CY) 2008.

4.2.1 Voucher Examination Services

The Contractor shall:

- ➢ Provide routine voucher examination services such as assembling, reviewing, processing (including error detection/correction), and reconciling commercial and government vouchers for payment.
- ➢ Review, process, and reconcile grants payments (e.g., funding authority, drawing down authority, error corrections, SF272 reporting).
- ➢ Maintain an organized filing system, including participation in any necessary file review and data cleanup, and respond to inquiries regarding payment status in a timely manner.
- ➢ Provide information on current and revised processes to enable staff to perform analyses on functions being transitioned.
- ➢ Provide relevant information to staff on new and/or current legacy processes and associated effects on accounting data.
- ➢ Perform data clean up and reconciliation for financial services related to the NSSC transition.
- ➢ Track and report cleanup metrics.
- ➢ Support and provide data analysis.
- ➢ Review documentation and specifications in order to perform process analysis, document findings, develop and test new or revised processes, and provide relevant information to staff.
- ➢ Identify and propose solutions to correct data inconsistencies found in the accounting system to meet specified requirements and deadlines.

➢ Support stabilization activities that may include knowledge transfer, responding to customer inquiries, and developing process and transaction scenarios for testing and verification of data after transition.

These requirements will continue until the Accounts Payable function is transitioned to the NSSC. A final file review and data cleanup will be required prior to the transition to NSSC.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.2 Travel Services

The Contractor shall:

➢ Review travel authorizations for correctness and completeness.
➢ Respond to help desk and customer walk-up inquiries regarding travel (e.g. processing authorizations/ vouchers, routing lists, audit failures).
➢ Maintain an organized filing system.
➢ Participate in the annual file review, reconciliation, and cleanup, and respond to inquiries in a timely manner.
➢ Provide information on current and revised processes to enable staff to perform analyses on functions being transitioned.
➢ Provide relevant information to staff on new and/or current legacy processes and associated effects on accounting data.
➢ Perform data clean up and reconciliation for financial services related to the NSSC transition.
➢ Track and report cleanup metrics.
➢ Support and provide data analysis.
➢ Review documentation and specifications in order to perform process analysis, document findings, develop and test new or revised processes, and provide relevant information to staff.
➢ Identify and propose solutions to correct data inconsistencies found in the accounting system to meet specified requirements and deadlines.
➢ Support stabilization activities that may include knowledge transfer, responding to customer inquiries, and developing process and transaction scenarios for testing and verification of data after transition.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.2.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.3 File Management Services

The Contractor shall:

> ➢ Establish, review and maintain files/records of paid and unpaid commercial, government, and miscellaneous vouchers, travel reimbursements, supporting documentation (e.g. purchase orders, contracts, receiving reports, delegation letters) and correspondence
> ➢ Maintain an electronic database of the files/records specified in this section in addition to hardcopy files/records.

Activities are performed in accordance with Federal, Agency and Center regulations and policies, including NASA Ames Policy Directive (APD) 1440.1, Records Management Program.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.3.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.4 Financial Reporting Services

The Contractor shall:

> ➢ Provide routine accounting support such as, reviewing, analyzing, reconciling, and preparing financial information and reports on a daily, weekly, monthly, quarterly, and annual basis.
> ➢ Prepare journal entries for review and posting by Government personnel.
> ➢ Maintain auditable records and documentation of all analysis, reconciliations, and journal entries.
> ➢ Maintain an understanding of the Center's administrative and financial systems, their interrelationship with one another, and the effect of their transactions on the financial reports.
> ➢ Prepare financial reports and presentations for Center financial managers and Headquarters personnel.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.4.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.5 Accounts Receivable Services

The Contractor shall:

> ➢ Provide routine accounts receivable support in accordance with the Debt Collection Improvement Act of 1996, FMR Volume 6, Chapter 3, Agency and Center directives and policies, and other applicable Federal regulatory and statutory requirements.

➢ Administer the accounts receivable function such as establishing and tracking bills for collection, reporting on bill aging status, referring bills to Treasury or other collection agencies for action.

➢ Establish and maintain sales orders, including account reconciliations, performing follow-up activities for review and action by Government personnel, and preparing various reports, schedules, and accounting transactions.

➢ Maintain comprehensive and detailed files/records of accounts receivable functions to facilitate requests for information from internal and external parties such as NASA Headquarters, the Office of Inspector General, and the U.S. Treasury.

➢ Issue bills for collection and perform follow up to ensure bills are paid.

➢ Provide information on current and revised processes to enable staff to perform analyses on functions being transitioned.

➢ Provide relevant information to staff on new and/or current legacy processes and associated effects on accounting data.

➢ Perform data clean up and reconciliation for financial services related to the NSSC transition.

➢ Track and report cleanup metrics.

➢ Support and provide data analysis.

➢ Review documentation and specifications in order to perform process analysis, document findings, develop and test new or revised processes, and provide relevant information to staff.

➢ Identify and propose solutions to correct data inconsistencies found in the accounting system to meet specified requirements and deadlines.

➢ Support stabilization activities that may include knowledge transfer, responding to customer inquiries, and developing process and transaction scenarios for testing and verification of data after transition.

The Contractor shall also issue bills for collection until the bill issuance function is transitioned to NSSC. The Contractor shall support activities related to this transition.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.5.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.6 Reimbursable Agreements Management Services

The Contractor shall:

➢ Provide routine accounting and financial support to the Center's reimbursable agreements function and activity related to the NASA Research Park (NRP) and other resident agencies.

➢ Perform and support development of cost analysis and studies related to the NRP and other resident agencies.

➢ Provide expert knowledge of the Agency's reimbursable authority under the Space Act, the Economy Act, Federal regulatory and statutory requirements for cost recovery and disposition, and Federal appropriations law.

➢ Prepare official correspondence for government approval related to reimbursable agreements.
➢ Record and maintain reimbursable information in database to prepare schedules, reconciliation, and accounting transactions.
➢ Prepare and provide recommendations and analysis for presentation to, and review and action by Ames and Headquarters personnel.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.6.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.3 Cost Estimating and Earned Value Management (EVM) Services

The cost estimating and EVM function is to provide program and business support for specific ARC programs and projects such as, but not limited to;

➢ Lunar Crater Observation & Sensing Satellite (LCROSS)

➢ Small Spacecraft

➢ Kepler

➢ Stratospheric Observatory for Infrared Astronomy (SOFIA)

➢ High End Computing

➢ Aeronautics Projects

➢ Constellation Projects (CEV/CLV/TPS)

➢ Return to Flight

The Requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.3.1 Cost Estimating and Earned Value Management Services

The Contractor shall:

➢ Provide cost estimating and earned value management services using current government and industry processes, tools and techniques.
➢ Review program cost, schedule and performance.
➢ Provide variance explanations for plans versus actual.
➢ Participate in independent assessments of Center programs and initiatives, and assist in the preparation and presentation of findings and recommendations.
➢ Provide cost estimating services such as developing, testing, maintaining and updating cost models; and provide assistance to Center and Agency personnel on the use of the models.

The Center utilizes the principles and practices of the Earned Value Management, such as but not limited to, Implementation Guide (EVMIG) and industry specific software applications such as Price™, SEER™ , wInsight™, Microsoft Project™, and Primavera.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.3.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.4 Financial Management and Business Information Services

The Contractor shall:

  ➢ Perform process analysis to identify methods for improving business processes and/or systems.
  ➢ Provide business systems implementation support to include project management and planning, process and gap analysis, developing communication and training strategies, and risk management analysis.
  ➢ Develop, review, and provide communication and training materials.
  ➢ Participate in data conversion, data cleanup, and systems integration testing.
  ➢ Perform activities related to stabilization, such as ongoing communications regarding process and system changes, identifying training issues and providing end user support.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.4.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.5 Special Financial Analyses

The Contractor shall:

  ➢ Conduct and participate in non-routine financial analyses.
  ➢ Participate in the development of projects and studies in various areas such as but not limited to, resources management, financial management, and program and workforce analysis.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.5.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

5.0 PERFORMANCE REQUIREMENTS SUMMARY

Below are "core" requirements and sample IDIQ performance requirement standards with historical Estimated Work-Year Equivalent (WYE). One WYE is equivalent to 1840 hours. The historical information provided by the Government is FOR INFORMATION ONLY and is not intended to represent a binding requirement.

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 3.0 Administrative Management (includes SOW element 3.1 and 3.2)	Manage Phase-in with little to no disruptions in service not to exceed 45 calendar days	• Random sampling and observance by Government on performance • 4-6 meetings during Phase-In with COTR, Contract Specialist, and Contractor Management	Based on Contractor's proposal	Core Requirement Varies according to Contractor's approach
	Ensure an effective and efficient transition of requirements from IDIQ when necessary to sustain "core" requirements.	• Random sampling and observance by Government on performance	Requirements and associated workload is influenced by Center budget decisions, number of active projects, and nature of assignments.	Core Requirement has been historically completed by 1.25 WYE
	Ensure compliance with annual NASA training requirements, for example Information Technology (IT) Security training and Prevention of Sexual Harassment (POSH).	Review of output and/or reports	Monthly reporting until completed by delivery date	
	Submit all required Contract Deliverable Requirements List (CDRL) items by delivery dates specified	COTR and Contract Specialist review deliverables received	As stated in CDRL	
	Provide Monthly Status & Financial Reports within 10 workdays after the end of each month.	COTR and Contract Specialist review deliverables received	12 Status Reports & 12 Financial Reports per year	

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 3.0 Administrative Management (includes SOW element 3.1 and 3.2)	Ensure ongoing management of "core" and IDIQ task requirements through completion	• Random sampling and observance by Government on performance	Varies by Contractor	
	Act as liaison between Contracting company and Government representatives responding to inquiries within 3 business days from date of inquiry	• Random sampling and observance by Government on performance	Varies by Contractor	
	Provide on-site management of Contractor staff and meet regularly with Contracting Officer (CO) and COTR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order.	• Random sampling and observance by Government on performance	Minimum 10-12 meetings per year	
	The on-site manager, or designated alternate, shall be available to government personnel during normal ARC business hours	• Random sampling and observance by Government on performance	Varies	

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.1 Resources Management	The Program Planning and Budgeting Execution (PPBE) submission must be completed in accordance with deadlines identified by CFO and Resources Management guidance	• Resources Management tracks and reports on receipt and accuracy of budget submissions • Random sampling and observance by Government on performance	• Workload consists of 20-25 Center areas such as, but not limited to, CM&O, Service Pools, workforce, Programs, and Projects being supported through performance of SOW element 4.1.	• "Core" requirements have historically been completed by 23 WYEs varying in skill levels from 10 senior, 9 mid-level, and 4 junior analysts. (For informational purposes only)
	Participate in the development of phasing plans and the updating of the plans as required by the Center and HQ schedules. Provide explanations for variances. Maintain a 95% accuracy rate in meeting data requirements identified in the call letter.	• Resources Management tracks and reports on receipt and accuracy of phasing plan submissions • Random sampling and observance by Government on performance		
	Gather, record, and maintain guideline data, workforce and dollars for each budget submission. Guideline data is recorded within three business days of receipt at a 95% accuracy rate	• Resources Management tracks and reports on receipt and accuracy of guideline data, workforce, and dollars for each budget submissions • Random sampling and observance by Government on performance	• IDIQ requirements and associated workload is influenced by Center budget decisions number of active projects, and nature of assignments.	• IDIQ requirements have historically been completed by 10 WYEs varying in skill levels from 8 senior, 1 mid-level, and 1 junior analyst. (For informational purposes only)
	Prepare routine and ad hoc budgetary reports and presentations for Center managers and Headquarters personnel. Provide explanations for variances.	• Random sampling and observance by Government on performance		
	Provide "what if" analyses of workforce and/or dollar guideline scenarios upon request.	• Random sampling and observance by Government on performance		

Section J, J.1(a), Attachment 1

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.1 Resources Management	Input budgets and adjustments into the financial system within 8 business hours of receipt of documentation.	• Random sampling and observance by Government on performance		
	Correct budget errors no less than once a month before the accounting period closes.	• Random sampling and observance by Government on performance		
	Complete monthly reporting requirements within 10 business days after month-end close or other due dates as specified within individual task orders.	• Random sampling and observance by Government on performance		
	Record budgets and budget adjustments into the Funds Distribution Database within three business days of initial receipt of documentation.	• Random sampling and observance by Government on performance		
	Complete new and modified WBS (Work Breakdown Structure) requests within 8 business hours of initial receipt of documentation. Complete monthly reporting within 10 working days after the close of the reporting month.	• Random sampling and observance by Government on performance		
	Prepare funding documents within 2 business days of the initial request. For rush jobs, within 4 business hours of the initial request.	• Random sampling and observance by Government on performance		
	Report the progress of actual spending against plans no later than 10 business days after the close of the month.	• Random sampling and observance by Government on performance		

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.1 Resources Management	Create and track procurement commitments, obligations and costs over multiple fiscal years on purchase and service requisitions, bankcards and travel. Perform follow up until completion of process.	• Random sampling and observance by Government on performance		
SOW 4.2.1 Voucher Examination Services	Process vouchers in accordance with the Prompt Payment Act (5 CFR 1315), FMR Vols. 6 & 15, and applicable regulations and policies.	• Random sampling and observance by Government on performance • Number of rejected transactions • Findings from Internal Reviews • Review of output and/or reports	Approximately 1,000 vendor invoices, 1,750 IPAC transactions per year.	IDIQ Requirement has been historically completed by 1 Junior Accounting Technician
	Process grants in accordance with 14 CFR 1260 & 1273, FMR Vol. 14, OMB Circular A-110, and applicable regulations and policies.	• Random sampling and observance by Government on performance • Number of rejected transactions • Findings from Internal Reviews	Approximately 6,000 grant transactions (over 600 grants) per year.	5 Mid Level Accounting Technician
	Perform monthly grants reconciliations.	• Random sampling and observance by Government on performance • Findings from Internal Reviews • Explanation of unresolved reconciliation variances with a corrective action plan		
	File various documents within 3 business days after initial receipt.	• Random sampling and observance by Government on performance • Findings from Internal Reviews		
	Respond to inquiries regarding payment status and issues within 2 business days from time of initial request.	• Random sampling and observance by Government on performance • Findings from Internal Reviews		

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.2.1 Voucher Examination Services	Matching purchase order, receiving report, extensions, and appropriate discounts with overall accuracy of 95%	• Random sampling and observance by Government of performance • Number of rejected transactions • Findings from Internal Reviews		
	Of all non-credit card payments, ensure payments are on time >=98% of the time	• Random sampling and observance by Government of performance • Findings from Internal Reviews		
	Ensure interest penalties paid do not exceed <=0.02% of the total payments processed (dollar value)	• Random sampling and observance by Government of performance • Findings from Internal Reviews • Review of output and/or reports		
SOW 4.2.2 Travel Services	Process travel authorizations to ensure obligation of funds prior to travel date (e.g., review for correctness, compliance, error corrections) in accordance with the FMR, Vol. 6, Ch. 7, and other applicable Federal, Agency and Center regulations and policies	• Random sampling and observance by Government of performance • Findings from Internal Reviews and reports • Review of output and/or reports	Approximately 5,300 authorizations per year	IDIQ Requirement has been historically completed by 1 Junior Accounting Technician
	Respond to inquiries within one business day.	• Random sampling and observance by Government of performance • Findings from Internal Reviews		
	Notify individual travel card holder of delinquency within 3 business days of Government awareness. Obtain confirmation from the travel card holder not later than 10 business days after initial notification.	• Random sampling and observance by Government of performance • Findings from Internal Reviews • Review of output and/or reports		

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.2.3 File Management Services	Open, date-stamp, and enter payment demands into financial system within 4 business hours of initial receipt.	• Random sampling and observance by Government on performance • Findings from Internal Reviews • Review of output and/or reports	Approximately 4,000 invoices per year, plus associated supporting documentation and miscellaneous mail.	IDIQ Requirement has been historically completed by 1 Junior Accounting Technician
	Distribute mail within one business day of initial receipt.	• Random sampling and observance by Government • Findings from Internal Reviews		
	Establish files within 8 business hours of initial receipt.	• Random sampling and observance by Government on performance • Findings from Internal Reviews		
	Quarterly review the files to ensure they are in a consistent, logical and organized manner.	• Random sampling and observance by Government on performance • Findings from Internal Reviews		
	Archive and retrieve files in accordance with record retention requirements (NPG 1441.C, Schedule 9)	• Random sampling and observance by Government on performance • Findings from Internal Reviews		

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.2.4 Financial Reporting Services	Complete the Continuous Monitoring Program reporting requirements within 10 calendar days after the 1st of the following month.	• Random sampling and observance by Government on performance • Findings from Internal Reviews • Review of output and/or reports • Explanation of unresolved reconciliation variances with a corrective action plan	Approximately 20-30 control activities	IDIQ Requirement has been historically completed by 1 Mid Level Accountant
	Complete year end reporting and reconciliation requirements as identified on the Agency year end schedule	• Random sampling and observance by Government on peroformance • Findings from Internal Reviews • Review of output and/or reports • Explanation of unresolved reconciliation variances with a corrective action plan	Approximately 10-15 reconciliations	
	Prepare journal entries within 2 business days of the date requested in accordance with FMR Volume 6	• Random sampling and observance by Government on performance • Findings from Internal Reviews	Approximately 15-20 journal vouchers	
	Ensure un-reconciled amounts with the Fund Balance With Treasury are <=2%	• Random sampling and observance by Government on performance • Number of financial reporting errors • Results of annual financial statement audit • Review of output and/or reports • Explanation of unresolved reconciliation variances with a corrective action plan	Varies per month	

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.2.5 Accounts Receivable Services	Prepare Treasury Report on Receivables (TROR) report and provide supporting document no later than 5 business days after close of reporting month.	• Random sampling and observance by Government on performance • Findings from Internal Reviews. • Review of output and/or reports.	A package of reports supporting the Treasury Report on Receivables (TROR) every month (about 150 pages)	IDIQ Requirement has been historically completed by 2 Mid Level Accounting Technician
	Ensure dunning letters are sent and follow up is performed in accordance with the Debt Collection Improvement Act of 1996 and FMR Volume 6. Maintain accuracy rate of 95%.	• Random sampling and observance by Government on performance • Number and balance of outstanding receivables. • Findings from Internal Reviews. • Review of output and/or reports.	• Approximately 2 letters per month • Approximately 8 follow up accounts per month	
	No later than 5th business day of the billing month, initiate establishing, recording, and issuing bills. Complete these activities 2 business days before the end of the month.	• Random sampling and observance by Government on performnace • Findings from Internal Reviews. • Number of billing errors	Approximately 150 bills per month	
	Maintain 95 % accuracy rate of the applicable source documents with the amounts billed and aging report as identified in FMR Volume 6.	• Random sampling and observance by Government on performance • Findings from Internal Reviews. • Review of output and/or reports.		
	Properly clear suspense account transactions within 60 days, with priority given to material transactions with higher values.	• Random sampling and observance by Government on performance • Findings from Internal Reviews. • Review of output and/or reports. • Explanation of unresolved reconciliation variances with a corrective action plan	Approximately 15 transactions per month	

SOW Element	Performance Standard	Method of Surveillance	Estimated Workload For SOW Element (Contractor)	Historical # of Work Years for SOW Element Completion (Contractor)
SOW 4.2.6 Reimbursable Agreement Management Services	Complete financial analyses, reports, correspondence, and schedules within 3 business days of assignment, or as negotiated on a case-by-case basis.	• Random sampling and observance by Government on peroformance • Findings from Internal Reviews. • Review of output and/or reports. • Explanation of unresolved reconciliation variances with a corrective action plan	Approximately 200 new and addendum agreements. Approximately 400 open agreements per year.	IDIQ Requirement has been historically completed by 1 Mid Level Financial Analyst, 1 Junior Level Financial Analyst
	Process new agreements and addendums to agreements within 16 business hours.	• Random sampling and observance by Government on peroformance • Findings from Internal Reviews. • Review of output and/or reports.		
	Perform tasks in accordance with Federal, Agency and Center policies and regulations including FMR Volume 16 and organizational operating procedures.	• Random sampling and observance by Government on performance • Findings from Internal Reviews • Review of output and/or reports		
SOW 4.3.1 Cost Estimating & Earned Value Management	Will be defined on a task order basis	Will be defined on a task order basis	IDIQ requirements and associated workload is influenced by the value of the Center's budget, number of active projects, and nature of assignments.	No historical information available
SOW 4.4 Financial Mgmt & Business Info Svc	Will be defined on a task order basis	Will be defined on a task order basis	IDIQ requirements and associated workload is influenced by the value of the Center's budget, number of active projects, and nature of assignments.	No historical information available
SOW 4.5 Special Financial Analysis	Will be defined on a task order basis	Will be defined on a task order basis	IDIQ requirements and associated workload is influenced by the value of the Center's budget, number of active projects, and nature of assignments.	No historical information available

6.0 POTENTIAL REPORTS FOR TASK ORDERS

This list of reports is for information only and is not all inclusive. The purpose of the list is to provide information on the types of reports prepared by contractors. The actual reports requirements will be detailed in each task order.

No.	Report Title	Frequency	Due Date
1	Travel Vouchers in Process	Weekly	Monday
2	Aging Travel Advances	Weekly	Monday
3	Unpaid Invoices	Weekly	Monday
4	Extended TDY Tax Summary	Monthly	3rd work day after end of month
5	Government Bill of Lading Worksheet	Monthly	3rd work day after end of month
6	Standard General Ledger (SGL) Accounts Receivable to Collections Register Reconciliation	Monthly	5th work day after end of month
7	Periodic Monitoring Controls and Account Relationships	Monthly	7th work day of the month
8	Prompt Payment Act Payment Activities	Quarterly	Not later than 30 work day after end of months after the end of the quarter being reported.
9	Bill Register and Adjustment Register	Monthly	4th Calendar Day of the Month
10	Accounts Receivable Aging	Monthly	4th Calendar Day of the Month
11	SGL Support	Monthly	9th work day after end of month
12	Accounts Receivable Status Report	Monthly	10th work day after end of month
13	Weekly Report of Disbursements	Weekly	Monday
14	SGL Accounts	Monthly	2nd work day after end of month
15	CR Variance Reports (plans vs. actuals)	Monthly	5th work day after end of month

No.	Report Title	Frequency	Due Date
16	Fiscal Year End (FYE) Postclosing Trial Balance	Annually	October 17 appx.
17	FYE Closed Obligation Report	Annually	October 23 appx.
18	FYE Post Closing SGL Report	Annually	October 17 appx.
19	Schedule 220-9, Debts and Loans due to the Public	Annually	October 28, appx.
20	Report on Receivables due from the Public	Annually	October 28 appx.
21	Status of Program Office Guidelines by Mission Directorate	When Guidelines Change	3rd work day after change
22	Status of Obligations and Costs by Program Office, by Mission Directorate	Monthly	3rd work day after end of month
23	Status of Center to Center Transfers	Monthly	3rd work day after end of month
24	Summary of Obligations and Costs	Monthly	3rd work day after end of month
25	Status of Expiring Funds by Mission Directorate	Monthly for 3rd and 4th quarter	3rd work day after end of month
26	Status of Construction of Facilities (CofF)	Monthly	3rd work day after end of month
27	Continuous Monitoring Program	Monthly	12th Calander day after end of month