
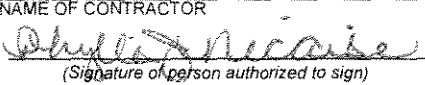



AWARD/CONTRACT		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING DO-C9	PAGE OF PAGES 1 49		
2. CONTRACT (Proc. Inst. Ident.) NO. NNM10AA03C		3. EFFECTIVE DATE See Block 20C		4. REQUISITION/PURCHASE REQUEST/PROJECT NO. 4200270570			
5. ISSUED BY NASA/Marshall Space Flight Center Office of Procurement Marshall Space Flight Center, AL 35812		CODE MSFC	6. ADMINISTERED BY (If other than Item 5) NASA/Marshall Space Flight Center Marshall Space Flight Center, AL 35812		CODE MSFC		
7. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Dynetics, Inc. 1002 Explorer Blvd. Huntsville, AL 35806-2806				8. DELIVERY <input type="checkbox"/> FOB ORIGIN <input checked="" type="checkbox"/> OTHER (See below)			
				9. DISCOUNT FOR PROMPT PAYMENT 0 %			
CODE 5RWT5		FACILITY CODE		10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN			
11. SHIP TO/MARK FOR NASA/Marshall Space Flight Center Marshall Space Flight Center, AL 35812		CODE MSFC	12. PAYMENT WILL BE MADE BY NASA/Marshall Space Flight Center MSFC Accounting Operations Office Marshall Space Flight Center, AL 35812		CODE MSFC		
13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) () <input type="checkbox"/> 41 U.S.C. 253(c) ()			14. ACCOUNTING AND APPROPRIATION DATA See Schedule				
15A. ITEM NO.	15B. SUPPLIES/SERVICES	15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT		
	Continued	1	1.00	-\$4.00	\$4.00		
					128,585,954		
APPROVED:  PROCUREMENT OFFICER							
15G. TOTAL AMOUNT OF CONTRACT					\$128,585,954		
16. TABLE OF CONTENTS							
(X)	SEC	DESCRIPTION	PAGE(S)	(X)	SEC	DESCRIPTION	PAGE(S)
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
<input checked="" type="checkbox"/>	A	SOLICITATION/CONTRACT FORM	1	<input checked="" type="checkbox"/>	I	CONTRACT CLAUSES	5
<input checked="" type="checkbox"/>	B	SUPPLIES OR SERVICES AND PRICES/COSTS	4	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
<input checked="" type="checkbox"/>	C	DESCRIPTION/SPECS/WORK STATEMENT	1	<input checked="" type="checkbox"/>	J	LIST OF ATTACHMENTS	1
<input checked="" type="checkbox"/>	D	PACKAGING AND MARKING	1	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
<input checked="" type="checkbox"/>	E	INSPECTION AND ACCEPTANCE	1		K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	
<input checked="" type="checkbox"/>	F	DELIVERIES OR PERFORMANCE	3		L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
<input checked="" type="checkbox"/>	G	CONTRACT ADMINISTRATION DATA	16		M	EVALUATION FACTORS FOR AWARD	
<input checked="" type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS	15				
CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE							
17. <input checked="" type="checkbox"/> CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 3 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)				18. <input type="checkbox"/> AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number NNM09270570R including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the terms listed above and on any continuation sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.			
19A. NAME AND TITLE OF SIGNER (Type or Print) Phyllis J. Nicaise, VP of Contracts				20A. NAME OF CONTRACTING OFFICER Harry B. Craig			
19B. NAME OF CONTRACTOR BY  (Signature of person authorized to sign)		19C. DATE SIGNED 10/30/2009		20B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)			
				20C. DATE SIGNED 12-3-2009			

CONTINUATION SHEET

 REFERENCE NO. OF DOCUMENT BEING CONTINUED
 NNM10AA03C

PAGE 2 OF 49

NAME OF OFFEROR OR CONTRACTOR

DYNETICS INC-TECH SERVICES

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	INCO TERMS 1: FOB INCO TERMS 2: Destination Accounting Info: 62IS01/6100.2572/FC000000/736466.07.04.08/000/2570 /62/CASX22010D/361N Cost Center: 62IS01 GI Account: 6100.2572 Order: FC000000 WBS Element1: 736466.07.04.08 Item Number: 000 Commitment Item: 2570 Funds Center: 62 Fund: CASX22010D Functional Area: 361N				
001	MITS (MSFC Information Technology Services) Incrementally Funded Amount: \$1,000,000.00 Requisition No: 4200270570, 4200320613				128,585,954.00
002	Option 1 Amount: \$135,356,692.00 (Option Line Item)				
003	Option 2 Amount: \$70,585,261.00 (Option Line Item)				

SECTION B - SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 ESTIMATED COST AND POTENTIAL FIXED PERFORMANCE FEE

(a) The estimated cost of this contract is (b)(4) exclusive of the Potential Fixed Performance Fee of (b)(4). The total Potential Fixed Performance Fee is (b)(4). The total estimated cost and Potential Fixed Performance Fee is (b)(4) _ .

(b) The estimated cost and contract fees are as follows:

Contract Year	Period Covered	Estimated Cost per Year	Potential Fixed Performance Fee per semiannual period	Earned Fixed Performance Fee per semiannual period
Base Year 1	2/1/10-07/31/10	(b)(4)	(b)(4)	TBD
Base Year 1	08/1/10-01/31/11			TBD
Base Year 2	2/1/11-07/31/11			TBD
Base Year 2	08/1/11-01/31/12			TBD
Option 1 Yr 1	2/1/12-07/31/12			TBD
Option 1 Yr 1	08/1/12-01/31/13			TBD
Option 1 Yr 2	2/1/13-07/31/13			TBD
Option 1 Yr 2	08/1/13-01/31/14			TBD
Option 2 Yr 1	2/1/14-07/31/14			TBD
Option 2 Yr 1	08/1/14-01/31/15			TBD
TOTAL				TBD

To Be Proposed (TBP) by Offeror and To Be Determined (TBD) by Government

(End of clause)

B.2 CONTRACT FUNDING. (1852.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is (b)(4). This allotment is for performance in all areas and covers the following estimated period of performance: contract award through February 5, 2010 .

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

(c) Recapitulation of funding is as follows:

	P
Estimated Cost	
Potential Fixed	
Performance Fee	
Total Sum Allotted	

(End of clause)

B.3 SUPPLIES AND/OR SERVICES TO BE PROVIDED

The Contractor shall provide all resources (except as may be expressly stated in the contract as furnished by the Government) necessary to deliver and/or perform the items below in accordance with the Description/Specifications/Statement of Work incorporated in J-1.

(End of clause)

B.4 ALLOWABLE ITEMS OF COST (MSFC 52.242-90) (FEB 2001)

(a) In accordance with advance agreement between the Government and the Contractor for this contract, allowable costs for the items listed below are subject to the ceilings shown:

Ceilings on General and Administrative Costs-

Period	Rate
02/1/10 - 01/31/11	
02/1/11 - 01/31/12	
02/1/12 - 01/31/13	
02/1/13 - 01/31/14	
02/1/14 - 01/31/15	

(b) It is mutually agreed that when indirect cost rate ceilings are specified, (1) the Government shall not be obligated to pay any additional amount should the final indirect cost rates exceed the negotiated ceiling rates and, (2) in the event the final indirect cost rates are less than the negotiated ceiling rates, the negotiated rates shall be reduced to conform with the lower rates.

(c) Reserved

(End of clause)

B.5 PREMIUM FOR SCHEDULED OVERTIME (MSFC--52.222-90) (FEB 2001)

Pursuant to the clause entitled "Payment for Overtime Premiums," the amount of overtime premium authorized shall not exceed the amount specified below for the indicated period.

Period
 02/1/10 - 01/31/11
 02/1/11 - 01/31/12
 02/1/12 - 01/31/13
 02/1/13 - 01/31/14
 02/1/14 - 01/31/15

(b)(4)



(End of clause)

B.6 FIXED PERFORMANCE FEE

- (a) This contract is performance based and utilizes various methods to calculate deductions from the potential fixed performance fee based upon the defined acceptable quality levels for the performance of this contract. The Contractor's Financial Management Report (DRD 1292MA-009), Contractor Monthly Self-Assessment Report (DRD 1292MA-011), Performance Requirements Summary (PRS) (Attachment J-4), and the Surveillance And Cost Plus Fixed Performance Fee Plan (Attachment J-5) will be used to assess Contractor performance and to determine fee.
- (b) The amount of fixed performance fee which can be earned in each evaluation period is limited to the amounts set forth in clause B.1. Fixed performance fee which is not earned in an evaluation period cannot be reallocated to future evaluation periods.
- (c) Provisional fixed performance fee payments will be made under this contract pending the determination of the amount of fee earned for an evaluation period. If applicable, provisional fixed performance fee payments will be made to the Contractor on a monthly basis. The total amount of fixed performance fee available in an evaluation period that will be provisionally paid is the lesser of 70 percent or the prior period's percent earned. The Contractor may invoice for one sixth (1/6th) of that amount.
- (d) Provisional fixed performance fee payments will be superseded by the final fixed performance fee evaluation for that period. If provisional payments exceed the final evaluation score, the Contractor shall either credit the next payment voucher for the amount of such overpayment or refund the difference to the Government, as directed by the Contracting Officer.
- (e) If the Contracting Officer determines that the Contractor will not achieve a level of performance commensurate with the provisional rate, payment of provisional fixed performance fee will be discontinued or reduced in such amounts as the Contracting Officer deems appropriate. The Contracting Officer will notify the Contractor in writing if it is determined that such discontinuance or reduction is appropriate.
- (f) Provisional fixed performance fee payments will be made prior to the first fixed performance fee determination by the Government.
- (g) Fixed performance fee determinations are unilateral decisions made solely at the discretion of the Government. The Contractor will be notified after each period by the Contracting Officer of the deductions from fee, if any, and the final fee determination.

- (h) It is mutually agreed and understood that this clause is an implementation of FAR Clause 52.216-8, Fixed Fee. Any withholding of payment of fee or deductions to the Fixed Performance Fee pursuant to this clause are in addition to those set forth in clause 52.216-8. Further, this clause does not limit the Government's right to withhold payment of fee as set forth in clause 52.216-8 or any other clause of this contract.

(End of clause)

B.7 CONTRACT EXTENSION RESULTING FROM PROTESTS

- (a) If the award of a successor contract to perform the services being performed under this contract is delayed because of a protest, the Contracting Officer may extend the period of performance on this contract to cover any delay caused by such protest. The Contractor shall be entitled to an equitable adjustment for such an extension, subject to the limitations set forth in paragraph (b).
- (b) The final fixed fee evaluation period may be extended to include the contract extension period provided for in paragraph (a). However, if the Contractor is the protester or one of the protesters, no additional fee shall be put in the fixed fee pool or otherwise made available to the Contractor, unless the Contractor or another protester substantially prevails in the protest.

(End of clause)

[END OF SECTION]

SECTION C - DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.1 SPECIFICATION/STATEMENT OF WORK

Attachment J-1 is the Performance Work Statement.

(End of clause)

[END OF SECTION]

SECTION D - PACKAGING AND MARKING**D.1 PACKAGING, HANDLING, AND TRANSPORTATION. (1852.211-70) (SEP 2005)**

- (a) The Contractor shall comply with NASA Procedural Requirements (NPR) 6000.1, "Requirements for Packaging, Handling, and Transportation for Aeronautical and Space Systems, Equipment, and Associated Components", as may be supplemented by the statement of work or specifications of this contract, for all items designated as Class I, II, or III.
- (b) The Contractor's packaging, handling, and transportation procedures may be used, in whole or in part, subject to the written approval of the Contracting Officer, provided (1) the Contractor's procedures are not in conflict with any requirements of this contract, and (2) the requirements of this contract shall take precedence in the event of any conflict with the Contractor's procedures.
- (c) The Contractor must place the requirements of this clause in all subcontracts for items that will become components of deliverable Class I, II, or III items.

(End of clause)

[END OF SECTION]

SECTION E - INSPECTION AND ACCEPTANCE

E.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following clauses are hereby incorporated by reference:

52.246-3 INSPECTION OF SUPPLIES - COST-REIMBURSEMENT. (MAY 2001)

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

(End of clause)

E.2 HIGHER LEVEL QUALITY REQUIREMENTS (52.246-11)(FEB 1999)

The Contractor shall comply with the higher-level quality standards selected below:

<u>Title</u>	<u>Number</u>	<u>Date</u>
Marshall Management Manual	MPD 1280.1	Latest issue

(End of clause)

E.3 CHANGES TO HIGHER-LEVEL QUALITY REQUIREMENTS

It is mutually agreed and understood that the Government may unilaterally update Clause E.2 with future versions and require full compliance to the latest requirements. Such action shall not give rise to an equitable adjustment to the estimated contract value, including both cost and fixed fee, or any other expressed terms and conditions of this contract.

(End of clause)

[END OF SECTION]

SECTION F - DELIVERIES AND PERFORMANCE

F.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following clauses are hereby incorporated by reference:

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

(End of clause)

F.2 PERIOD OF PERFORMANCE

- (a) The period of performance of this contract shall be February 1, 2010 through January 31, 2012.
- (b) In the event the Government elects to exercise its option(s) pursuant to the terms of this contract, clause 52.216-9, Option to Extend the Terms of the Contract, the period of performance for each option shall be as set forth below:

<u>Option Period No.</u>	<u>Period of Performance</u>
1	02/01/2012 to 01/31/2014
2	02/01/2014 to 01/31/2015

(End of clause)

F.3 PLACE OF PERFORMANCE - SERVICES

The services to be performed under this contract shall be performed at the following location(s): the George C. Marshall Space Flight Center, Huntsville, Alabama and Michoud Assembly Facility, New Orleans, Louisiana and at such other locations as may be approved in writing by the Contracting Officer.

(End of clause)

F.4 SPECIAL CONDITIONS APPLICABLE TO EXERCISE OF OPTIONS 1 AND 2

- (a) Option Decision Package

Ten months prior to the effective date of Options 1 and 2 (if Option 1 is exercised), the Contractor shall prepare and submit an Option Decision Package to the Contracting Officer in accordance with DRD 1292CD-001. The Option Decision Package shall include a technical refresh proposal, a cost reduction proposal, update on technical/schedule/cost performance, and any additional information

that may be requested by the Contracting Officer. The cost reduction proposal shall consist of, at a minimum, the Contractor's credit proposal based on proposed operational and technological efficiencies, which if negotiated, will result in the reduction in estimated cost and fee associated with the pending option. Additionally, the Option Decision Package submission will describe the Contractor's technical, cost, schedule, and transition performance; status of completion of the integrated architecture; success of infusion of technology to accomplish transformation goals for all services provided to NASA; and any additional information the Contractor considers relevant to NASA's decision to exercise the pending option.

A request for additional information to be included in the Option Decision Package will be made in writing by the Contracting Officer at least 14 calendar days before the due date of the package.

(b) Option Decision Consideration

The Government will consider the following in making a determination to exercise pursuant to Clause 52.217-9, entitled "Option to Extend the Term of the Contract", of the contract:

Decision Point (Applies to all contract option periods)

The Decision Point relates to Government evaluation of data which may result in the recommendation for a favorable decision to exercise the contract option. These criteria include the following areas:

1. Any cost overruns or cost overruns within contractor's control.
2. The Option Decision Package submitted in accordance with paragraph (a) of this clause including, but not limited to, the extent of any cost reductions proposed. The Government reserves the right to return the cost reduction for revision if the magnitude of the proposed reduction is not commensurate with the expected level of savings resulting from anticipated efficiencies.
3. The quality of the Contractor's performance under this contract relative to the service level agreements and performance standards set forth in Attachments J-4 and J-5.
4. Independent market research conducted by the Government.
5. Any other consideration, such as that required by FAR Part 17, that may be determined to be significant by the Government including, but not limited to, availability of funding and continuation of need for the services.

(c) Decision to Exercise Options or Continue Services

The decision to exercise any option will be solely at the discretion of the Government. The decision to exercise Options 1 and 2 will require approval by appropriate levels of NASA management prior to issuance of a modification exercising either option. This clause does not limit the Government's rights relative to any other clause included in this contract.

(End of clause)

F.5 FREE ON BOARD (F.o.b.) POINT

- (a) The F.o.b point for deliverables under this contract shall be the George C. Marshall Space Flight Center, Marshall Space Flight Center, AL 35812, at the sites requiring the deliverables, or for specific items, when so directed by the Contracting Officer or his duly authorized representative, at the Contractor's facilities.

- (b) Those items having the F.o.b point at the Contractor's facilities in accordance with (a) above shall be shipped as directed by the Contracting Officer or his duly authorized representative and in accordance with clause 52.247-1, "Commercial Bill of Lading Notations."

(End of clause)

F.6 SECTION 10721 RATES (MSFC--52.247-90) (FEB 2001)

The Contractor shall use carriers that offer acceptable service at reduced rates (Section 10721 rates), if available.

(End of clause)

F.7 PHASE-IN PURCHASE ORDER (PO) AND PHASE-OUT

(a) Contractor Phase-In

(1) The services provided by this Order are vital to the Government's overall effort. Therefore, continuity of these services must be maintained at a consistently high level without disruption. To this end, the Contractor shall conduct an orderly phase-in of contract activities prior to assumption of responsibility for the effort described in the PWS. These phase-in activities are to be performed under a separate phase-in purchase order and all costs associated with phase-in are not allowable to this contract.

(b) Contractor Phase-out

(1) Prior to contract completion, a successor contractor(s) may be selected to perform the work requirements covered by the PWS. The Contractor shall conduct an orderly phase-out of all required activities prior to completion of this contract and assumption of responsibility for the effort described in the PWS by a successor contractor(s). The Contractor shall remain responsible for the effort covered by the PWS during phase-out activities.

(2) Upon written notice by the Contracting Officer prior to the contract completion date, the Contractor shall conduct phase-out activities for up to 90 calendar days in accordance with FAR 52.237-3, Continuity of Services.

(End of clause)

[END OF SECTION]

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following clauses are hereby incorporated by reference:

1852.227-70 NEW TECHNOLOGY. (MAY 2002)

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

(End of clause)

G.2 RESERVED

G.3 SUBMISSION OF VOUCHERS FOR PAYMENT. (1852.216-87) (MAR 1998)

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

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

NASA Shared Services Center (NSSC)
Financial Management Division (FMD) - Accounts Payable
Building 1111, C. Road
Stennis Space Center, MS 39529

Email: NSSC-AccountsPayable@nasa.gov

Fax: (866) 209-5415

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

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

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

(1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment to the cognizant DCAA office;

(2) Five copies of SF 1034, SF 1035A, or equivalent Contractor's attachment to the following offices by insertion in the memorandum block of their names and addresses:

- (i) Copy 1 NASA Contracting Officer
- (ii) Copy 2 Auditor

- (iii) Copy 3 Contractor
- (iv) Copy 4 Contract administration office; and
- (v) Copy 5 Project management office.

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

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

NASA Shared Services Center (NSSC)
 Financial Management Division (FMD) - Accounts Payable
 Building 1111, C. Road
 Stennis Space Center, MS 39529

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

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

(End of clause)

G.4 DESIGNATION OF NEW TECHNOLOGY REPRESENTATIVE AND PATENT REPRESENTATIVE. (1852.227-72) (JUL 1997)

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

New Technology Representative

NASA/George C. Marshall Space Flight Center
 Attn: ED03/New Technology Representative
 Marshall Space Flight Center, AL 35812

Patent Representative

NASA/George C. Marshall Space Flight Center
 Attn: LS01/Chief Intellectual Property Counsel
 Marshall Space Flight Center, AL 35812

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

authorities of the above-named representatives are set forth in 1827.305-370 of the NASA FAR Supplement.

(End of clause)

G.5 TECHNICAL DIRECTION. (1852.242-70) (SEP 1993)

- (a) Performance of the work under this contract is subject to the written technical direction of the Contracting Officer Technical Representative (COTR), who shall be specifically appointed by the Contracting Officer in writing in accordance with NASA FAR Supplement 1842.270. "Technical direction" means a directive to the Contractor that approves approaches, solutions, designs, or refinements; fills in details or otherwise completes the general description of work or documentation items; shifts emphasis among work areas or tasks; or furnishes similar instruction to the Contractor. Technical direction includes requiring studies and pursuit of certain lines of inquiry regarding matters within the general tasks and requirements in Section C of this contract.
- (b) The COTR does not have the authority to, and shall not, issue any instruction purporting to be technical direction that:
 - (1) Constitutes an assignment of additional work outside the statement of work;
 - (2) Constitutes a change as defined in the changes clause;
 - (3) Constitutes a basis for any increase or decrease in the total estimated contract cost, the fixed fee (if any), or the time required for contract performance;
 - (4) Changes any of the expressed terms, conditions, or specifications of the contract; or
 - (5) Interferes with the contractor's rights to perform the terms and conditions of the contract.
- (c) All technical direction shall be issued in writing by the COTR.
- (d) The Contractor shall proceed promptly with the performance of technical direction duly issued by the COTR in the manner prescribed by this clause and within the COTR's authority. If, in the Contractor's opinion, any instruction or direction by the COTR falls within any of the categories defined in paragraph (b) of this clause, the Contractor shall not proceed but shall notify the Contracting Officer in writing within 5 working days after receiving it and shall request the Contracting Officer to take action as described in this clause. Upon receiving this notification, the Contracting Officer shall either issue an appropriate contract modification within a reasonable time or advise the Contractor in writing within 30 days that the instruction or direction is -
 - (1) Rescinded in its entirety; or
 - (2) Within the requirements of the contract and does not constitute a change under the changes clause of the contract, and that the Contractor should proceed promptly with its performance.
- (e) A failure of the contractor and contracting officer to agree that the instruction or direction is both within the requirements of the contract and does not constitute a change under the changes clause, or a failure to agree upon the contract action to be taken with respect to the instruction or direction, shall be subject to the Disputes clause of this contract.

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

(End of clause)

**G.6 CONTRACTOR REQUESTS FOR GOVERNMENT-PROVIDED PROPERTY.
(DEVIATION) (1852.245-70) (SEP 2007) -- ALTERNATE I (DEVIATION) (SEP 2007)**

- (a) The Contractor shall provide all property required for the performance of this contract. The Contractor shall not acquire or construct items of property to which the Government will have title under the provisions of this contract without the Contracting Officer's written authorization. Property which will be acquired as a deliverable end item as material or as a component for incorporation into a deliverable end item is exempt from this requirement.
- (b)(1) In the event the Contractor is unable to provide the property necessary for performance, and the Contractor requests provision of property by the Government, the Contractor's request shall:
- (i) Justify the need for the property;
 - (ii) Provide the reasons why contractor-owned property cannot be used;
 - (iii) Describe the property in sufficient detail to enable the Government to screen its inventories for available property or to otherwise acquire property, including applicable manufacturer, model, part, catalog, National Stock Number or other pertinent identifiers;
 - (iv) Combine requests for quantities of items with identical descriptions and estimated values when the estimated values do not exceed \$100,000 per unit; and
 - (v) Include only a single unit when the acquisition or construction value equals or exceeds \$100,000.
- (2) Contracting Officer authorization is required for items the Contractor intends to manufacture as well as those it intends to purchase.
- (3) The Contractor shall submit requests to the Contracting Officer no less than 30 days in advance of the date the Contractor would, should it receive authorization, acquire or begin fabrication of the item.
- (c) The Contractor shall maintain copies of Contracting Officer authorizations, appropriately cross-referenced to the individual property record, within its property management system.
- (d) Property furnished from Government excess sources is provided as-is, where-is. The Government makes no warranty regarding its applicability for performance of the contract or its ability to operate. Failure of property obtained from Government excess sources under this clause is insufficient reason for submission of requests for equitable adjustments discussed in the clause at 52.245-1, Government Property.
- (e) In the event the Contracting Officer issues written authorization to provide property, the Contractor shall screen Government sources to determine the availability of property from Government inventory or excess property.
- (1) The Contractor shall review NASA inventories and other authorized Federal excess sources for availability of items that meet the performance requirements of the requested property.
- (i) If the Contractor determines that a suitable item is available from NASA supply inventory, it

- shall request the item using applicable Center procedures.
- (ii) If the Contractor determines that an item within NASA or Federal excess is suitable, it shall contact the Center Industrial Property Officer to arrange for transfer of the item from the identified source to the Contractor.
- (2) If the Contractor determines that the required property is not available from inventory or excess sources, the Contractor shall note the acquisition file with a list of sources reviewed and the findings regarding the lack of availability. If the required property is available, but unsuitable for use, the contractor shall document the rationale for rejection of available property. The Contractor shall retain appropriate cross-referenced documentary evidence of the outcome of those screening efforts as part of its property records system.

(End of clause)

**G.7 INSTALLATION-ACCOUNTABLE GOVERNMENT ACCOUNTABLE
GOVERNMENT PROPERTY (DEVIATION) (1852.245-71) (SEP 2007)**

- (a) The Government property described in paragraph (c) of this clause may be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property unless authorized by the contracting officer under (b)(1)(iv). Under this clause, the Government retains accountability for, and title to, the property, and the Contractor shall comply with the following:

NASA Procedural Requirements (NPR) 4100, NASA Materials Inventory Management Manual

NASA Procedural Requirements (NPR) 4200, NASA Equipment Management Procedural Requirements

NASA Procedural Requirement (NPR) 4300, NASA Personal Property Disposal Procedural Requirements

User Responsibilities: The contractor shall retain responsibility for ensuring proper use, care, and protection (safeguarding) of Installation Accountable Government Property (IAGP) under his/her custody and control. Individual shall be responsible for the following: (1) ensuring IAGP is used only in the pursuit of approved programs, or as otherwise authorized; (2) notifying cognizant Property Support Assistant (PSA) and/or Property Custodian, of all equipment location changes; (3) ensuring that any lost, missing or damaged IAGP is officially reported to his/her supervisor, the appropriate PSA, and the Protective Services Department; (4) notifying PSA of IAGP not being actively used; (5) ensuring that IAGP is turned into the Property Disposal Officer through the PSA when no longer needed; under no circumstances will the contractor dispose of IAGP, whether tagged or untagged; and (6) notifying the Contracting Officer, cognizant PSA, and the Center's Supply and Equipment Officer upon termination of employment.

Property not recorded in NASA property systems must be managed in accordance with the requirements of FAR 52.245-1.

The Contractor shall establish and adhere to a system of written procedures to assure continued, effective management control and compliance with these user responsibilities.

Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

- (b)(1) The official accountable recordkeeping, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished within NASA management information systems prescribed by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the Contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:
- (i) The Contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area.
 - (ii) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area.
 - (iii) The Contractor shall establish a record of the property as required by FAR 52.245-1, Government Property, and furnish to the Industrial Property Officer a DD Form 1149, Requisition and Invoice/Shipping Document, (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all contractor-acquired property until the property is transferred to the Government's accountability.
 - (iv) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the Contracting Officer and notification of the Industrial Property Officer. The property shall be considered Government furnished and the Contractor shall assume accountability and financial reporting responsibility. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR 52.245-1, Government Property, until its return to the installation. NASA Procedural Requirements related to property loans shall not apply to offsite use of property by contractors.
- (2) After transfer of accountability to the Government, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) of this clause and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the Contracting Officer.
- (c) The following property and services are provided if checked.
- X (1) Office space, work area space, and utilities. Government telephones are available for official purposes only.
 - X (2) Office furniture.
 - X (3) Property listed in Attachment J-8.
 - (i) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records.
 - (ii) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.
 - X (4) Supplies from stores stock.

- X (5) Publications and blank forms stocked by the installation.
- X (6) Safety and fire protection for Contractor personnel and facilities.
- X (7) Installation service facilities, See Attachment J-8.
- X (8) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
- X (9) Cafeteria privileges for Contractor employees during normal operating hours.
- X (10) Building maintenance for facilities occupied by Contractor personnel.
- X (11) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services may be provided on-site, as approved by the Contracting Officer.

(End of clause)

G.8 FINANCIAL REPORTING OF NASA PROPERTY OF NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (1852.245-73) (SEP 2007)

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

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

(2) The Contractor shall mail the original signed NF 1018 directly to the cognizant NASA Center Deputy Chief Financial Officer, Finance, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(3) One copy shall be submitted (through the Department of Defense (DOD) Property Administrator if contract administration has been delegated to DOD) to the following address: Industrial Property Officer, AS41, Marshall Space Flight Center, AL, 35812, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

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

and the identification and timely reporting of errors. The objective of this validation is to ensure that information reported is accurate and in compliance with the NASA FAR Supplement. If errors are discovered on NF 1018 after submission, the contractor shall contact the cognizant NASA Center Industrial Property Officer (IPO) within 30 days after discovery of the error to discuss corrective action.

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

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

(End of clause)

**G.9 IDENTIFICATION AND MARKING OF GOVERNMENT EQUIPMENT. (DEVIATION)
(1852.245-74) (SEP 2007)**

- (a) The Contractor shall identify all equipment to be delivered to the Government using NASA Technical Handbook (NASA-HDBK) 6003, "Application of Data Matrix Identification Symbols to Aerospace Parts Using Direct Part Marking Methods/Techniques", and NASA Standard (NASA-STD) 6002, "Applying Data Matrix Identification Symbols on Aerospace Parts". This includes deliverable equipment listed in the schedule and other equipment when NASA directs physical transfer to NASA or a third party. The Contractor shall identify property in both machine and human readable form unless the use of a machine readable-only format is approved by the NASA Industrial Property Officer.
- (b) Property shall be marked in a location that will be human readable, without disassembly or movement of the property, when the items are placed in service unless such placement would have a deleterious effect on safety or on the item's operation.
- (c) Concurrent with equipment delivery or transfer, the Contractor shall provide the following data in an electronic spreadsheet format:
 - (1) Item Description.
 - (2) Unique Identification Number (License Tag).
 - (3) Unit Price.
 - (4) An explanation of the data used to make the unique identification number.
- (d) For items physically transferred under paragraph (a) the following additional data is required:

- (1) Date originally placed in service.
- (2) Item condition.
- (3) Date last serviced.
- (e) The data required in paragraphs (c) and (d) shall be delivered to the NASA center receiving activity listed below:

NASA/George C. Marshall Space Flight Center
- (f) The contractor shall include the substance of this clause, including this paragraph (f), in all subcontracts that require delivery of equipment.

(End of clause)

G.10 PROPERTY MANAGEMENT CHANGES. (DEVIATION) (1852.245-75) (SEP 2007)

- (a) The Contractor shall submit any changes to standards and practices used for management and control of Government property under this contract to the assigned property administrator and Industrial Property Officer (IPO), prior to making the change whenever the change:
 - (1) Employs a standard that allows increase in thresholds or changes the timing for reporting loss, damage, or destruction of property;
 - (2) Alters physical inventory timing or procedures;
 - (3) Alters recordkeeping practices;
 - (4) Alters practices for recording the transport or delivery of Government property; or
 - (5) Alters practices for disposition of Government property.
- (b) The Contractor shall contact the IPO at: Marshall Space Flight Center, Industrial Property Officer, Tracy A. Helmick/AS41, MSFC, AL 35812; (256) 544-5272; tracy.a.helmick@nasa.gov

(End of clause)

G.11 RESERVED

G.12 PHYSICAL INVENTORY OF CAPITAL PERSONAL PROPERTY. (DEVIATION) (1852.245-78) (SEP 2007)

- (a) In addition to physical inventory requirements under the clause at FAR 52.245-1, Government

Property, the Contractor shall conduct annual physical inventories for individual property items with an acquisition cost exceeding \$100,000.

- (1) The Contractor shall inventory:
 - (i) Items of property furnished by the Government;
 - (ii) Items acquired by the Contractor and titled to the Government under the clause at FAR 52.245-1;
 - (iii) Items constructed by the Contractor and not included in the deliverable, but titled to the Government under the clause at FAR 52.245-1; and
 - (iv) Complete but undelivered deliverables.
 - (2) The Contractor shall use the physical inventory results to validate the property record data, specifically location, condition and use status, and to prepare summary reports of inventory as described in paragraph (c) of this clause.
- (b) Unless specifically authorized in writing by the NASA Industrial Property Officer (IPO), the inventory shall be performed and posted by individuals other than those assigned custody of the items, responsibility for maintenance, or responsibility for posting to the property record. The Contractor may request a waiver from this separation of duties requirement from the NASA IPO, when all of the conditions in either (1) or (2) below are met.
- (1) The Contractor utilizes an electronic system for property identification, such as a laser bar-code reader or radio frequency identification reader, and
 - (i) The programs or software preclude manual data entry of inventory identification data by the individual performing the inventory; and
 - (ii) The inventory and property management systems contain sufficient management controls to prevent tampering and assure proper posting of collected inventory data.
 - (2) The Contractor has limited quantities of property, limited personnel, or limited property systems; and,
 - (i) The Contractor provides written confirmation that the Government property exists in the recorded condition and location; and
 - (ii) The items continue to be used exclusively for performance of the contract or as otherwise authorized by the Contracting Officer.
 - (3) The Contractor shall submit the request to the cognizant property administrator and obtain approval from the IPO prior to implementation of the practice.
- (c) The Contractor shall report the results of the physical inventory to the property administrator and the NASA Industrial Property Officer within 10 calendar days of completion of the physical inventory. The report shall:
- (1) Provide a summary showing number and value of items inventoried; and
 - (2) Include additional supporting reports of:
 - (i) Loss, damage or destruction, in accordance with the clause at 52.245-1, Government Property;

- (ii) Idle property available for reuse or disposition; and
 - (iii) A summary of adjustments made to location, condition, status, or user as a result of the physical inventory reconciliation.
- (d) The Contractor shall retain all physical inventory records, including records of all transactions associated with inventory reconciliation. All records shall be subject to Government review and/or audit.

(End of clause)

**G.13 1852.245-80 GOVERNMENT PROPERTY MANAGEMENT INFORMATION
(DEVIATION) (SEPTEMBER 2007)**

- (a) The Offeror shall identify the industry leading or voluntary consensus standards, and/or the industry leading practices, that it intends to employ for the management of Government property under any contract awarded from this solicitation.
- (b) The Offeror shall provide the date of its last Government property control system analysis along with its overall status, a summary of findings and recommendations, the status of any recommended corrective actions, the name of the Government activity that performed the analysis, and the latest available contact information for that activity.
- (c) The Offeror shall identify any property it intends to use in performance of this contract from the list of available Government property in the provision at 1852.245-81, List of Available Government Property.
- (d) The Offeror shall identify all Government property in its possession, provided under other Government contracts that it intends to use in the performance of this contract. The Offeror shall also identify: the contract that provided the property, the responsible contracting officer, the dates during which the property will be available for use (including the first, last, and all intervening months), and, for any property that will be used concurrently in performing two or more contracts, the amounts of the respective uses in sufficient detail to support prorating the rent, the amount of rent that would otherwise be charged in accordance with FAR 52.245-9, Use and Charges, and the contact information for the responsible Government contracting officer. The Offeror shall provide proof that such use was authorized by the responsible contracting officer.
- (e) The Offeror shall disclose cost accounting practices that allow for direct charging of commercially available equipment, when commercially available equipment is to be used in performance of the contract and the equipment is not a deliverable.
- (f) The Offeror shall identify, in list form, any equipment that it intends to acquire and directly charge to the Government under this contract. The list shall include a description, manufacturer, model number (when available), quantity required, and estimated unit cost.
- (g) The Offeror shall disclose its intention to acquire any parts, supplies, materials or equipment, to fabricate an item of equipment for use under any contract resulting from this solicitation when that item of equipment: will be titled to the government under the provisions of the contract; is not included as a contract deliverable; and the Contractor intends to charge the costs of materials directly to the contract. The disclosure shall be in list form, parts shall be grouped by and identify the end

item or system and shall include all descriptive information, manufacturer, model, part, catalog or other identification numbers (when available), quantities required, and estimated unit costs.

- (h) Existing available Government property listed in the provision at 1852.245-81 is provided "as is". NASA makes no warranty regarding its performance or condition. The Offeror uses this property at its own risk and should make its own assessment of the property's suitability for use. The equitable adjustment provisions of the clause at 52.245-1, Government Property, are not applicable to this property. The Offeror must obtain the Contracting Officer's written approval before acquiring replacement property when it intends to charge the cost directly to the contract.
- (i) Existing Government property may be reviewed at the following locations, dates, and times:

(End of provision)

G.14 RESERVED

G.15 OCCUPANCY MANAGEMENT REQUIREMENTS. (DEVIATION) (1852.245-82) (SEP 2007)

- (a) In addition to the requirements of the clause at FAR 52.245-1, Government Property, the Contractor shall comply with the following in performance of work in and around Government real property:
 - (1) NPD 8800.14, Policy for Real Property Management.
 - (2) NPR 8831.2, Facility Maintenance Management
- (b) The Contractor shall obtain the written approval of the Contracting Officer before installing or removing Contractor-owned property onto or into any Government real property or when movement of Contractor-owned property may damage or destroy Government-owned property. The Contractor shall restore damaged property to its original condition at the Contractor's expense.
- (c) The Contractor shall not acquire, construct or install any fixed improvement or structural alterations in Government buildings or other real property without the advance, written approval of the Contracting Officer. Fixed improvement or structural alterations, as used herein, means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. Title to such property shall vest in the Government.
- (d) The Contractor shall report any real property or any portion thereof when it is no longer required for performance under the contract, as directed by the Contracting Officer.

(End of clause)

G.16 CONTRACTOR EMPLOYEE BADGING AND EMPLOYMENT TERMINATION CLEARANCE (MSFC--52.204-90) (JUL 2006)

- (a) It is anticipated that performance of the requirements of this contract will require employee access to and picture badging by the Marshall Space Flight Center. Contractor requests for badging of employees shall be by MSFC Form 1739, "MSFC Contractor Badge/Decal Application." Requests for badging shall be submitted to the appointed Contracting Officer Technical Representative or the Contracting Officer for completion and approval prior to processing by the MSFC Protective Services Department.
- (b) The Contractor shall establish procedures to ensure that each badged employee is properly cleared in accordance with MSFC Form 383-1, "Contractor Employee Clearance Document," when the access is no longer needed.
- (c) Requests for copies of MSFC Forms 383-1, and 1739 shall be directed to the MSFC Protective Services Department, Marshall Space Flight Center, Alabama 35812.

(End of clause)

G.17 CAPITAL ASSET TRACKING

In accordance with NASA Interim Directive NID-9250, dated September 30, 2007, the Contractor shall track, report, and separately identify capital assets as separate Work Breakdown Structure elements on the Contractor's monthly 533 reports. In addition, in accordance with NFS 1852.245-70, contractors shall obtain approval from the Contracting Officer prior to purchasing or beginning fabrication of any Plant Property and Equipment (PP&E) with an anticipated total acquisition cost greater than \$100,000, other than internal use software which has a capitalization threshold of \$1,000,000, that is not specifically identified in their contract. PP&E is defined as tangible assets, including land, that meet the following criteria: (1) have estimated useful lives of 2 years or more, (2) are not intended for sale in the ordinary course of operations, and (3) have been acquired or constructed with the intention of being used or being available for use by the entity.

(End of clause)

**G.18 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES
(FAR 52.222-42) (MAY 1989)**

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

A. Classification, Grades and Rates

<u>Classification</u>	<u>Grades</u>	<u>Rates</u>
Accounting Clerk II	GS-04	12.85
Accounting Clerk III	GS-05	14.38
Administrative Assistant	GS-07	17.81
General Clerk I	GS-02	10.49
General Clerk II	GS-03	11.45
General Clerk III	GS-04	12.85
Data Entry Operator I	GS-02	10.49
Data Entry Operator II	GS-03	11.45
Order Clerk I	GS-02	10.49
Order Clerk II	GS-03	11.45
Production Control Clerk	GS-06	16.02
Personnel Assistant I	GS-04	12.85
Personnel Assistant II	GS-05	14.38
Personnel Assistant III	GS-06	16.02
Word Processor I	GS-03	11.45
Work Processor II	GS-04	12.85
Word Processor III	GS-05	14.38
Scheduler, Maintenance	GS-04	12.85
Secretary I	GS-04	12.85
Secretary II	GS-05	14.38
Secretary III	GS-06	16.02
Supply Technician	GS-07	17.81
Stock Clerk	WG-04	15.41
Librarian	GS-08	19.72

Library Aid/ Clerk	GS-03	11.45
Library Information Technology Systems Administrator	GS-07	17.81
Library Technician	GS-05	14.38
Media Specialist I	GS-04	12.85
Media Specialist II	GS-05	14.38
Media Specialist III	GS-06	16.02
Photographer I	GS-04	12.85
Photographer II	GS-05	14.38
Photographer III	GS-07	17.81
Photographer IV	GS-09	21.78
Photographer V	GS-11	26.35
Computer Operator I	GS-04	12.85
Computer Operator II	GS-05	14.38
Computer Operator III	GS-06	16.02
Computer Operator IV	GS-07	17.81
Computer Operator V	GS-08	19.72
Computer Programmer I	GS-05	14.38
Computer Programmer II	GS-07	17.81
Computer Programmer III	GS-09	21.78
Computer Programmer IV	GS-11	26.35
Computer Systems Analyst I	GS-09	21.78
Computer Systems Analyst II	GS-11	26.35
Computer systems Analyst III	GS-12	31.59
Peripheral Equipment Operator	GS-04	12.85
Personnel Computer Support Technician	GS-07	17.81
Technical Instructor	GS-07	17.81
Technician Instructor / Course Developer	GS-09	21.78
Electronics Technician Maintenance I	WG-08	19.29
Electronics Technician Maintenance II	WG-09	20.34
Electronics Technician Maintenance III	WG-10	21.27
Telecommunications Mechanic I	WG-10	21.27
Telecommunications Mechanic II	WG-11	22.19
Telephone Lineman	WG-10	21.27
Drafter/CAD Operator I	GS-04	12.85
Drafter/CAD Operator II	GS-05	14.38
Drafter/CAD Operator III	GS-06	16.02
Drafter/CAD Operator IV	GS-08	19.72
Engineering Technician I	GS-03	11.45
Engineering Technician II	GS-04	12.85
Engineering Technician III	GS-05	14.38
Engineering Technician IV	GS-07	17.81
Engineering Technician V	GS-09	19.81
Engineering Technician VI	GS-11	26.35
Technical Writer I	GS-07	17.81
Technical Writer II	GS-09	21.78
Technical Writer III	GS-11	26.35

COLLECTIVE BARGAINING AGREEMENT JOB CLASSIFICATIONS

TECHNICAL CLERK I	GS-02	10.49
TECHNICAL CLERK II	GS-03	11.45
TECHNICAL CLERK III	GS-04	12.85
TECHNICAL CLERK LEAD	GS-05	14.38
ILLUSTRATOR II	GS-07	17.81
ILLUSTRATOR III	GS-09	21.78
ILLUSTRATOR II LEAD	GS-10	23.99
ILLUSTRATOR III AND STI LEAD	GS-10	23.99
REPRODUCTION TECHNICIAN	WG-07	18.41
REPRODUCTION TECHNICIAN LEAD	WG-08	19.29
SERVICE ORDER DISPATCHER	GS-04	12.85
SUPPLY CLERK II	WG-04	15.41
TECHNICAL WRITER	GS-07	17.81
TECHNICAL WRITER LEAD	GS-08	19.72

B. Fringe Benefits (applicable to all classifications)

1. Health and Insurance
Life, accident and health insurance and sick leave program, 25 percent of basic hourly rate.
2. Holidays
 - a. New Year's Day
 - b. Martin Luther King's Birthday
 - c. President's Birthday
 - d. Memorial Day
 - e. Independence Day
 - f. Labor Day
 - g. Columbus Day
 - h. Veterans Day
 - i. Thanksgiving Day
 - j. Christmas Day
3. Vacation or Paid Leave
 - a. 4 hours of annual leave each pay period for an employee with less than 3 years of service.
 - b. 6 hours of annual leave each pay period for an employee with 3 but less than 15 years of service.
 - c. 8 hours of annual leave each pay period for an employee with 15 or more years of service.
4. Retirement
1-1/2 percent of basic hourly rate plus Thrift Savings Plan plus Social Security.

(End of clause)

[END OF SECTION]

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following clauses are hereby incorporated by reference:

1852.208-81 RESTRICTIONS ON PRINTING AND DUPLICATING. (NOV 2004)

1852.223-75 MAJOR BREACH OF SAFETY OR SECURITY. (FEB 2002)

(End of clause)

H.2 MITIGATION OF ORGANIZATIONAL CONFLICTS OF INTEREST (OCI)

- (a) Pursuant to FAR 9.504, the Contracting Officer is responsible for identifying and evaluating potential Organization Conflicts of Interest early in the acquisition process and either avoiding, neutralizing, or mitigating such conflicts before contract award. The Contractor shall comply with these restrictions.

The Contracting Officer has determined during the performance of this contract that the Contractor or Subcontractor(s) may be put in the position of performing the following functions that could give rise to a potential organizational conflict of interest:

1. Identifying and defining requirements
2. Assisting in developing Statements of Work
3. Assisting in evaluation of offers
4. Assisting in administration of orders
5. Assisting in administration of billing
6. Reviewing, compiling, or utilizing sensitive information, including proprietary, business confidential, or financial data of other companies, and Government procurement sensitive information. (See NFS 1852.237-72, Access to Sensitive Information)

The existence of these conflicting roles might bias the Contractor's judgment or provide an unfair competitive advantage.

For purposes of this clause, the term "Contractor" includes any division, separate company, or subsidiary that is wholly-owned by the parent corporation, and includes any of the prime Contractor's teammates and/or Subcontractor(s).

- (b) Within two working days of becoming aware of or of receiving any request that gives rise to a potential conflict of interest and in accordance with DRD 1292MA-015, *Organizational Conflict of Interest (OCI) Mitigation Plan*, the Contractor shall notify the Contracting Officer and provide a report detailing the following:

1. Nature of the conflict
2. Plan for avoiding, neutralizing, or mitigating the conflict
3. The benefits and risks associated with acceptance of the proposed mitigation action

The Contracting Officer shall review the report and determine the course of action that is in the best interests of the Government. Any mitigations required as a result of the actions delineated above shall be incorporated as a revision to the Contractor's *Organizational Conflict of Interest (OCI) Mitigation Plan*, Attachment J-15.

Any limitations on future contracting resulting from the Contractor's or its Subcontractor's identification and defining of requirements, preparation of specifications/statements of work, or access to proprietary, business confidential, or financial data of another company are identified in Clause H.3 "Limitation of Future Contracting".

(End of clause)

H.3 LIMITATION OF FUTURE CONTRACTING. (1852.209-71) (DEC 1988)

- (a) The Contracting Officer has determined that this acquisition may give rise to a potential organizational conflict of interest. Accordingly, the attention of prospective Offerors is invited to FAR Subpart 9.5 - Organizational Conflicts of Interest.
- (b) The nature of this conflict is an unfair competitive advantage.
- (c) The restrictions upon future contracting are as follows:
 - (1) If the Contractor, under the terms of this contract, or through the performance of tasks pursuant to this contract, is required to develop specifications or statements of work that are to be incorporated into a solicitation, the Contractor shall be ineligible to perform the work described in that solicitation as a prime or first-tier subcontractor under an ensuing NASA contract. This restriction shall remain in effect for a reasonable time, as agreed to by the Contracting Officer and the Contractor, sufficient to avoid unfair competitive advantage or potential bias (this time shall in no case be less than the duration of the initial production contract). NASA shall not unilaterally require the Contractor to prepare such specifications or statements of work under this contract.
 - (2) To the extent that the work under this contract requires access to proprietary, business confidential, financial data of other companies, or Government procurement sensitive information, and as long as these data remain proprietary or confidential, the Contractor shall protect these data from unauthorized use and disclosure and agrees not to use them to compete with those other companies.

(End of clause)

H.4 ORGANIZATIONAL CONFLICTS OF INTEREST MITIGATION PLAN

During the Phase-in period, and not later than 30 calendar days prior to the Contractor's full assumption of responsibilities, the Contractor shall submit for NASA's approval a comprehensive Organizational Conflicts of Interest Mitigation Plan (DRD 1292MA-015). This comprehensive plan shall incorporate any previous studies performed, shall thoroughly analyze all organizational conflicts of interest that might arise because of the Contractor's performance under this contract or because the Contractor has access to other companies' sensitive information, and shall establish specific methods to control, mitigate, or eliminate all problems identified. The Contracting Officer, with advice from Legal Counsel, will review the plan for completeness and identify to the contractor substantive weaknesses and omissions for necessary correction. Once the Contractor has corrected the substantive weaknesses and omissions, the Contracting Officer will unilaterally incorporate the approved plan as Attachment J-15 to the contract.

(End of clause)

H.5 EXPORT LICENSES. (1852.225-70) (FEB 2000) -- ALTERNATE I (FEB 2000)

- (a) The Contractor shall comply with all U.S. export control laws and regulations, including the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this contract. In the absence of available license exemptions/exceptions, the Contractor shall be responsible for obtaining the appropriate licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.
- (b) The Contractor shall be responsible for obtaining export licenses, if required, before utilizing foreign persons in the performance of this contract, including instances where the work is to be performed on-site at MSFC, where the foreign person will have access to export-controlled technical data or software.
- (c) The Contractor shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exceptions.
- (d) The Contractor shall be responsible for ensuring that the provisions of this clause apply to its subcontractors.
- (e) The Contractor may request, in writing, that the Contracting Officer authorize it to export ITAR-controlled technical data (including software) pursuant to the exemption at 22 CFR 125.4(b) (3). The Contracting Officer or designated representative may authorize or direct the use of the exemption where the data does not disclose details of the design, development, production, or manufacture of any defense article.

(End of clause)

H.6 KEY PERSONNEL AND FACILITIES. (1852.235-71) (MAR 1989)

- (a) The personnel and/or facilities listed below (or specified in the contract Schedule) are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilities, the Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.
- (b) The Contractor shall make no diversion without the Contracting Officer's written consent; provided, that the Contracting Officer may ratify in writing the proposed change, and that ratification shall constitute the Contracting Officer's consent required by this clause.
- (c) The list of personnel and/or facilities (shown below or as specified in the contract Schedule) may, with the consent of the contracting parties, be amended from time to time during the course of the contract to add or delete personnel and/or facilities.

MITS Program Manager

OTHER KEY PERSONNEL TO BE COMPLETED BY OFFEROR

(End of clause)

H.7 OBSERVANCE OF LEGAL HOLIDAYS. (1852.242-72) (AUG 1992) -- ALTERNATE I (SEP 1989) and ALTERNATE II (OCT 2000)

- (a) The on-site Government personnel observe the following holidays:
 New Year's Day
 Labor Day
 Martin Luther King, Jr's Birthday
 Columbus Day
 President's Day
 Veterans Day
 Memorial Day
 Thanksgiving Day
 Independence Day
 Christmas Day
 Any other day designated by Federal statute, Executive order, or the President's proclamation.
- (b) When any holiday falls on a Saturday, the preceding Friday is observed. When any holiday falls on a Sunday, the following Monday is observed. Observance of such days by Government personnel shall not by itself be cause for an additional period of performance or entitlement of compensation except as set forth within the contract.
- (c) On-site personnel assigned to this contract shall not be granted access to the installation during the holidays in paragraph (a) of the clause, except as follows: the Contractor shall provide sufficient on-site personnel to perform round-the-clock requirements of critical work already in process, unless otherwise instructed by the Contracting Officer or authorized representative. If the Contractor's on-site personnel work during a holiday other than those in paragraph (a) of this clause, no form of holiday or other premium compensation shall be reimbursed as either a direct or indirect cost. However, this does not preclude reimbursement for authorized overtime work that would have been overtime regardless of the status of the day as a holiday.
- (d) The Contractor shall place identical requirements, including this paragraph, in all subcontracts that require performance of work on-site, unless otherwise instructed by the Contracting Officer.
- (e) When the NASA installation grants administrative leave to its Government employees (e.g., as a result of inclement weather, potentially hazardous conditions, or other special circumstances), Contractor personnel working on-site should also be dismissed. However, the contractor shall provide sufficient on-site personnel to perform round-the-clock requirements of critical work already in process, unless otherwise instructed by the Contracting Officer or authorized representative.
- (f) Whenever administrative leave is granted to Contractor personnel pursuant to paragraph (e) of this clause, it shall be without loss to the Contractor. The cost of salaries and wages to the Contractor for the period of any such excused absence shall be a reimbursable item of cost under this contract for employees in accordance with the Contractor's established accounting policy.

(End of clause)

H.8 SPECIAL PROVISION FOR CONTRACT CHANGES

- (a) The parties agree that, notwithstanding the provisions of the "Changes – Cost-Reimbursement – Alternate II" clause and the "Government Property" clauses, no change made pursuant to the "Changes – Cost-Reimbursement – Alternate II" clause shall give rise to an equitable adjustment in the estimated cost or fee

or any other contract provision when said change causes an increase or decrease of \$100,000 or less in the estimated cost of this contract. Each change shall be controlling in making this determination, and such change shall not, for purposes of determining the applicability of this clause, be added to any other change(s). The parties recognize that several changes may be grouped together in a bilateral modification for definitization; however, the dollar value of each individual change will be controlling in determining whether or not an equitable adjustment is in order. If and when, and to the extent that, the cumulative value of contract changes, made in accordance with this clause for any contract year exceeds \$1,000,000, an equitable adjustment may be requested by the contractor.

- (b) In addition to the agreed conditions set forth in paragraph (a) above, the following parameters are provided relative to specific Performance Work Statement (Attachment J-1) requirements under this contract:
- (i) Performance Work Statement (PWS), Section 4.3.4, Special Business Case Developments. The types and number of COTR-directed special studies may vary throughout the period of performance of this contract, however, these COTR-directed special studies are considered within the scope of this contract and shall not, in general, be construed as changes within the meaning of the "Changes -- Cost-Reimbursement -- Alternate II" clause of this contract as long as the total number of special studies is not greater than 5 per contract year.
 - (ii) PWS Section 6.0, MSFC Applications and Web Services, and all subsections. The number and types of applications and web services for which these services are provided may be routinely added or deleted throughout the period of performance of this contract. Such additions and deletions, including enhancements to existing applications and websites and new developments, are within the scope of this contract and shall not, in general, be construed as changes within the meaning of the "Changes – cost reimbursement – Alternate II" clause of this contract as long as the total number of applications and websites fall within the parameters set forth in Table J-1-1, Attachment J-1.
 - (ii) PWS Section 7.0, Computing Services and all subsections. During the period of performance of this contract the number and types of managed systems and items of hardware to be maintained may be routinely added or deleted. These changes are within the scope of the contract and shall not, in general, be construed as changes within the meaning of the "Changes – Cost Reimbursement – Alternate II" clause of this contract as long as the total number of computing systems to be managed is not less than 500 and not greater than 2,000 and the total number of hardware items to be maintained is not less than 4,000 and not greater than 15,000.

(End of clause)

H.9 GOVERNMENT CONTRACT QUALITY ASSURANCE FUNCTIONS (1852.246-71) (OCT 1988)

In accordance with the inspection clause of this contract, the Government intends to perform the following functions at the locations indicated:

Item	Quality Assurance Function	Location
All	Final Inspection and Acceptance (See Attachments J-4 and J-5)	See F.3 - Place of Performance

(End of clause)

H.10 LABOR PROVISIONS

Service Contract Act

Pursuant to the requirements of the Service Contract Act of 1965, as amended, and the applicable clauses incorporated in Section I, the minimum wages to be paid service employees under this contract shall be those set forth in the Department of Labor Wage Determinations (Attachment J-3).

NOTICE TO PROSPECTIVE OFFERORS - This solicitation and resulting contract are subject to the statutory provisions of the Service Contract Act of 1965, as amended, (Contract Clause 52.222-41), and the implementing regulations of the Act outlined in Title 29 Code of Federal Regulations, Part 4.

As a prospective Offeror you are liable for the proper interpretation, application, implementation, and administration of the mandatory provisions of this Act. Therefore, it is imperative that you take appropriate action when preparing your proposal to assure compliance and ensure that your corporate policies are congruous with the spirit and intent of the law.

(End of clause)

H.11 NATIONAL LABOR RELATIONS ACT

The selected contractor shall be required to comply with the requirements of the National Labor Relations Act. Further, MSFC encourages contractors with collective bargaining agreements to become actively involved in the Area Labor-Management Relations Council sponsored jointly by the Marshall Space Flight Center and the Federal Mediation and Conciliations Service.

Many of the incumbent contractor's "service employees" are represented by the following collective bargaining representatives (unions):

- Communications Workers of America, AFL-CIO, Local 3095. [Point of Contact: Mary P. Layton, President, (256) 539-6081].

As a Government Contracting Activity, NASA recognizes the legal right of contractor employees and unions to engage in collective bargaining with our contractors [NPR 5200.1D Chapter 1, Paragraph 1.2], as afforded them by the National Labor Relations Act. Therefore, the successful contractor agrees to maintain policies and practices that are congruous with these mandatory provisions of law.

(End of clause)

H.12 RESERVE GATE PROCEDURES/ONE-GATE PLAN

In the event of a labor dispute, the Government may restrict the ingress and egress of the contractor's and subcontractor's employees and suppliers to a specific gate. The contractor agrees to have the employees re-badged (if necessary) and to direct them and the suppliers to utilize only the gate designated in the reserve gate/one-gate procedures.

(End of clause)

H.13 ASBESTOS MATERIAL (MSFC 52.223-90) (JUNE 2002)

During performance of this contract, Contractor personnel performing work in MSFC buildings may come in contact with materials containing asbestos. MSFC Buildings 4200, 4201, 4202, 4663 and 4666 are of special concern since they are known to contain a sprayed on fire insulation on or above the ceiling, usually located on the metal or concrete structure of the buildings. These buildings and all other MSFC buildings may contain asbestos in floor tile, pipe and lagging insulation, exterior siding, roofing felt, and many other building materials. Prior to disturbing suspected asbestos material in any manner, the Contractor shall notify MSFC's Occupational Medicine and Environmental Health Services, for guidance. Contractor shall be responsible for ensuring that all Contractor personnel working onsite are made aware of and comply with this clause.

(End of clause)

H.14 RESERVED

H.15 HAZARDOUS MATERIAL REPORTING (MSFC 52.223-91) (AUG 2005)

- (a) If during the performance of this contract, the Contractor transports or accepts delivery of any hazardous materials (hazardous as defined under the latest version of Federal Standard No. 313, including revisions adopted during the term of the contract) on-site to Marshall Space Flight Center, the hazardous material shall be processed through MSFC Central Receiving to be bar-coded for inventory. Chemical containers shall be managed in accordance with the provisions of MWI 8550.5, "Hazardous Material Management." The Contractor shall be responsible for ensuring that all Contractor/subcontractor personnel are made aware of and comply with this clause.
- (b) Nothing contained in this clause shall relieve the Contractor from complying with applicable Federal, State, and local laws, codes, ordinances, and regulations (including the obtaining of licenses and permits) in connection with hazardous material; or with clauses regarding hazardous materials, which may be contained in the order.

(End of clause)

H.16 ENVIRONMENTAL - GENERAL CLAUSE (MSFC 52.223-92) (DEC 2006)

NASA/Marshall has developed and maintains an Environmental Management System, in accordance with Executive Order 13148, to support and implement its environmental policy of:

"Enabling Marshall's mission through environmental compliance and stewardship and by providing a safe and healthful workplace." (MPD 8500.1, "MSFC Environmental Policy").

Contractors performing on-site shall comply with all applicable Environmental policies and procedures including, but not limited to, MPD 8500.1 and MPR 8500.1, "MSFC Environmental Management Program." MSFC contractors requiring on-site activities that could potentially impact the environment shall be responsible for following all established NASA/Marshall environmental procedures. These procedures and other applicable policies and procedures are available by contacting the NASA/Marshall Environmental Engineering &

Occupational Health Office. Failure to comply with environmental policies and procedures, may result in damage to the environment, and could potentially result in regulatory penalties against NASA and/or the Contractor, and Contractor loss of access to NASA/Marshall facilities.

(End of clause)

H.17 SUBCONTRACTS

- (a) In accordance with the clause entitled "Subcontracts (Cost Reimbursement and Letter Contracts) -- Alternate I," the following classes of subcontracts are designated for special surveillance, and the Contractor shall obtain the Contracting Officer's written consent before placement:
- (1) All cost reimbursement, letter, and labor-hour/time and material subcontracts;
 - (2) All fixed price subcontracts exceeding \$100,000 total value, including all options, if the Contractor has an approved purchasing system; and,
 - (3) All fixed price subcontracts exceeding \$25,000 total value, including all options, if the Contractor does not have an approved purchasing system.
- (b) In conducting procurements for IT resources, the Contractor shall comply with the acquisition planning, publication, and competition requirements as generally set forth in the Federal Acquisition Regulation (FAR), Parts 6 and 39. Before issuing a solicitation for any IT resource procurement estimated to exceed \$2,500,000 in total value, the Contractor shall obtain the Contracting Officer's prior written consent to proceed with the procurement.
- (c) All subcontracts shall be in the name of the contractor and shall not bind nor purport to bind the Government in any manner.

(End of clause)

H.18 EXCLUDED FUNCTIONS AND RESPONSIBILITIES

Functions and responsibilities directly involved or associated with the management of any NASA laboratory or office are expressly excluded from this contract. Any instructions, directives, or orders issued under this contract involving such NASA management functions and responsibilities shall be null and void. The following activities are representative of the excluded functions and responsibilities that cannot be provided by the Contractor for the Government:

1. Policy making or management of NASA operations;
2. NASA Program or project management;
3. Technical management of Government contracts;
4. NASA management planning, programming, budgeting, review, and analysis;
5. Government purchasing, contracting, contract administration, acceptance of materials and/or performance, and pay and accounting therefore;
6. Direction or supervision of other Government Contractors or Government agencies, or otherwise acting as an agent to obligate or commit NASA in any capacity;
7. Clerical and other administration-type functions required to be performed by civil service personnel;
8. Supervision of Government employees.

(End of clause)

H.19 APPLICABILITY OF SECTION CLAUSES TO SUBCONTRACTS

In the event the Contractor enters into subcontract(s) for performance of any of the services required under the Performance Work Statement of this contract, the Contractor hereby agrees that, in addition to all other requirements, the intent and purpose of the following contract clauses will be incorporated in any such subcontract(s) where the type of subcontract, or work to be performed, could make the clause applicable. Such inclusion shall be in addition to the flow-down of FAR/NFS clauses required by those clauses.

- B.4 Allowable Items of Cost
- B.5 Premium for Scheduled Overtime
- B.7 Contract Extension Resulting from Protests
- E.1 Inspection of Supplies - Cost-Reimbursement
Inspection of Services - Cost-Reimbursement
- G.1 New Technology
- G.4 Designation of New Technology Representative and Patent Representative.
- G.7 Installation-Accountable Government Property
- G.8 Financial Reporting of NASA Property in the Custody of Contractors
- G.16 Contractor Employee Badging and Employment Termination Clearance
- G.18 Statement of Equivalent Rates For Federal Hires
- H.2 Mitigation of Organizational Conflicts Of Interest (OCI)
- H.3 Limitation of Future Contracting
- H.7 Observance of Legal Holidays
- H.12 Reserve Gate Procedures/ One-Gate Plan
- H.13 Asbestos Material
- H.15 Hazardous Material Reporting
- H.16 Environmental - General Clause
- H.18 Excluded Functions and Responsibility
- I.1 Safety and Health
Emergency Evacuation Procedures
Frequency Authorization
Drug-Free Workplace
Employment Eligibility Verification

(End of clause)

H.20 ASSOCIATE CONTRACTOR AGREEMENTS

- (a) In order to achieve the requirements of this contract, the Contractor shall establish, in conjunction with the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR), the means for coordination and exchange of information with multiple onsite MSFC contractors. The purpose of this clause is to facilitate cooperation among MSFC services contractors in providing support for accomplishing MSFC's mission. The Contractor Agreements contemplated by this clause, established within 180 calendar days after contract award, will be added by contract modification to this paragraph as required without any other adjustment to the contract value, requirements, or terms and conditions of this contract.

- (b) MSFC requires Associate Contractor Agreements (prime, teammates, and subcontractors), including, but not limited to, the following:

<u>Contract</u>	<u>Contractor</u>
Outsourcing Desktop Initiative for NASA (ODIN)	Lockheed Martin IT
Agency Consolidated End-user Services (ACES)	(TBD)
NASA Integrated Communications Services (NICS)	(TBD)
NASA Enterprise Data Center (NEDC)	(TBD)
Enterprise Applications Service Technologies (EAST)	(TBD)
Agency-wide Protective Services Contract	(TBD)
Center Operations Support Services (COSS)	EG&G
Logistics Services Contract	EG&G
Michoud Assembly Facility Manufacturing Support and Facility Operations Contract (MSFOC)	(TBD)

- (c) The Contractor shall document agreements with other Associate Contractors described in (a) above via Associate Contractor agreements. The Government will not be a party in such Associate Contractor agreements. A copy of each such agreement shall be provided to the CO. All costs associated with such agreements are included in the negotiated cost of this contract.
- (d) The Contractor is not relieved of any contract requirements or entitled to any adjustments to the contract terms because of the failure to resolve a disagreement with an Associate Contractor. Liability for the improper disclosure of any proprietary data contained in or referenced by any agreement shall rest with the parties to the agreement, and not the Government.

(End of clause)

H.21 SECURITY/BADGING REQUIREMENTS FOR FOREIGN NATIONAL VISITORS AND EMPLOYEES OF FOREIGN CONTRACTORS

- (a) An employee of a domestic Marshall Space Flight Center (MSFC) contractor or its subcontractor who is not a U.S. citizen (foreign national) may not be admitted to the MSFC site for purposes of performing work without special arrangements. In addition, all employees or representatives of a foreign MSFC contractor/subcontractor may not be admitted to the MSFC site without special arrangements. For employees as described above, advance notice must be given to the MSFC Protective Services Office at least 3 weeks prior to the scheduled need for access to the site so that instructions on obtaining access may be provided.
- (b) All visit/badge requests for persons described in paragraph (a) above must be entered in the NASA Foreign National Management System (NFMMS) for acceptance, review, concurrence and approval purposes. When an authorized company official requests a MSFC badge for site access, he/she is certifying that steps have been taken to ensure that its contractor or subcontractor employees, visitors, or representatives will not be given access to export-controlled or classified information for which they are not authorized. The authorized company officials shall serve as the contractor's representative(s) in certifying that all visit/badge request forms are processed in accordance with MSFC security and export control procedures.

No foreign national, representative, or resident alien contractor/subcontractor employee shall be granted access into MSFC until a completed request has been approved and processed through the NFNMS. Unescorted access will not be granted unless the MSFC Protective Services Office has completed a favorable National Agency Check (NAC).

- (c) The contractor agrees that it will not employ for the performance of work onsite at the MSFC any individuals who are not legally authorized to work in the United States. If the MSFC Industrial Security Specialist or the contracting officer has reason to believe that any employee of the contractor may not be legally authorized to work in the United States and/or on the contract, the contractor may be required to furnish copies of federal Form I-9 (Employment Eligibility Verification), U.S. Department of Labor Application for Alien Employment Certification, and any other type of employment authorization document.
- (d) The contractor agrees to provide the information requested by the MSFC Protective Services Office in order to comply with NASA policy directives and guidelines related to foreign visits to NASA facilities so that (1) the visitor/employee/ representative may be allowed access to MSFC or other NASA Centers for performance of this contract, (2) required investigations can be conducted, and (3) required annual or revalidation reports can be submitted to NASA Headquarters. All requested information must be submitted in a timely manner in accordance with instructions provided by MSFC or any other Center to be visited.

(End of clause)

H.22 MSFC 52.223-94 SAFETY PERFORMANCE EVALUATION, EVALUATION CRITERIA, AND PERFORMANCE RECOGNITION (FEB 2008)

SAFETY PERFORMANCE EVALUATION

- 1. CONTRACTOR RESPONSIBILITY.** The Contractor is responsible for maintaining an effective safety program during the course of the contract with a goal to achieve a world-class program within the term of the contract. The Contractor will ensure that the requirements of the MSFC approved Contractor's Safety and Health Plan and applicable Data Requirement Documents (DRD) are met. Contractor safety performance evaluation will be based on the MSFC safety program elements. The Contractor shall conduct an annual self-evaluation based on these criteria. The Contracting Officer (CO)/ Contracting Officer Technical Representative (COTR), in coordination with the MSFC Industrial Safety Branch, will validate the Contractor's self-evaluation.

Annually, the agreed score will be used to assess performance appropriately—positive or negative.

For the purpose of assessing the annual score, the Contractor and the CO/COTR, in coordination with the MSFC Industrial Safety Branch, will reach a mutually agreeable determination based on the metrics reflected in the attachment. In cases where the Contractor and CO/COTR cannot reach agreement, the MSFC Ombudsman will hear arguments from both sides and make a final decision. This process shall not preclude the CO from taking immediate action for any serious, willful, blatant, or continued violations of MSFC safety policy or procedures.

- 2. EVALUATION CRITERIA.** Contractor self-evaluation and Government validation will be based on the applicable elements and sub-elements of the MSFC safety program shown below. Specific criteria are shown on Attachment J-6 entitled "Safety Health Management Implementation Guide and Assessment Matrix."

Deviations from the matrix criteria may be made, for cause, and must be approved by the COTR, CO and Government Safety Representative. It should be noted that Element 1 has a management and an employee component. These are simply averaged to obtain the score for Element 1. The result should be carried to the second decimal point.

MANAGEMENT COMMITMENT AND EMPLOYEE INVOLVEMENT HAZARD PREVENTION AND CONTROL

(ELEMENT 1)	(ELEMENT 3)
Documented Safety Policy and Goals	Hazard Identification Process
Safety Committees	Facility and Equipment Maintenance
Safety Meetings	Emergency Program and Drills
Subcontractor Safety	Emergency Medical Care Program
Resources	Personal Protective Equipment
Access to Professional Safety Staff	Health Program
Accountability (Disciplinary Program)	
Annual Evaluation	

(ELEMENT 2)	(ELEMENT 4)
System And Worksite Hazard Analysis	Safety and Health Training
Complete And Update Baseline Surveys	Employee
Perform Analysis Of New Work	Supervisor
Job Hazard Analysis/ Process Review	Manager
Self-Inspections	
Employee Hazard Reporting	
Mishap/Close Call Investigation	
Injury/Illness Rates	

3. PERFORMANCE RECOGNITION.

Contractor performance will be recognized as follows:

<p>Level I - Annual rating score of ≥ 36 and a Lost Time Case Rate (LTC) $\leq 50\%$ of the LTC for the applicable North American Industry Classification System (NAICS) rate.</p>	<p><i>Formal award with public recognition.</i></p> <p><i>Appropriate past performance referrals provided.</i></p>
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Exception: *Contractors with less than 100 employees located onsite MSFC.* To be rated in Level I, the contractor shall have no lost time injuries during the past year.

<p>Level II - Annual rating score of ≥ 28 based on the annual assessment score, and a LTC $<$ the applicable NAICS rate and the scores remain the same, or reflect improved performance, from the previous period. If scores reflect a decrease in performance, no letter of commendation will be issued.</p>	<p><i>Formal letter of commendation.</i></p> <p><i>Will impact contract evaluation and past performance referrals.</i></p>
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Exception: Contractors with less than 100 employees located onsite MSFC. To be rated in Level II, the contractor shall have no more than one lost time injury during the past year.

<p>Level III - Annual rating score of ≤ 16 or a LTC NAICS rate.</p>	<p><i>Formal letter expressing concern.</i></p> <p><i>Corrective Action Plan requested.</i></p> <p><i>Data placed in Past Performance</i></p>
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Failure to improve could result in contract options not being exercised.

Exception: Contractors with less than 100 employees located onsite MSFC. A Level III rating will be given to a contractor having greater than two lost time injuries during the past year.

<p>If contractor's Safety Performance evaluation does not fall within the above categories.</p>	<p><i>No recognition</i></p>
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NOTE: The most current Department of Labor NAICS rate, effective at the beginning of the annual evaluation period, will be utilized for LTC evaluation. Lost Time Incidents shall be recorded in accordance with NASA requirements specified in MWI 8621.1, "Close Call and Mishap Reporting and Investigation Program." Final decisions on any disputed lost time injury determinations will be handled by established Government regulatory procedures.

4. CONTRACTOR ACCOUNTABILITY FOR MISHAPS.

The Contractor shall not be held accountable for injuries to their personnel or damage to the property they control that is caused by individuals or situations clearly outside the control of their contract.

5. EVALUATION PROCESS.

The evaluation process will be based on the major elements and their sub-elements cited in Paragraph 2.

The evaluation process will include these steps:

1. Contractor to conduct annual self-assessment and assign numerical score to each element.
2. Contractor self assessments will address compliance with their approved Safety and Health Plan.
3. Contractor to have self-assessment validated by CO/COTR and Industrial Safety Branch.
4. On an annual basis, the CO will apply contract incentives/recognition or consequences based on the average quarterly scores. The CO will make a determination annually for items requested in paragraph 6 that are not reported. *(Also, see paragraph 7 below.)*

The evaluation process will use the Safety Health Management Implementation Guide and Assessment Matrix at Attachment J-6. The Safety Performance Evaluation Summary is also located at Attachment J-6.

6. SAFETY METRIC REPORTING.

The contractor shall report safety metrics to the extent specified in the contract.

7. FAILURE TO REPORT

If the contractor fails to report the items in paragraph 6 above in accordance with this contract, an amount of \$1,000 will be deducted for each occurrence of failure to report the required data.

(End of clause)

[END OF SECTION]

SECTION I - CONTRACT CLAUSES

I.1 CLAUSES INCORPORATED BY REFERENCE (52.252-2) (JUN 1988)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

(End of clause)

NOTICE: The following clauses are hereby incorporated by reference:

A. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES

<u>Clause No.</u>	<u>Title</u>
52.202-1	Definitions (Jul 2004)
52.203-3	Gratuities (Apr 1984)
52.203-5	Covenant Against Contingent Fees (Apr 1984)
52.203-6	Restrictions on Subcontractor Sales to the Government (Sep 2006)
52.203-7	Anti-Kickback Procedures (July 1995)
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity (Jan 1997)
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity (Jan 1997)
52.203-12	Limitation on Payments to Influence Certain Federal Transactions (Sep 2007)
52.203-13	Contractor Code of Business Ethics and Conduct (Dec 2008)
52.203-14	Display of Hotline Poster(s)(Dec 2007)
52.204-1	Approval of Contract (Dec 1989) [Insert "MSFC Procurement Officer"]
52.204-2	Security Requirements (Aug 1996)
52.204-4	Printed or Copied Double-Sided on Recycled Paper (Aug 2000)
52.204-7	Central Contractor Registration (Apr 2008)
52.204-10	Reporting Subcontract Awards (Sep 2007)
52.209-6	Protecting the Government's Interest when Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Sep 2006)
52.211-15	Defense Priority and Allocation Requirements (Apr 2008)
52.215-2	Audit – Negotiation and Records – Negotiation (Jun 1999)
52.215-8	Order of Precedence- Uniform Contract Format (Oct 1997)
52.215-9	Changes or Additions to Make-or-Buy Program (Oct 1997)
52.215-11	Price Reduction for Defective Cost and Pricing Data-Modifications (Oct 1997)
52.215-13	Subcontractor Cost and Pricing Data-Modifications (Oct 1997)
52.215-14	Integrity of Unit Prices (Oct 1997)
52.215-15	Pension Adjustments and Asset Reversions (Oct 2004)
52.215-18	Reversion or Adjustment of Plans for Postretirement Benefits (PRB) Other Than Pensions (Jul 2005)
52.215-19	Notification of Ownership Changes (Oct 1997)

52.215-21	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data-Modifications (Oct 1997)
52.216-7	Allowable Cost and Payment (Dec 2002)
52.217-9	Option to Extend the Term of the Contract (Mar 2000) [Insert “the period of performance of this contract” and “30 “ in paragraph (a) and “60 months” in paragraph (c)]
52.219-6	Notice of Total Small Business Set-Aside (Jun 2003)
52.219-8	Utilization of Small Business Concerns (May 2004)
52.219-28	Post-Award Small Business Program Representation (Jun 2007)
52.222-1	Notice to the Government of Labor Disputes (Feb 1997)
52.222-2	Payment for Overtime Premiums (Jul 1990) [Insert “See Clause B.5” in paragraph (a)]
52.222-3	Convict Labor (Jun 2003)
52.222-4	Contract Work Hours and Safety Standards -- Overtime Compensation (Jul 2005)
52.222-21	Prohibition of Segregated Facilities (Feb 1999)
52.222-26	Equal Opportunity (Mar 2007)
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sep 2006)
52.222-36	Affirmative Action for Workers with Disabilities (Jun 1998)
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sep 2006)
52.222-38	Compliance with Veterans’ Employment Reporting Requirements (Dec 2001)
52.222-39	Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004)
52.222-41	Service Contract Act of 1965, As Amended (Nov 2007)
52.222-50	Combating Trafficking in Persons (Feb 2009)
52.222.54	Employment Eligibility Verification (Jan 2009)
52.223-2	Affirmative Procurement of Biobased Products Under Service and Construction Contracts (Dec 2007)
52.223-5	Pollution Prevention and Right-to-Know Information (Aug 2003)
52.223-6	Drug-Free Workplace (May 2001)
52.223-10	Waste Reduction Program (Aug 2000)
52.223-14	Toxic Chemical Release Reporting (Aug 2003)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Dec 2007)
52.224-1	Privacy Act Notification (Apr 1984)
52.224-2	Privacy Act (Apr 1984)
52.225-1	Buy American Act- Supplies (Feb 2009)
52.225-13	Restrictions on Certain Foreign Purchases (Jun 2008)
52.227-1	Authorization and Consent (Dec 2007)
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement (Dec 2007)
52.227-10	Filing of Patent Applications- Classified Subject Matter (Dec 2007)
52.227-14	Rights in Data -- General (Dec 2007) -- As Modified by NASA FAR Supplement 1852.227-14

52.227-16	Additional Data Requirements (Jun 1987)
52.228-7	Insurance – Liability to Third Persons (Mar 1996)
52.230-2	Cost Accounting Standards (Oct 2008)
52.230-6	Administration of Cost Accounting Standards (Mar 2008)
52.232-9	Limitation on Withholding of Payments (Apr 1984)
52.232-17	Interest (Oct 2008)
52.232-18	Availability of Funds (Apr 1984)
52.232-22	Limitation of Funds (Apr 1984)
52.232-23	Assignment of Claims (Jan 1986)
52.232-25	Prompt Payment (Oct 2003)- Alt I (Feb 2002)
52.232-33	Payment by Electronic Funds Transfer-Central Contractor Registration (Oct 2003)
52.233-1	Disputes (Jul 2002) -- Alternate I (Dec 1991)
52.233-3	Protest After Award (Aug 1996) – Alternate I (Jun 1985)
52.233-4	Applicable Law for Breach of Contract Claim (Oct 2004)
52.237-2	Protection of Government Buildings, Equipment, and Vegetation (Apr 1984)
52.237-3	Continuity of Services (Jan 1991)
52.239-1	Privacy or Security Safeguards (Aug 1996)
52.242-1	Notice of Intent to Disallow Costs (Apr 1984)
52.242-3	Penalties for Unallowable Costs (May 2001)
52.242-4	Certification of Final Indirect Cost (Jan 1997)
52.242-13	Bankruptcy (Jul 1995)
52.243-2	Changes -- Cost-Reimbursement (Aug 1987) -- Alternate II (Apr 1984)
52.244-2	Subcontracts (Jun 2007)[Insert “See Clause H.17” in (d) and “N/A” in (j)]
52.244-5	Competition in Subcontracting (Dec 1996)
52.244-6	Subcontracts for Commercial Items (Feb 2009)
52.245-1	Government Property (Jun 2007)
52.245-9	Use and Charges (Jun 2007)
52.246-25	Limitation of Liability - Services (Feb 1997)
52.247-1	Commercial Bill of Lading Notations (Feb 2006)
52.247-67	Submission of Transportation Documents for Audit (Feb 2006)
52.249-6	Termination (Cost-Reimbursement) (May 2004)
52.249-14	Excusable Delays (Apr 1984)
52.251-1	Government Supply Sources (Apr 1984)
52.251-2	Interagency Fleet Management System Vehicles and Related Services (Jan 1991)
52.252-6	Authorized Deviations in Clauses (Apr 1984)
52.253-1	Computer Generated Forms (Jan 1991)

B. NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

<u>Clause No.</u>	<u>Title</u>
1852.204-75	Security Classification Requirements (Sep 1989)[Insert “Secret” and “J-10”]
1852.204-76	Security Requirements for Unclassified Information Technology Resources (Deviation)(May 2008)

1852.215-84	Ombudsman (Oct 2003)[Insert “Robin N. Henderson, DE01, George C. Marshall Space Flight Center, MSFC, AL 35812, telephone (256) 544-1919, fax (256) 544-7920, email Robin.N.Henderson@nasa.gov”]
1852.216-89	Assignment and Release Forms (Jul 1997)
1852.219-74	Use of Rural Area Small Businesses (Sep 1990)
1852.219-75	Small Business Subcontracting Reporting (May 1999)
1852.219-76	NASA 8 Percent Goal (Jul 1997)
1852.219-77	NASA Mentor-Protégé’ Program (May 1999)
1852.219-79	Mentor Requirements and Evaluation (Mar 1999)
1852.223-70	Safety and Health (Apr 2002)
1852.223-71	Frequency Authorization (Dec 1988)
1852.223-76	Federal Automotive Statistical Tool Reporting (Jul 2003)
1852.227-86	Commercial Computer Software – Licensing (Dec 1987)
1852.228-75	Minimum Insurance Coverage (Oct 1988)
1852.237-70	Emergency Evacuation Procedures (Dec 1988)
1852.237-72	Access to Sensitive Information (Jun 2005)
1852.237-73	Release of Sensitive Information (Jun 2005)
1852.243-71	Shared Savings (Mar 1997)
1852.246-70	Mission Critical Space System Personnel Reliability Program (Mar 1997)

I.2 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL. (SEP 2007)

- (a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
- (b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

(End of clause)

I.3 FIXED FEE. (52.216-8) (MAR 1997)

- (a) The Government shall pay the Contractor for performing this contract the fixed fee specified in the Schedule.
- (b) Payment of the fixed fee shall be made as specified in the Schedule; provided that after payment of 85 percent of the fixed fee, the Contracting Officer may withhold further payment of fee until a reserve is set aside in an amount that the Contracting Officer considers necessary to protect the Government's interest. This reserve shall not exceed 15 percent of the total fixed fee or \$100,000, whichever is less. The Contracting Officer shall release 75 percent of all fee withholds under this contract after receipt of the certified final indirect cost rate proposal covering the year of physical completion of this contract, provided the Contractor has satisfied all other contract terms and conditions, including the submission of the final patent and royalty reports, and is not delinquent in submitting final vouchers on prior years' settlements.

The Contracting Officer may release up to 90 percent of the fee withholds under this contract based on the Contractor's past performance related to the submission and settlement of final indirect cost rate proposals.

(End of clause)

I.4 AUTHORIZED DEVIATIONS IN CLAUSES. (52.252-6) (APR 1984)

- (a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of (DEVIATION) after the date of the clause.
- (b) The use in this solicitation or contract of any NASA FAR Supplement (48 CFR 18) clause with an authorized deviation is indicated by the addition of (DEVIATION) after the name of the regulation.

(End of clause)

[END OF SECTION]

SECTION J - DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS**ATTACHMENT J****LIST OF ATTACHMENTS**

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ATTACHMENT J-7	RESERVED	J-7-1
ATTACHMENT J-8	Installation Provided Property and Services	J-8-1 – J-8-2
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ATTACHMENT J-14	Personal Identity Verification (PIV) Procedures	J-14-1 – J-14-4
ATTACHMENT J-15	Organizational Conflict of Interest (OCI) Mitigation Plan	J-15-1

(End of clause)

Attachment J-1
Performance Work Statement

For

MSFC Information Technology Services
(MITS)

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1.0 General

The Marshall Space Flight Center (MSFC), located in Huntsville, Alabama, is a branch of the National Aeronautics and Space Administration (NASA). The Center resides within the boundaries of the United States Army's Redstone Arsenal and employs approximately 7,000 NASA civil servants and contractors who perform various duties across the MSFC campus.

The Center will be dependent upon the MSFC Information Technology Services (MITS) contract as the primary provider of information technology and communication services for the Center, the National Space Science and Technology Center (NSSTC) in Huntsville, Alabama, and the Michoud Assembly Facility (MAF) in New Orleans, Louisiana.

1.1 Mission Statement

NASA's mission is to pioneer the future in space exploration, scientific discovery and aeronautics research. NASA conducts its work in four principle organizations, called mission directorates:

Aeronautics: pioneers and proves new flight technologies that improve our ability to explore and which have practical applications on Earth.

Exploration Systems: creates new capabilities and spacecraft for affordable, sustainable human and robotic exploration.

Science: explores the Earth, moon, Mars and beyond; charts the best route of discovery; and reaps the benefits of Earth and space exploration for society.

Space Operations: provides critical enabling technologies for much of the rest of NASA through the space shuttle, the International Space Station and flight support.

NASA Headquarters, in Washington, provides overall guidance and direction to the agency, under the leadership of the NASA Administrator. Ten field centers and a variety of installations conduct the day-to-day work, in laboratories, on air fields, in wind tunnels and in control rooms. The Centers (e.g., MSFC) determine how the mission directorate programs will be implemented, and execute Agency-wide programs as they are assigned.

The nature of NASA's program implementation model requires cross-Center collaboration for the execution of the mission directorate programs. Mission programs and HQ initiatives are executed across multiple centers. NASA requires a seamless technical infrastructure to ensure interoperability within programs and across Centers. The Centers have the responsibility to implement and manage that technical structure.

Agency-wide NASA corporate initiatives and resulting MSFC-hosted programs are the primary drivers that define MSFC's IT requirements. The Agency's business model is transitioning from one based on autonomous Centers to a more tightly coupled organization with business processes executed across Center and organizational boundaries. NASA is aligning all support services to mission programs (shared infrastructure services model) and will need to drive cost savings through consolidated support services and other opportunities for increased efficiencies. MSFC-hosted programs range from self-contained, mature operations requiring basic commodity support to new,

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increasingly complex startup programs requiring collaborative engineering environments across NASA centers and beyond.

Because IT comprises a substantial part of the Agency's overall budget, it must be managed strategically, fully aligned with customer needs, and evaluated to ensure successful performance. MSFC's IT service providers must function as IT partners with our customers, who are increasingly recognizing the criticality and value of IT to their programs. Within this framework, the contractor's mission is to manage, be responsible for, and provide IT services to meet the requirements defined by this Performance Work Statement (PWS). The contractor shall: (a) operate and maintain existing equipment, software and services; (b) gather, analyze, define, and document systems requirements; and (c) plan, design, develop or acquire, integrate, test, and implement new systems or enhancements to existing systems for the following services:

- IT Security Services
- IT Planning, Policy, Architecture & Integration
- Telecommunications Services
- Applications and Web Services
- Computing Services
- Audio Visual Information Services

These services include IT systems support for programs and projects for which the Office of the Chief Information Officer (from here on referred to as OCIO) is responsible. For the purposes of this PWS, the customer is defined as the end-user of the services described regardless of geographic location. A customer may include a NASA Program/Project office, Staff office, NASA contractor, or an individual within these organizations.

1.2 Responsibilities

a. Government - OCIO

The OCIO is the principle MSFC Organization responsible for all MSFC IT related functions, including the development of Center IT strategies, IT architecture, IT investment management and tracking, and IT customer relationship management. The OCIO utilizes a process-oriented methodology of governance to effectively manage the acquisition, provisioning, use, and oversight of information technology resources. Innovation and learning are at the heart of the OCIO management philosophy. In the execution of these roles, the OCIO has total system management responsibilities that include long-range planning, requirements definition, alternative analysis, design, acquisition or development, integration, testing, implementation, and ongoing operations, maintenance, and administration of both hardware and software.

The OCIO uses service level management, customer feedback, and continuous improvement processes to maintain high quality services that are cost effective and efficient and produce the highest levels of customer satisfaction. Strong customer relationships are put in place to achieve clear understanding of customer goals, with service level agreements describing the services to be provided. The OCIO will evaluate the contractor's performance by utilizing the Evaluation Surveillance Plan (Attachment J-5).

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b. Contractor

The contractor is designated “Systems Manager” for OCIO managed systems. The contractor responsibilities shall include long-range planning, requirements definition, alternative analysis, design, acquisition or development, integration, testing, implementation, and ongoing operations, maintenance, and administration of both hardware and system software. The contractor shall assess the feasibility and cost effectiveness of new technology and provide recommendations for the retirement of existing technologies.

The contractor shall provide the customer services described in this PWS. In providing these services, the contractor shall perform the management functions described in paragraph 2.0 in an integrated and cost effective manner, and with minimum additional action by the customer. The contractor shall comply with the regulations, procedures, and agreements as defined in Attachment J-9. For example, a new project is assigned to MSFC requiring program planning and engineering analyses. The contractor shall interface with the NASA points of contact and the customer to design, develop, and implement IT services to meet the customer requirements, while ensuring alignment with the current Enterprise Architecture and that existing Center resources are utilized to the maximum extent.

When ensuring that existing Center resources are utilized to the maximum extent possible, the contractor shall interface with other suppliers such as the End-User Services contractor. These interfaces, as well as interfaces with customers, are defined in Operating Agreements, Memoranda of Understanding (MOU), Memorandums of Agreement (MOA), Interface Control Documents (ICD), NASA policies, Associate Contract Agreements (ACA), Service Level Agreements (SLA) and other written agreements.

The contractor shall measure and report the service-level objectives and performance for each of the services defined in this PWS and DRD 1292MA-011, Contractor Self-Assessment Report. The performance metrics for the services are specified in Attachment J-4.

In performing the requirements of this contract, the contractor shall clearly and consistently characterize the various services as separate and distinct. This characterization is essential in delineating the different funding and approval procedures associated with each service, and in ensuring accuracy of cost reporting in accordance with the Work Breakdown Structure (WBS), prepared in accordance with DRD 1292MA-005.

The contractor shall report and document this work and fulfill the requirements of associated Data Requirement Descriptions (DRD’s) as outlined in Data Procurement Document (DPD) 1292 (Attachment J-2). The contractor shall determine the data restriction that applies to each data deliverable and mark or transmit the data restriction in accordance with section 2.3.3 of the Data Procurement Document.

The contractor shall prepare and submit an Option Decision Package in accordance with DRD 1292CD-001.

Emergency Preparedness and Response - The Contractor’s obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to

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emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize “Emergency Acquisition Flexibilities”, are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

2.0 Management Support

The contractor shall provide all resources necessary to accomplish the mission defined in this PWS. The contractor shall provide project management, financial management, contract administration, procurement, asset management, security, safety, facilities management, and quality management to accomplish the mission. The contractor shall provide, implement, and maintain the requisite organization, employee value system, disciplines, and systems necessary to manage the resources required for performance of these functions. In performance of program management functions, the contractor shall:

- a. Ensure the implementation of management practices to proactively pursue innovation and technology advancement to enhance customer satisfaction and service delivery.
- b. Ensure the implementation of effective engineering, business management, and other quality practices to deliver the services in an efficient and integrated manner. These practices shall also ensure the delivery of services at a sustained high level of success.
- c. Implement practices to ensure effective communication of management, technical, quality, costs, and customer satisfaction issues that arise in the performance of this contract.
- d. Prepare, implement, and maintain the MITS Management Plan in accordance with DRD 1292MA-001. The plan will also provide a strategy blueprint for the next year as well as implementing guidance for realizing the stated goals and objectives of the OCIO. Operate and maintain management information systems to enable management of the Center’s IT portfolio.
- e. Implement and maintain a process to collect MSFC wide IT systems/services information to support the IT Integration function of the OCIO.
- f. Provide training for the contractor’s personnel to perform the services and functions described in this PWS.
- g. Provide technical information concerning any invention, discovery, improvement, or innovation made by the Contractor in the performance of work under this PWS. Technology Reports shall be prepared in accordance with DRD 1292CD-002.
- h. Provide systems, applications, and products associated with the six covered Electronic and Information Technology Accessibility product groups as follows. All systems, applications, and products associated with these groups shall comply with the applicable standards contained with the Federal Acquisition Circular 97-27, Electronic and Information Technology (EIT) Accessibility, Section 508 of the Rehabilitation Act of 1973 by implementing the applicable Technical Standards (Subpart B) including: Software Applications and Operating Systems (1194.21); Web-based Intranet and Internet Information and Applications (1194.22); Telecommunications Products (1194.23); Video or Multimedia Products (1194.24); Self-Contained Closed Products (1194.25); Desktop and Portable Computers (1194.26).

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2.1 Project Management

The contractor shall provide cost, schedule, risk, and technical management of all MITS services, functions, and tasks in accordance with NPR 7120.7, *NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements*. In performance of these functions, the contractor shall:

- a. Prepare and submit monthly reports of project plans, status, and schedules in accordance with DRD 1292MA-008. Prepare and conduct monthly program management reviews including presentation and discussion of program priorities, project statuses, significant accomplishments, risk management, and problem areas.
- b. Prepare and submit status, progress, and problem information in the Weekly Activity Report in accordance with DRD 1292MA-008.
- c. Track official communications with the Contracting Officer's Technical Representative (COTR) such as technical direction, requests for information, and transmittals, and provide status concerning all such communications in accordance with DRD 1292MA-008.
- d. Track monthly export control activities and report in accordance with DRD 1292MA-007.

2.2 Financial Management

The contractor shall plan, track, accumulate, and report contract costs and provide other financial support required to meet the budgeting, cost reporting, billing, and disclosure requirements of the contract. In performance of this function, the contractor shall:

- a. Maintain the current cost management system, Management Information Control System (MICS).
- b. Provide cost reports in accordance with DRD 1292MA-010.
- c. Prepare and submit the Financial Management Report (533M) in accordance with DRD 1292MA-009.
- d. Provide input data to the NASA Programming, Planning, Budgeting, Execution (PPBE) process. These data shall incorporate annual requirements projections in the form of Spend plans that match the PPBE horizon of the next Execution Year plus 5 years as Budget Year (BY), BY+1, BY+2, BY+3 and BY+4.
- e. Uniquely identify each Capital Asset acquired by its unique WBS on the NF533 submittal in accordance with NASA Interim Directive (NID) 9250, Identifying Capital Assets and Capturing Their Costs, dated September 30, 2007 or any superseding NASA requirements.
- f. Plan, track, execute, control, and report schedules and resources across functional activities in accordance with DRD 1292MA-008.

2.3 Contract Administration

In performance of contract administration functions, the contractor shall:

- a. Provide a single point of contact with contractual obligation authority for all contract administration functions and activities required in performance of this contract. This point of contact shall have access to all contract administration data and information related to performance of this contract.

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- b. Provide on-line access to the contract administration information and data through MICS to the Contracting Officer (CO) and designated personnel. Provide labor data including contract totals by department, location, and WBS elements in accordance with DRD 1292MA-008.
- c. Provide a list, as well as on-line access through MICS, of all contractor employees working under this contract and their designated locations in accordance with DRD 1292MA-012.
- d. Generate, edit, merge, maintain, and distribute documentation related to the performance of this contract in accordance with DRD 1292MA-002 including electronic documentation.
- e. Provide, implement, and maintain an on-line documentation management system in accordance with NPD 1440.6, *NASA Records Management*.
- f. Provide documentation access to CO- and COTR-designated personnel.
- g. Maintain an initial set of documentation and drawings that was generated under previous contracts related to the work described in this PWS and in accordance with DRD 1292MA- 002.
- h. Prepare and maintain a Documentation Tree that categorizes, lists, and describes all such documentation in accordance with DRD 1292MA-002.
- i. Prepare and submit documents for OCIO-sponsored user meetings and committees, and provide support for follow-up documentation for these meetings.
- j. Prepare and submit a Contractor Employee Clearance Document in accordance DRD 1292MA-013.
- k. Prepare and submit a Position Risk Designation for Non-NASA Employee in accordance with DRD 1292MA-014.
- l. Prepare and submit an Organizational Conflict of Interest Plan in accordance with DRD 1292MA-015.

2.4 Procurement

In performance of this contract, the contractor shall:

- a. Implement and maintain a procurement information system as part of MICS in accordance with DRD 1292MA-008. The system shall accurately track the status of individual procurements, whether initiated by the online service ordering system or other means, from purchase request through final purchase order, delivery, and acceptance. The system shall provide for on-line funding verification of purchase requests prior to initiation of purchase orders.
- b. Provide, implement, and maintain procurement controls including: contractor policies and procedures governing standards of conduct, procurement processes and practices, and prevention of waste, fraud, and mismanagement.
- c. Provide all supplies, materials, and services (not otherwise furnished by the Government) required to perform the services and functions specified in the PWS and to accomplish the MITS mission.
- d. Provide replacement and spare parts or equipment, temporary labor services, vendor maintenance agreements, software subscription services, hardware engineering changes or updates, IT-related supplies and special general-purpose software packages necessary to perform the operations and maintenance functions of this contract.
- e. Provide hardware upgrades; systems and applications software licenses, renewals, and enhancements; services and maintenance, including utilizing Agency-wide or government-wide contracts or site software license agreements, for the systems for which the contractor is designated Systems Manager.

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- f. The contractor shall provide IT equipment and IT software necessary to fulfill MSFC requirements, within the guidance of the Federal Acquisition Regulation (FAR), including utilizing government and NASA/MSFC contracts or site software license agreements.

2.5 Asset Management

The contractor shall provide, implement and maintain a Government Property Management Plan in accordance with DRD 1292LS-001 for all government property for which the contractor has been furnished or has acquired. The contractor shall have user responsibilities for the Installation Accountability Government Property (IAGP). The contractor shall be accountable for the record keeping, physical inventory, financial control and reporting of government property that does not meet IAGP control thresholds. The contractor's plan must incorporate the requirements of NPR 4100, NPR 4200, NPR 4300, MPR 4200.2 and MWI 4500.1. The contractor shall also be responsible for reimbursable shipment of property as required to support service delivery.

2.6 Security

- a. The contractor shall ensure that their management of NASA Information Technology (IT) under this contract conforms to all applicable Federal laws, and NASA and Center IT requirements, regulations, policies, and guidelines as defined in relevant Federal and NASA documents. These requirements, regulations, policies, and guidelines are identified in Attachment J-9, *Applicable Regulations and Procedures*.
- b. Definitions:
 - (1) IT resources means any hardware or software or interconnected system or subsystem of equipment, that is used to process, manage, access, or store electronic information.
 - (2) NASA data is any data and information, except for limited rights data or restricted software, which is produced or specifically used in the performance of a NASA contract.
- c. The contractor shall protect the confidentiality, integrity, and availability of NASA data and IT resources.
- d. In the MITS Management Plan (DRD 1292MA-001), the contractor shall include an IT Security section that includes how they will develop, implement, and maintain IT Security. This section shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract.
- e. The Contractor shall encrypt sensitive NASA data at rest (DAR) using the NASA enterprise DAR encryption solution. The Contractor shall encrypt sensitive NASA data in transit using the NASA Public Key Infrastructure (PKI).
- f. When the Contractor is located at a NASA Center or installation or is using NASA IP address space, no non-NASA provided external Internet connections shall be allowed under this contract.
- g. All information systems provided and/or operated under this contract and in support of this contract are federal information systems. (A federal information system is defined in NIST SP 800-37 (Rev 1), *Guide for the Security Certification and Accreditation of Federal Information Systems* and in 40 U.S.C., Sec. 11331, as an information system used or operated by a federal agency, or by a contractor of a federal agency or by another organization on behalf of a federal agency.) The contractor shall be responsible for meeting the requirements for security authorization, also known as certification and accreditation (C&A), of these information systems, consistent with FIPS 200, *Minimum Security Requirements for Federal Information and Information Systems* and NIST SP 800-37 (Rev 1). A NASA official, determined in

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accordance with NPR 2810.1, *Security of Information Technology* shall perform the role of the authorizing official for all such information systems.

- (1) The contractor shall use NASA processes, as specified in NASA policy and procedures, to meet the requirements for security authorization of all such information systems.
 - (2) For all information systems provided under this contract that store, process or transmit NASA data, NASA will determine the system's FIPS 199, *Standards for Security Categorization of Federal Information and Information Systems* security categorization. For any other information systems provided under this contract or used in performing this contract, NASA will approve the system's FIPS 199 security category.
 - (3) The contractor shall ensure that all systems institute information security controls in accordance with NIST SP 800-53, *Recommended Security Controls for Federal Information Systems*.
 - (4) The contractor shall support all applicable security assessments of each information system. At the discretion of the NASA authorizing official, the contractor shall either perform or provide for the performance of system security assessments, or support independent system security assessments (e.g., third party certification, IG Audits, GAO audits, and self certification), as part of the security authorization and continuous monitoring process.
 - (5) The contractor shall track identified risks and security vulnerabilities for each information system in the NASA C&A Documentation Repository and Plan of Actions & Milestones (POA&M) Management System and remediate vulnerabilities on a schedule as determined by the NASA authorizing official.
 - (6) All required system security documentation shall be entered into the NASA C&A Documentation Repository and (POA&M) Management System.
- h. The contractor shall identify an IT Security POC for supporting IT security requirements under this contract.
- i. The Contractor shall configure and maintain operating system and software on all information systems provided under this contract in accordance with Federal and NASA security configuration policies and guidance.
- (1) The Contractor shall apply all relevant Federal system and software security configurations, for example, the Federal Desktop Core Configuration, according to NASA guidance.
 - (2) All information systems shall be patched with all critical patches (as determined by the product vendor or NASA) in accordance with the NASA Organization Defined Values for NIST SP 800-53 and subsequent revisions.
 - (3) In some rare circumstances, the NASA Deputy CIO for IT Security or designee may determine that a particular patch must be applied more urgently. In such cases, all information systems shall be patched in the timeframe specified by the NASA Deputy CIO for ITS or designee.
 - (4) System configurations and patching status for all information systems provided under and in support of this contract shall be reported using the NASA patch reporting environment. Each computer shall either run up-to-date reporting agent software for automated reporting or be reported manually by the contractor. For any computers that cannot run the reporting agent software, a NASA-approved waiver must be obtained in accordance with NASA policy and procedures.
- j. All information systems shall be protected by the NASA enterprise anti-malware (including anti-virus and anti-spyware) solution, which provides automated updates of virus definitions at least once every 24 hours and automated logging and reporting. The NASA enterprise anti-

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malware solution for desktops and laptops is provided by the ACES contract (see P1.6.3.7.3). The NASA enterprise anti-malware solution for servers is provided by the NEDC contract. For any computer that cannot use the anti-malware solution or for which no anti-malware software exists, a NASA-approved waiver must be obtained in accordance with NASA policy and procedures.

- (1) The Contractor shall correct or mitigate detected vulnerabilities in accordance with NASA policy, unless directed otherwise by NASA for specific urgent issues.
- k. All information systems provided under this contract or used in support of this contract shall be scanned for vulnerabilities in accordance with NASA policy.
 - (1) The contractor shall make available all information systems located within the NASA network perimeter for network-based vulnerability scanning by NASA. NASA will coordinate scanning activities with the contractor to the extent possible to ensure that vulnerability scanning creates minimal impact on operations.
 - (2) For all other information systems which process NASA data, the contractor shall report to NASA the results of vulnerability scans and remediation, in accordance with NASA guidance.
- l. The Contractor shall follow NASA security incident management procedures in accordance with NASA policies and ensure coordination of its incident response team with the NASA Security Operations Center (SOC). The Contractor shall promptly report to the NASA SOC any suspected computer or network security incidents occurring on any systems. The Contractor shall provide all necessary assistance and access to the affected systems so that a detailed investigation can be conducted, problems remedied, and lessons learned documented. Security logs and audit information shall be handled according to evidence preservation procedures.
 - (1) The Contractor shall make available logs from any information system to the NASA common logging environment, as requested by the NASA SOC. Electronic raw log data shall be forwarded from the source device to the NASA common logging environment, in accordance with NASA policies, procedures and guidance.
 - (2) The contractor shall provide the NASA SOC real-time, electronic access to all asset information and configuration management information for all devices provided under this contract and in support of this contract.
 - (3) The contractor shall report the theft or loss of any device that may contain NASA information, in accordance with NASA incident reporting policy and procedures.
- m. The contractor shall provide a logging environment that centrally captures and retains logs from all information systems provided under this contract.
- n. The Contractor shall ensure that all individuals who perform tasks as a system administrator, or have authority to perform tasks normally performed by a system administrator, demonstrate knowledge appropriate to those tasks. In addition, system administrators shall not be granted elevated privileges to information systems covered under this contract unless they are authorized and have met the training requirements in accordance with NASA policy.
- o. Prior to deployment of any IT security services, the contractor shall obtain approval from the MSFC Information Technology Security Manager (ITSM).
- p. The contractor shall support the integration of NASA SOC IT security services and technologies into systems provided under this contract and in support of this contract, in accordance with NASA guidance.
- q. The contractor shall operate a security program in accordance with MSFC, Agency, Department of Defense (DoD), and Department of Homeland Security directives. At all times, the Contractor shall comply and ensure their employees comply with the requirements of the NASA

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Security Program as documented in the most current version of NPR 1600.1, *NASA Security Program Procedural Requirements*.

- r. When the contractor is required to design, develop, or operate a system of records on individuals to accomplish an agency function, the Contractor shall comply with FAR 52.224-1, *Privacy Act Notification* and FAR 52.224-2, *Privacy Act* clauses. At all times, the Contractor shall comply and ensure their employees comply with the requirements of the NASA Privacy Management Program.

2.7 Safety

The contractor shall establish and implement an industrial safety, occupational health, and environmental program that (1) prevent employee fatalities, (2) reduce the number of incidents, (3) reduce the severity of employee injuries and illnesses, and (4) protects the environment through the ongoing planning, implementation, integration and management control of these programs in accordance with DRD 1292SA-001. The Safety, Health, and Environmental (SHE) Plan shall address each of the following MSFC SHE core program requirements in detail that are applicable to the contracted effort and include a matrix that identifies where each requirement is addressed:

- a. Management leadership and employee involvement.
- b. System and worksite analysis.
- c. Hazard prevention and control.
- d. Safety, health and environmental training.
- e. Environmental compliance.

The contractor shall report mishaps and safety statistics to the MSFC Industrial Safety Branch in accordance with DRD 1292SA-002. The contractor shall submit direct to the NASA Incident Reporting Information System (IRIS) or shall use the forms listed in section 15.4 of DRD 1292SA-002 or electronic equivalent to report mishaps and related information required to produce the safety metrics.

2.8 Facilities Management

The contractor shall implement and maintain a uniform approach of managing the use of assigned facilities in accordance with DRD 1292MA-002. In performance of this function, the contractor shall:

- a. Maintain documentation as a basis for requesting and recommending additional space and reallocation of assigned space or interior partitions.
- b. Maintain floor plans of all assigned facilities to reflect the location of furniture, equipment, telephones, environmental systems and electrical services in equipment areas.
- c. Maintain continuous records of changes or movements of equipment, furniture, and telephones to ensure that accountability requirements for all equipment and systems are met.
- d. Maintain in MICS, continuous records of changes or movements of personnel providing this information on-line for COTR designated personnel review.
- e. Maintain location information in MICS, including number of personnel by location, square footage, and associated lease and maintenance costs.
- f. Review and assess MSFC Facilities Office planning activities for impact on OCIO systems and provide comments to designs and shop drawings on MSFC Form 1540.

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- g. Plan for future facility requirements or expected changes in personnel and equipment locations.
- h. Support facility modifications to accommodate personnel space change requirements and new equipment at specified locations scheduling this activity to minimize disruption of daily operations.
- i. Obtain approval from the cognizant NASA Facilities Offices before performing any facilities activities at a NASA installation.
- j. Track in MICS, the schedule and status information for facilities work requests and facilities projects that affect IT service delivery.
- k. Define and document environmental requirements to accommodate equipment.
- l. Develop and maintain memoranda of agreement between MSFC and host center/facilities to document requirements to house MITS systems and personnel.

2.9 Quality Management

The contractor's quality system shall be compliant to ANSI/ISO/ASQ 9001:2000, *America National Standard Quality Management Systems Requirements*. The contractor can satisfy this requirement by current registration by a recognized registrar and/or by MSFC audit of their system.

2.10 Phase-Out

The contractor shall support the succeeding contractor during the MITS contract phase-out period. This support includes the transition of all management and technical services to the successor contractor while minimizing operational impacts.

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3.0 Information Technology (IT) Security Services

The contractor shall provide IT Security services for MSFC-managed unclassified resources, which include the National Space Science Technology Center (NSSTC), the Michoud Assembly Facility (MAF), and MSFC managed contracts. The contractor shall provide security planning and management, security architecture, security compliance, Continuity of Operations (COOP) and Disaster Recovery (DR), MAF Mobile Emergency Operations Vehicles (MEOV) and security operations in accordance with the latest NASA, National Institute of Standards and Technology (NIST) and Federal Information Security Management Act (FISMA) requirements. Some personnel supporting IT Security Services will be required to maintain a secret clearance (see Attachment J-10).

3.1 Security Planning and Management

In collaboration with the Government, the contractor shall plan and manage information system security across MSFC managed resources. The contractor shall coordinate the design and implementation of practices that assess and quantify risk. In providing these services, the contractor shall:

- a. Provide system security life-cycle development planning and develop procedural/technical protective controls for MSFC managed resources.
- b. Manage, protect, and track administrative Privacy Act Information (PAI) and proprietary data in accordance with applicable regulations and procedures.
- c. Collaborate with government, corporate and academic IT security communities to affect a strong IT security posture.

3.2 Security Architecture

In collaboration with the Government, the contractor shall develop and implement a security architecture vision, strategy, principles, standards and reference architectures. In providing these services, the contractor shall:

- a. Assure compliance with Agency architecture standards and guidelines. In collaboration with the Government, provide system security life-cycle development planning. Implement and administer specific IT management disciplines, standards, and conventions as promulgated in Federal and Agency statutes, regulations, policies, procedures, administrative instructions, information bulletins, and directives.
- b. Develop, evaluate, and test prototypes of IT security tools, techniques, and training specific to the MSFC managed resources. Integrate IT Security solutions into MSFC managed resources. Assist with system security life-cycle development planning.
- c. The contractor shall perform multi-year security planning and product management and planning.
- d. The contractor shall provide support in reviewing the security architecture documents prepared by other supporting organizations under the OCIO.

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3.3 Security Compliance

The contractor shall identify appropriate control mechanisms and corresponding compliance activities to address specific regulatory and NASA requirements. In providing these services, the contractor shall:

- a. Conduct monthly full vulnerability scans of the systems managed by OCIO and coordinated with the systems administrators to resolve the vulnerabilities in accordance with NASA policies, procedures, and requirements.
- b. Conduct analysis of the vulnerability scan data and patch management data produced from government provided tools.
- c. Conduct reviews of certifications and accreditation packages of systems managed by MSFC. The results of the finding shall be presented to the MSFC ITSM for review.
- d. Provide support in coordinating IT security audit from 3rd parties and track the findings. The results of the findings should also be used to improve the overall security of NASA systems and network.
- e. Compile the metric as required by NASA policies, procedures, and requirements in addition to the metrics that are necessary to enhance the center's IT security program.

3.4 Continuity of Operations Plan (COOP) and Disaster Recovery (DR) Plan

The contractor shall develop, maintain, and test service continuity, contingency, and disaster recovery plans for all systems for which they are responsible. In providing these services, the contractor shall:

- a. Develop and maintain a Disaster Recovery Plan in accordance with DRD 1292MA-002 to ensure the orderly recovery from a disaster that may render all or part of information facilities, systems, and equipment inoperable. This plan shall be in accordance with applicable NASA policy NPR 1040.1, *NASA Continuity of Operations (COOP) Planning Procedural Requirement*.
- b. Coordinate with information systems and disaster recovery experts across MSFC and NASA to verify integration of procedures and planning techniques.
- c. Execute effective measures to protect all systems equipment and data from potential environmental threats.
- d. After the occurrence of a disaster, ensure that systems are operational and restore any lost capabilities and data.
- e. Develop and maintain a Continuity of Operations Plan in accordance with DRD 1292MA-002.

3.5 MAF Mobile Emergency Operations Vehicles (MEOV)

The contractor shall provide sustaining engineering, operation and deployment of the MAF Mobile Emergency Operations Vehicles (MEOVs) including obtaining proper vehicle maintenance. These vehicles are specifically designed and engineered to provide emergency communications and data processing services in the event of a high risk or catastrophic event at MAF or any other site if required. The purpose of the Communications Restoration and Recovery (CRR) vehicle is to provide first responders' emergency communications at the site immediately following an event. As first response communications are established, the Data Communications and Data Recovery (DRR) vehicle will be deployed to provide critical systems data recovery and transmission via

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satellite. The contractor shall provide support for each vehicle including operation and maintenance, development or acquisition of enhancements, and implementation of enhancements.

The contractor shall ensure that the CRR design supports federal, state, and local emergency response command, control, and communications requirements. The CRR vehicle with CRR trailer, shall provide satellite connectivity, Public Branch Exchange (PBX) switches, UHF/VHF radios, video teleconferencing equipment, wireless Local Area Network (LAN) systems for Internet connectivity and a bank of wireless phones with assigned numbers shall permit voice and data communications restoration even in remote locations. The MAF requirements shall be met via custom design changes to address data and communications challenges, ranging from special vehicle specifications to any of the electronic equipments integrated within the vehicle.

The contractor shall ensure that the DRR design provides the same command, control and communications equipment housed in the CRR. The contractor shall ensure that the DRR vehicle provides for a solution that integrates robust data restoration of critical systems, file servers, and user storage mechanisms on NASA Projects/Programs performed at MAF should catastrophic event damage or render them useless. The DRR shall provide a solution for centralized backup of user data and files during the event. In order to perform these services, the contractor shall:

- a. Ensure that necessary technical staff and driver maintain Commercial Driver's Licenses (CDL) to transport and operate the MEOVs in the event of a high risk/catastrophic event to MAF or alternate/remote sites. The contractor shall be responsible for providing the technical expertise during the event to support all aspects of IT support for the equipment, even on extended deployments in requested.
- b. Maintain the proper licenses and certifications required to properly operate the equipment contained in the MEOVs.
- c. Provide necessary staff to participate in all training exercises requiring the use of the MEOVs.
- d. Ensure that the necessary storage, maintenance, sustaining engineering is performed on the MEOVs while in storage at MSFC.
- e. Provide, install and integrate any necessary network equipment and storage units on the MEOVs.
- f. Ensure that the MEOVs are included in the MSFC COOP plans and procedures.

As part of the total solution, the contractor shall implement a mobile IT Security posture which shall be integrated into the overall design of the specific MEOVs and ensure that vital IT Security is maintained throughout an Emergency Data Recovery exercise. The contractor shall maintain documentation to support MEOVs' configuration and IT Security Plans.

3.6 Security Operations

The contractor shall operate and maintain the systems provided by the Government to detect and protect systems from unauthorized access, use, disclosure, destruction, modification, or disruption in services.

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3.6.1 Intrusion Detection and Incident Response

The contractor shall provide intrusion detection and incident response for networks and systems managed by the OCIO for all the projects and programs located on the facilities at MSFC, NSSTC, and MAF. The contractor shall perform the following tasks:

- a. Respond to systems suspected of viruses, Trojans, or other malware. Coordinate response with the system owners and service providers such as ODIN.
- b. Provide analysis on network traffic and system logs of systems suspected of an IT security incident.
- c. Implement the tools, policies, procedures and requirements provided by the government.
- d. Monitor and administer a local instance of the MSFC provided flow monitoring tool, security event manager, sniffer, and intrusion detection system.
- e. Document all cases utilizing a NASA provided tool that is managed by the NASA Security Operations Center (SOC) located at the Ames Research Center.
- f. Monitor and administer the MSFC provided proxy that is used as a content filter blocking access to inappropriate sites called out in NASA Procedure Directive (NPD) 2540.1, *Personal Use of Government Office Equipment Including Information Technology* and protect the MSFC private network from zero-day exploit code as well as well know exploits utilizing the http protocols.

3.6.2 Security Engineering and Technical Support

The contractor shall provide technical, administrative, and engineering support for MSFC's instances of the two-factor authentication system and patch management tool. The contractor shall perform the following tasks:

- a. Provide engineering and system administration for patch management tools provided by the agency, implementing a patch management program for MSFC managed resources that follow Federal and Agency policy and procedure.
- b. Provide engineering and system administration for the MSFC two-factor authentication program. This program is integrated with the Agency's implementation of HSPD-12. The service shall be in accordance with Federal and Agency architecture, policy and procedure. Implement MSFC conversion to and operation of Agency standard IT resource account management system.
- c. In concert with Agency requirements, manage and maintain secure authentication services for MSFC, NSSTC, and MAF customers, including token-based and smart card services.
- d. Provide system administration for the groups across the servers supporting various organizations with IT systems on the MSFC, NSSTC, and MAF networks.
- e. Communications with the various group administrators as to current system issues, metrics and special reporting requirements.

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4.0 IT Planning, Policy, Architecture & Integration

The contractor shall provide customer experience management, customer requirements determination and assessment, customer service request, customer satisfaction measurement / customer surveys, integrated communications planning, IT architecture and integration, IT innovation management, IT portfolio management, enterprise architecture, policy, governance, and performance management, IT governance, continuous risk management, project management, special business case development, organization performance measurement, service integration and delivery, directives management, records management, forms management, and Scientific and Technical Information services to ensure IT resources (people, processes, technology, and infrastructure) and functions/services are effectively planned, managed, and integrated with mission, program, and business needs.

4.1 Customer Experience Management

The contractor shall provide and manage a customer relationship needs and requirements assessment and reporting capability, a customer service request system, provide and manage a customer satisfaction/customer experience survey capability, and provide integrated communications planning services.

4.1.1 Customer Requirements Determination and Assessment

The contractor shall determine, capture, document, review, and assess customer needs and requirements for IT products and services at MSFC. In support of these functions, the contractor shall:

- a. Develop/implement a strategic relationship management process to align planning, development and implementation of IT product/service delivery with mission requirements and ensure compliance with NASA policy, architecture, and security requirements.
- b. Provide requirements determination to document organizational needs and business processes.
- c. Implement and maintain an integrated customer relationship data model enabling real-time analytics of customer requirements, product/service use and cost transparency.
- d. The contractor shall provide, implement and maintain the Customer Requirements Management Plan, Analysis, and Reports in accordance with DRD 1292MA-002.

4.1.2 Customer Service Request

The contractor shall receive, process, and execute customer service requests. In performance of this function, the contractor shall:

- a. Operate and maintain the on-line service request system for ordering, assigning, tracking, statusing, and archiving customer service requests as part of Service Request System (SRS) in accordance with DRD 1292MA-008.
- b. Implement authorized service requests.
- c. Provide the necessary coordination between the customer, OCIO resource team for funding verification and the technical support functions required to satisfy the request.

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- d. Provide monthly reports in accordance with DRD 1292MA-008 to COTR designated personnel that explain status of service requests.
- e. Close each service request only after customer notification and acceptance.

4.1.3 Customer Satisfaction Measurement / Customer Surveys

The contractor shall develop, conduct, analyze, and report customer satisfaction surveys. Customer satisfaction attributes to be measured include, but are not limited to: timeliness and responsiveness, communications, professionalism, knowledge, ease of use of the service request system, and satisfaction with the trouble resolution process. In support of this requirement, the contractor shall:

- a. Ensure that surveys are automatically distributed to the customer when each service request is completed and at least once a quarter to a random sample of 25% of closed trouble tickets.
- b. Capture and compile the responses in an online database. The contractor shall summarize the number of surveys sent, responses received, action taken, and results in accordance with DRD 1292MA-008. The COTR and designated OCIO management team personnel shall be provided access to the online database.
- c. Execute and report an annual customer satisfaction/customer experience survey for major IT projects and services.
- d. Ensure that all solid utility measures, trusted supplier measures, and mission enabling measures of customer experience and customer satisfaction are solicited, assessed, integrated, and reported regularly as part of the OCIO performance scorecard.
- e. Provide services to plan, develop, test, deploy, and analyze customer surveys as requested by any MSFC organization.
- f. Develop and implement an integrated customer experience assessment methodology and conduct, analyze, and report the results of the annual customer experience assessment.

4.1.4 Integrated Communications Planning

The contractor shall provide communications planning services to ensure integrated, well-managed and effective OCIO communications with stakeholders and customers. In support of this requirement, the contractor shall:

- a. Develop, implement, and maintain a strategic and operational communications plan for the OCIO.
- b. Coordinate, execute, and monitor activities outlined in the communications plan.

4.1.5 Customer Support Center

The contractor shall receive, track, and resolve customer service problems for Tier 2 and 3 for MITS PWS areas in paragraphs 5.0-8.0. The contractor shall provide the service of Tier 1 support and problem routing for all MSFC managed or hosted services including Center unique services not in MITS, like Center Operations services. In performance of this requirement, the contractor shall:

- a. Operate an integrated customer support center 24 hours a day, 7 days a week.
- b. The customer support center will work cooperatively with other help desks to resolve all problems regardless of the initial determination of the origin of the problem.

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- c. Receive all trouble calls and promptly effect resolution.
- d. Operate and maintain the on-line status system to query, update, and display information related to problems and resolutions (DRD 1292MA-008).
- e. Provide feedback regarding problem resolution as requested by the customer.
- f. Perform trouble reporting and tracking (DRD 1292MA-008).
- g. Provide reports of status, summaries, and statistics (DRD 1292MA-008).
- h. Verify resolution with the customer prior to closing the trouble call.
- i. Provide customer information and assistance regarding the use of Center Operations services.
- j. Provide user notification of outages and activities.
- k. Upon resolution of a trouble ticket/outage of service, provide the customer written information regarding the reason for trouble/outage, corrective actions taken, and relevant information for any follow-on action.
- l. The contractor shall provide the following services in conjunction with the Support Center:
 - 1. Notification alert services for all emergency events and situations on MSFC.
 - 2. Serve as the Emergency Operations Center for MSFC during non-prime hours.
 - 3. Provide severe weather monitoring and off-hour employee alert service.
 - 4. Provide off-hour telephone answering service on behalf of the MSFC Director and Senior Management staff.

4.2 IT Architecture and Integration

The contractor shall provide and manage an IT innovation management, an IT portfolio management, and an integrated enterprise architecture capability.

4.2.1 IT Innovation Management

The contractor shall implement and manage an effective IT innovation management program that provides a consistent methodology for identifying candidate information technologies that are architecturally compliant, insertion ready, and effectively managed for risk and cost. In support of this requirement, the contractor shall:

- a. Implement an integrated approach to capture, evaluate, and track potential ideas and information technology solutions in support of mission needs.
- b. Develop, document, maintain, communicate, and disseminate the alignment of the Center's IT innovation management strategy and initiatives through the use of road mapping tools.
- c. Develop, implement, and maintain an integrated approach to identify, characterize, and validate candidate technologies for inclusion within the enterprise architecture.
- d. Implement and maintain a centralized innovation management laboratory to provide hands on evaluation and testing for new technology innovations.
- e. Evaluate and report on potential technologies and equipment to determine functionality, feasibility, and merit. Utilize modeling, hands-on testing, market surveys, prototyping, pathfinder techniques and customer participation in evaluation efforts.
- f. Transition new technologies and services into the enterprise architecture.
- g. Document and deliver technology obsolescence and retirement plans, and future technology insertion roadmaps.
- h. Define requirements and maintain data in a collaborative and integrated web-based repository for capturing, communicating, and disseminating ideas, innovation management strategy, IT

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evaluation results, technology insertion roadmaps, technology obsolescence and retirement plans, architecture standards and performance.

- i. The contractor shall develop, provide, implement and maintain the OCIO Innovation Management Plan.

4.2.2 IT Portfolio Management

The contractor shall implement and manage an effective web-based IT portfolio management approach for organizing and managing application and infrastructure portfolio components for the Marshall Space Flight Center. In support of this requirement, the contractor shall:

- a. Develop and implement an IT Portfolio Management (ITPM) capability, consistent with the Agency portfolio management strategy, allowing for capture, categorization, evaluation, and prioritization of IT investment portfolio components, and analysis and reporting of investment initiatives against defined criteria/thresholds.
- b. Prepare and maintain a portfolio of major information systems that monitors investments, eliminating duplication and redundancy of existing and/or shared IT capabilities in accordance with DRD 1292MA-004.
- c. Provide information demonstrating the impact of alternative IT investment strategies and funding levels, and identify opportunities for sharing IT resources and using Agency resources as directed by the COTR.
- d. Document and deliver analysis, findings and recommendations for portfolio performance and realignment.

4.2.3 Enterprise Architecture

The contractor shall implement and maintain an integrated Enterprise Architecture capability and program for the Marshall Space Flight Center. In support of this requirement, the contractor shall:

- a. Review and assess the future direction of and development of the Agency Enterprise Architecture, providing authoritative architecture recommendations to ensure alignment/compliance of the MSFC Enterprise Architecture with NASA's Enterprise Architecture and the Federal Enterprise Architecture.
- b. Plan, design, develop, and implement the Center-wide enterprise architecture; develop and document information technology standards and solutions that support the integration of business, application, information, and technology architectures.
- c. Develop composite enterprise architecture artifacts that accurately represent the as-is and future states of the enterprise, and maintain an integrated enterprise architecture repository.
- d. Provide an integrated analysis and reporting process to support improved decision making and adaptability to changing demand and requirements.
- e. Develop and document information resources strategic/implementation plans to establish the direction of change based on architecture evaluation, evolving technologies, and customer requirements in accordance with DRD 1292MA-002.
- f. Participate in standards and forum boards to influence the direction of next generation standards and architectures.
- g. Introduce new technologies into the infrastructure that enhance the efficiency and quality, and reduce costs associated with providing services to meet user requirements.

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- h. Lead and conduct EA Service Reviews to facilitate service integration into the as-is and future state Center/Agency architecture.
- i. Conduct prototyping, analysis, and reporting of services in a near-operational environment. This activity shall be fully integrated with customer requirements planning, innovation management, and portfolio management capabilities.
- j. Operating and reporting the performance of the associated network technology laboratories and providing investment business case preparation, initiative evaluation, asset management, system testing, protocols/standards evaluation, customer requirements integration document and analysis, and technology investigation.
- k. Providing network prototyping activities, including support for management and operation of prototype networks and services.
- l. The contractor and any subcontractors providing services under PWS paragraph 4.2.3 shall be FEAC-certified within the first six months of full assumption of contractor responsibilities.

4.3 Policy, Governance, and Performance Management

The contractor shall provide IT governance support services, continuous risk management, collaborative project management, special business case development, and organizational performance measurement.

4.3.1 IT Governance

The contractor shall support the execution of the Center's established IT governance model, processes, and policies to ensure well-informed strategy, policy, architecture, standards, and investment decisions. In support of this requirement, the contractor shall:

- a. Provide secretariat support for the MSFC Enterprise Architecture Advisory Committee and MSFC IT Strategy and Investment Boards.
- b. Define requirements and maintain data in an integrated web-based process to identify, document, and analyze functional IT requirements, support IT business case development, and investment prioritization and reporting.
- c. Ensure that all IT investments are selected, controlled, and evaluated through the MSFC defined IT governance, investment management, and program/project management processes.
- d. Analyze and report conformance & compliance with IT standards and guidelines.

4.3.2 Continuous Risk Management

The contractor shall provide an integrated, effective and continuous risk management process consistent with NPR 7120.5, *NASA Program and Project Management Processes and Requirements* and NPR 8000.4, *Agency Risk Management Procedural Requirements*. In support of this requirement, the contractor shall:

- a. Implement, maintain, and report a continuous risk management program for systems developments, operations and business following standard NASA continuous risk management policies and practices.
- b. Report risks and the associated status in accordance with MSFC approved risk management plans and work instructions.

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- c. Pursue continuous risk management activities to maintain safety, schedule, cost and technical performance.

4.3.3 Project Management

The contractor shall implement and maintain an integrated, collaborative project management service for the MSFC OCIO managed projects. In support of this service, the contractor shall:

- a. Develop and maintain project management methodology for effective program and project execution.
- b. Develop and implement common project management methods, policies, procedures, templates, and tools.
- c. Manage and track the portfolio of active projects to ensure they are coordinated and properly run.
- d. Provide experienced, certified project managers to organize and manage projects throughout the life cycle.
- e. Oversee project performance, conduct milestone/deliverable/progress reviews to assess quality, schedule, cost, technical, and risk performance of projects.
- f. Provide a portfolio-based approach to project performance analysis and reporting.
- g. Provide IT project management consulting on best-practices, standards, and methodologies.
- h. Provide IT project performance analysis, documentation, and reporting.

4.3.4 Special Business Case Development

The contractor shall conduct and report the results of COTR-directed special studies that include the development of special business cases, hypothetical investigations, benchmarks, standards, migration, pricing, and trade studies in accordance with DRD 1292MA-002. These services are considered within the scope of this PWS and shall not, in general, be construed as changes within the meaning of the "Changes -- Cost-Reimbursement -- Alternate II" clause of this contract as long as the total number of special studies is not greater than 5 per contract year (See Clause H.8).

4.3.5 Organizational Performance Measurement

The contractor shall develop, implement, and maintain an effective web-based OCIO organizational performance measurement scorecard process to measure organizational performance across key management emphasis areas. In support of this requirement, the contractor shall:

- a. Identify, develop, and maintain a set of leading indicators to measure how well the OCIO organization is operating and progressing along the established OCIO relationship maturity model.
- b. Develop and maintain a common set of performance assessment criteria to ensure all metrics/measures are identified, defined, calculated, and monitored in a consistent and integrated manner.
- c. Maintain history for all performance metrics and provide analysis of trends and exceptions.
- d. Provide a set of leading indicators to highlight problem areas and improve management visibility and reporting.

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- e. Provide monthly assessment and reporting of organizational performance against defined targets to identify performance and problem area cause and effects.

4.4 Service Integration and Delivery

The contractor shall provide support services for directives management, records management, forms management, and scientific and technical information.

4.4.1 Directives Management

The contractor shall provide and perform directives management services to ensure an integrated, well-managed and effective Center directives management program. In support of this requirement, the contractor shall:

- a. Conduct reviews of draft Center and Agency directives evaluating and providing comments as appropriate to ensure compliance with Center and Agency format and content requirements.
- b. Analyze, report, and maintain performance history of the directives review process to improve management visibility and decision making.
- c. Maintain and enhance the Directives Master List and the Directives Review Process providing technical support for all Directives Control Board (DCB) meetings.

4.4.2 Records Management

The contractor shall perform and provide records management processes to ensure an integrated, well-managed, and effective Center records management program. In support of this requirement, the contractor shall:

- a. Define requirements and maintain data in the Center wide web-based records plan management database to allow records owners to create, update, and maintain official records plans inventories.
- b. Conduct records review process, participate in records management working groups and maintain records plans and documentation.

4.4.3 Forms Management

The contractor shall provide and perform forms management to ensure an integrated, well-managed and effective Center forms management program. In support of this requirement, the contractor shall:

- a. Provide design, development, and integration support of MSFC forms in accordance with NASA and MSFC forms policy.
- b. Create, deploy, and maintain MSFC electronic forms.
- c. Support MSFC implementation of a new Agency electronic forms system to include the conversion of MSFC electronic forms to Web based forms that perform simple to complex processes such as, calculations, routing, tracking, database communication, digital signatures, dynamic form display, data validation, and business logic.
- d. Provide artwork and coordinate forms duplication with MSFC printing and reproduction.

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- e. Review and resolve compatibility issues and provide forms technical support to Center users.
- f. Provide requirements for an electronic forms review tool and provide support in conducting yearly evaluation of all MSFC forms.

4.4.4 Scientific and Technical Information

The contractor shall provide a Scientific and Technical Information (STI) process to ensure an integrated, well-managed and effective Center STI program. In support of this requirement, the contractor shall:

- a. Provide NASA Form (NF) 1676 Document Availability Authorization (DAA) clearance of STI generated by civil service and contractor personnel in accordance with NASA/MSFC STI policy.
- b. Review, evaluate, and coordinate approval/clearance of STI document.
- c. Maintain STI clearance records and documents.
- d. Prepare STI reprint orders for processing.
- e. Coordinate transfer of DAA and STI documents to the Center for Aerospace Information (CASI).
- f. Define requirements for an automated DAA system.

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5.0 Telecommunications Services

The contractor shall provide telecommunications services to support the MSFC and MAF customers. These include telephone, facsimile, Cable Plant, Radio Frequency (RF) Spectrum management, emergency telecommunication and other services.

5.1 Telephone Services

The contractor shall operate and maintain telephone services at MSFC and MAF. These services also include development or acquisition of enhancements and implementation of enhancements. In providing this service, the contractor shall:

- a. Operate and maintain the telephone and voice mail systems and associated equipment.
- b. Provide telephones and associated features such as call forwarding, conferencing, call pickup, transfer, voice mail, and other features.
- c. Install, relocate, configure, and maintain the telephone instruments and other end-service equipment.
- d. Install, configure, and maintain small conferencing units for the office environment.
- e. Provide overhead paging service capable of broadcasting voice messages in specified areas.
- f. Reserved.
- g. Operate and maintain the Voice over Internet Protocol (VoIP).
- h. Provide specification of requirements, design, implementation, procurement, and operations of local telephone service, including dial-tone, inbound/outbound trunking, fiber to near-site locations, and access to 911.
- i. Provide specification of requirements, design and interface to long distance switched voice and data services, provided by NETWORX.
- j. Provide operator assistance for placing international calls, directory assistance, and other operator-required functions.
- k. Compile and prepare the online MSFC Telephone Directory in accordance with DRD 1292MA-002.
- l. Provide and maintain telephone service for fire rescue locations as designated by the MSFC Safety Office. Fire rescue locations are designated in multi-story buildings to assist the handicapped with evacuation in case of a fire.
- m. Provide, test, and maintain power fail telephones. Power fail telephone circuits do not connect to or go through the MSFC telephone system. The power fail telephones shall operate in the event the MSFC telephone system loses power or becomes inoperable.

5.2 Facsimile Services

The contractor shall provide facsimile services at MSFC and MAF. These services shall include maintenance of existing equipment and processes, development or acquisition, and implementation of enhancements. In providing this service, the contractor shall:

- a. Maintain the existing facsimile machines and services.
- b. Procure, install and maintain facsimile hardware and services including those appropriate for the transmission of Government classified documents.

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- c. Procure, install and maintain facsimile hardware and software to integrate this service with MSFC electronic mail services.

5.3 Cable Plant

The contractor shall provide Cable Plant Services for all outside cable plant media (fiber and copper) and all fiber optic media (both inside and outside) support for MSFC and MAF. This shall include all installation and maintenance support along with field location support. The contractor shall maintain cable plant documentation in accordance with DRD 1292MA-002. The contractor shall maintain a Class 3 Asbestos Crew which shall install various types of wiring (e.g. data, telephone, AVS, EWS) in buildings with asbestos containing material. The Asbestos Crew is required to undergo annual training to certify ability to work in above ceiling asbestos areas and performed in accordance with the SHE Plan DRD 1292SA-001 and MPR 1840.4, *Marshall Asbestos Program*.

5.4 Radio Frequency (RF) Spectrum Management

The contractor shall provide labor, material and other support required for the total operation and management of RF services at MSFC and MAF. These services include identification, planning, and coordination of RF spectrum requirements, allocation and assignment of frequencies, maintenance of frequency assignment records, and detection and reporting of RF Interference (RFI). The contractor shall provide maintenance of existing capabilities, development or acquisition, and implementation of enhancements for fixed, portable, and mobile radios as well as cellular signal enhancements and cellular carrier operated facilities.

5.5 Emergency Telecommunications

The contractor shall provide emergency telecommunications to MSFC and MAF. These services shall include maintenance of existing equipment, development or acquisition, and implementation of enhancements in support of emergency telecommunications, including Emergency Warning Systems support, and operations support services during disaster/ emergency situations such as, but not limited to, fire, explosion, accident, bomb threat, civil disturbance, terrorist-related incidents, flood, ice, snow, and tornadoes.

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5.7 Other Services

The contractor shall provide other telecommunications services at MSFC and MAF required to meet customer requirements. These services shall include maintenance of existing processes, development or acquisition, and implementation of enhancements. In providing these services, the contractor shall:

- a. Operate and maintain a central distribution process for voice, video, and data products (incoming and generated).

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- b. Provide and maintain dedicated transmission services between local customers and host computer systems.
- c. Provide procurement support for vendor circuits from MSFC to offsite NASA affiliated buildings. These circuits include, but are not limited to T-1, metro-Ethernet, and dark fiber and are used to extend the MSFC telephone system, MSFC Local Area Network, MSFC Cable TV system to offsite buildings. These offsite buildings are located within Huntsville or Madison, Alabama.

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6.0 MSFC Applications and Web Services

The contractor shall provide computer applications and web services for MSFC customers; including areas of Business and Administration; Science and Engineering; and Document Repository. These services shall include development, sustaining and production support in compliance with established software and web standards. In providing these services the contractor shall:

- a. Maintain applications and web portfolio information in the Applications Inventory Module (AIM), a government provided and contractor maintained application, in accordance with DRD 1292MA-002. The contractor shall ensure that AIM is available for access and use by all MSFC organizations and contracts to support their data entry of custom developed or commercial-off-the-shelf (COTS) as required by the OCIO.
- b. Provide development and sustaining application support for both custom developed and COTS software which includes: definition and specification, requirements analysis and feasibility studies, design and development, configuration management, user assistance and training, documentation, ongoing maintenance (repairs and upgrades), and other operational support.
- c. Evaluate, procure, install, integrate, test, train, assist users, administer and provide other operational support. This service also includes application-related consulting, subject matter technical experts, and technical management.
- d. Adhere to life cycle support consistent with the Software Engineering Institute (SEI) Level 2 Capability Maturity Model Integration (CMMI) assessment in all areas of software development with Government approval at logical breaks in the lifecycle.
- e. Adhere to the guidelines for software release approval as outlined in MPR 2800.4, *Marshall Operational Readiness Review (MORR) for Center Applications and Web Sites*.
- f. Adhere to Federal, Agency and Center policies in the Enterprise Architecture area during development and to include the provision of tools for capturing and reporting data to support the EA landscape at MSFC.
- g. Provide data preparation, data entry, initiation and monitoring of production programs, user assistance, and generation, review and distribution of reports.
- h. Provide application administration on infrastructure hardware resources to include adherence to the OCIO guidelines for data structures, development tools, and approved platforms.
- i. Implement and audit MSFC web environments for web site compliance to Federal laws and Agency and Center policies.
- j. Provide Data Administration (DA) in the planning, organization, design, control, and documentation of data resources for all OCIO-supported systems in accordance with DRD 1292MA-002 to include the following:
 1. Establish and implement consistent overall DA strategies, such as data definition, logical data modeling, data resource life cycle management, data security, data integrity, and quality assurance.
 2. Establish, implement, and maintain a DA program that incorporates the following sub elements: DA policies, procedures and standards, data architecture, data dictionary and models, orientation and training, and quality assurance.
 3. Use Service Oriented Architecture (SOA) principles and services to facilitate cost effective means for data exchange within the supported applications and serve as MSFC expert in SOA to assist other organizations with use of and understanding the SOA environment.

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The contractor shall develop content for inclusion into the NASA Web Portal. All required policies and procedures currently approved at the Agency level for this environment shall be adhered to include, but are not limited to, Web Portal guidelines.

In support of all MSFC organizations, the contractor shall define and implement the set of processes and activities necessary to integrate MSFC applications, including those included under this contract and other applications across the Center, requiring account management into the NASA Account Management System (NAMS).

The contractor shall integrate the delivery of applications and web services to the maximum extent feasible.

All services to be provided may be routinely added or deleted throughout the period of performance of this contract (See Clause H-8) as long as the total number of applications and websites to be provided falls within the parameters set forth in Table J-1-1 below:

Table J-1-1
Applications and Websites Parameters

<i>Category</i>	<i>Category Description</i>	<i>Number of Applications/Websites</i>
<i>1</i>	<i>MSFC-wide application service or web site, critical or highly visible or complex application/web service.</i>	<i>36 – 50</i>
<i>2</i>	<i>Medium scale application service or web site, less complex, with medium criticality</i>	<i>55-95</i>
<i>3</i>	<i>Administrative and support application service/web site, or small user community</i>	<i>155-245</i>

The contractor shall provide Applications and Web Services Reports in accordance with DRD 1292MA-008.

6.1 Center Business and Administrative Application and Web Services

The contractor shall provide application and web services for the Center's Business and Administrative organizations including the Office of the Center Director and staff offices of Procurement, Chief Financial Officer, Safety and Mission Assurance, Equal Opportunity, Chief Counsel, the Office of the Chief Information Officer, the Office of Human Capital Management (OHCM), Office of Strategic Analysis and Communications (OSAC), and Office of Center Operations.

Examples of applications services the contractor shall provide to the Center Director and staff offices are the Director's Office support, the Centerwide Action Item Tracking System (CAITS), CFO core applications support, the electronic MSFC Resources Planning Tool (eMRPT), and

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Corrective Action System (CAS). Examples of web sites developed for these organizations include internal sites for center staff notes and center events, presentations and charts for Center executives, equal employment opportunity outreach, export control and safety information.

The contractor shall provide applications services to the Office of the Chief Information Officer such as: the Problem Management and Dispatch system (PMDS); Management Information Warehouse (MIW); Service Request System (SRS) and the Marshall Asset Management System (MAMS).

The contractor shall provide applications services to the Office of Human Capital Management (OHCM) such as the MSFC Personnel Information System (MPIS), and MSFC Staffing Plan System.

Examples of applications services that the Contractor shall provide to the Office of Center Operations include: the Computerized Maintenance Management System (CMMS)); and NASA Supply Management System (NSMS) MSFC site unique support.

The contractor shall provide applications services to the Office of Strategic Analysis Communications to include: Program/Project Online Library and Resource Information System (POLARIS) and electronic Project Online Risk Tool (ePORT).

Examples of web sites developed for these organizations include internal, external, and customer focused sites as well as, highly-specialized educational sites; Center historical sites; and sites specifically designed for news media relations.

6.2 Center Science and Engineering Application and Web Services

The contractor shall provide applications and web services to support MSFC's science and engineering organizations that include, but are not limited to, the Engineering Directorate, Space Shuttle Propulsion Office, Ares Projects Office, and Science and Mission Systems Office.

Examples of these applications and services provided to these organizations are NASA Structural Analysis (NASTRAN) support, Structural Load Test Measurement Acquisition System (SLTMAS), Engineering Technology Development Office Database support, Antenna Range Data Collection, Materials and Processes Technical Information System (MAPTIS), Electromagnetic Compatibility (EMC) support, Global Reference Atmospheric Model (GRAM) support, NASA Standards support, Configuration Management, Advanced Concepts support, Applications Administration, Dynamic Data Analyzer production support, National Space Science and Technology Center (NSSTC) support, Microgravity applications and the Integrated Engineering System (IES).

Examples of web sites developed for these organizations include internal, external and customer focused site for Engineering Directorate and Science and Mission Systems Office; the Discovery and New Frontier External Website; Environmental Control and Life Support System; Multi-Purpose Logistics Module Website; and the Radiation Hardened Electronics for Space Environments.

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6.3 RESERVED**6.4 Documentation Repository**

The contractor shall provide documentation repository services required to meet customer requirements. These services shall include operation/maintenance of existing processes, development or acquisition, and implementation of enhancements. In providing these services, the contractor shall:

- a. Develop, provide, enhance, and maintain content management, web services, and associated workflow applications for MSFC Offices and Directorates. Examples of Repository-supported applications and web services include the Documentum-based Repository Electronic Documentation Management System (EDMS), and the following custom web applications within the EDMS environment: the MSFC Directives Master List, MSFC Directives Review Process (a workflow application), MSFC Forms Master List, MSFC Facilities Documents web page, NASA Competency Center Document Library, and the MSFC Electronic Records Staging Area (ERSA).
- b. Provide systems integration, application development, and electronic records management support between the Repository Electronic Documentation Management System (EDMS) and designated NASA engineering data and knowledge management systems. Examples of NASA systems that are to be integrated with the Repository EDMS include: the MSFC Integrated Engineering Capability, Design and Data Management System (IEC DDMS), Marshall Engineering Knowledge Management System (ME KM), and the NASA Technical Standards System.
- c. Provide application development, maintenance, and enhancement of custom databases to support MSFC technical documentation, knowledge management, and records management requirements. Examples of existing custom databases that are to be supported and maintained include: the MSFC Records Management Oracle database, and the Documentation Distribution Requirements List (DDRL) Oracle database.
- d. Provide technical expertise and application administration for all software required including Documentum.
- e. Receive, manage, store, and distribute officially released engineering drawings, associated technical documentation, and standardization documentation.
- f. Transition from paper-based to integrated electronic documentation management, including receiving, indexing, storing, distributing, and appropriate archiving.
- g. Maintain proprietary, restricted-access and export control document files in accordance with relevant MSFC and NASA Directives and related regulations and guidelines.
- h. Maintain and transition legacy master microfilm aperture card file and microfiche files.
- i. Prepare in acceptable media and formats any official record documents being transmitted, through coordination with the MSFC Records Manager, to the National Archives and Records Administration (NARA) for archival purposes.
- j. Maintain the MSFC Records Staging Area (RSA).
- k. Develop and maintain the Marshall Technical Report Server (MTRS).

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7.0 Computing Services

The contractor shall provide computer systems, virtual machines and environments, distributed servers and peripheral services for existing/established and future systems to support the application services described in paragraph 6.0, as well as other MSFC specific administrative, business, engineering and scientific applications which may reside outside the scope of paragraph 6.0. These applications execute on servers as well as standard desktop/laptop computers. System locations shall include, but not limited to, MSFC Building 4663, the National Space Science and Technology Center (NSSTC) located on Bradford Drive in Huntsville, AL, and various laboratories and server rooms across the MSFC campus. The contractor shall apply paragraph 7.0 requirements for MSFC managed systems associated with the Michoud Assembly Facility (MAF). The contractor shall be required to perform short term, temporary work at the MAF facility.

A simplified approach to the MSFC Computing Services (MCS) scope of work is the DABO model, which is defined as Design, Acquire, Build, and Operate. In order to satisfy this model's requirements, the contractor shall provide engineering, design, development, acquisition, build, integration, implementation, system testing, operations support, event management, systems administration, database administration, backup and storage, IT Security support, configuration management and business continuity. This also includes, but is not limited to documentation, drawings, pricing methodology, budgeting, schedule, maintenance, consolidated system and system software license management and any required training and training material (per DRD 1292MA-002).

During the period of performance of this contract the number and types of managed systems and items of hardware to be maintained may be routinely added or deleted. These changes are within the scope of this PWS and shall not, in general, be construed as changes within the meaning of the "Changes -- Cost-Reimbursement -- Alternate II" clause of this contract as long as the total number of computing systems to be managed is not less than 500 and not greater than 2,000 and the total number of hardware items to be maintained is not less than 4,000 and not greater than 15,000 (See Clause H.8).

This work shall be integrated with the service offerings that emerge as part of the NASA Enterprise Data Center (NEDC) and NASA Integrated Communications Services (NICS) acquisition. The MITS Contractor will serve as a front-line integrator and manage the utilization and business administration functions of acquired NEDC and NICS service offerings as appropriate. These services shall include, but are not limited to, Data Center housing and WAN/LAN network connectivity.

The contractor shall maintain, support and utilize the existing Remedy system for managing the work flow for system issue resolution, system enhancements, and new project implementations. The contractor shall maintain, support and utilize the existing Remedy system for developing and delivering cost estimates.

The nominal support requirement for this service is normal duty hours, Monday through Friday, and performing remote monitoring with on-call support at all other times. Additional support shall be required during major events, which includes, but is not limited to system issues, and is based on scheduled customer requirements. This additional support will result in after hours, weekend, or holiday work.

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7.1 Engineering Support

The contractor shall provide systems engineering and sustaining engineering support functions for existing/established and future systems. A system typically includes the combination of hardware equipment and systems software to support application requirements. Systems software includes operating systems, compilers, database management systems, transaction management systems, switching systems, performance and utilization tracking systems, libraries, utilities, and other software necessary for the operation and execution of IT systems. In performance of this function, the contractor shall:

- a. Conform to the MSFC Enterprise Architecture Model.
- b. Maintain and update customer requirements in accordance with DRD 1292MA-002.
- c. Perform, in accordance with DRD 1292MA-002 for business cases and trade studies to maintain, balance, and optimize requirements allocations across subsystems.
- d. Perform system performance studies, recommending appropriate changes to eliminate potential system bottlenecks, resources conflicts and system overloads in accordance with DRD 1292-MA-002.
- e. Isolate problems in systems and execute proper resolution, including status reports, and documenting of changes in accordance with DRD 1292MA-002.
- f. Provide capacity analysis and planning recommendations based on analysis and changes in requirements and technology in accordance with DRD 1292MA-002.
- g. Provide hardware and systems software enhancements to meet customers' requirements in response to changing workloads and technologies.
- h. Provide statuses of work performed as requested.

7.1.1 Design, Development and Acquisition

The contractor shall design, develop, prototype and acquire/procure IT systems to meet customer requirements. Based on customer requirements, existing customer systems, and customer funding, design, development and acquisition work may encompass, but is not limited to production, testing, development and staging systems. In performance of this function, the contractor shall:

- a. Define requirements that shall include collecting and documenting customer (including written buyoff) or system requirements in accordance with DRD 1292MA-002.
- b. Analyze the defined requirements ensuring that functionality, reliability, availability, maintainability, security, affordability, and policies and procedures are addressed. Perform systems engineering trade studies to optimize requirements allocations across subsystems in accordance with DRD 1292MA-002.
- c. Develop and document designs consistent with generally accepted engineering guidelines and practices.
- d. Electronically store, backup, update and maintain a library of all approved engineering drawings and designs.
- e. Maximize commonality and the use of COTS components.
- f. Coordinate external interface designs.
- g. Conduct design reviews.
- h. Develop engineering prototype hardware and software components, subsystems, and systems to verify design and certify requirements.

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- i. Deliver multiple design options based on cost, feasibility and maintainability in accordance with DRD 1292MA-002.
- j. Develop and deliver cost estimates.
- k. Acquire, procure, fabricate, assemble, and modify components, systems and subsystems.
- l. Provide statuses of work performed as requested.
- m. Support partnerships with industry, academia, and government agencies to accelerate and/or assist in the deliverance of customer requirements and deadlines.

7.1.2 Systems Build, Integration, and Testing

The contractor shall perform system builds and integration of hardware and software into operational configurations of computational systems. The contractor shall ensure that all elements of the system cohesively function as a fully integrated, operational system. The contractor shall perform testing of systems and system components as required for proper operation. In performance of these functions, the contractor shall:

- a. Build systems and associated system components.
- b. Ensure customer-established functional requirements are met.
- c. Ensure conformance with the applicable federal standards.
- d. Ensure interoperability with existing systems.
- e. Ensure design concepts are not inadvertently changed during the integration process.
- f. Perform verification and validation testing independent of the design organization.
- g. Perform technical reviews of integration and testing activities.
- h. Provide statuses of work performed as requested.

7.1.3 Implementation

The contractor shall manage and provide the installation, integration of hardware, systems software, services and applications software components into fully operational systems and verify satisfaction of the customer's performance requirements. In performance of this function, the contractor shall:

- a. Assemble, install, connect, inspect and "stage" the systems.
- b. Integrate, verify functionality, and document implementation of the services.
- c. Perform verification testing of the systems under simulated load conditions, and assess failure modes of the systems.
- d. Provide the customer written instructions that contain all relevant information for reporting a problem related to the service, equipment or software.
- e. Fully manage the implementation to operational process.
- f. Provide statuses of work performed as requested.

7.1.4 Installation

In performance of this function, the contractor shall:

- a. Install the components into a fully operational configuration to meet the customer requirements.
- b. Schedule implementations to minimize disruptions or impacts to services.
- c. Verify that the connections, support equipment, and software for the system have been properly installed.

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- d. Ensure property control requirements (e.g., identification tags and stickers) are met (as defined in the approved Government Property Management Plan, which is prepared in accordance with DRD 1292LS-001).
- e. Provide statuses of work performed as requested.

7.1.5 Assessment and Acceptance Testing

In performance of this function, the contractor shall:

- a. Verify that the system is installed properly, and that the system satisfies customer's requirements using acceptable test and assessment methods, and written customer buyoff, as appropriate.
- b. Conduct an acceptance review with CIO and customers presenting a summary of the verification results.
- c. Provide statuses of work performed as requested.

7.2 Operations

For operational systems, the contractor shall perform the following functions:

- a. Adhere to a standard and approved operations model.
- b. Provide and maintain event management functions.
- c. Monitor System and sub-system efficiency and perform troubleshooting and tuning of systems, subsystems, components, peripherals, and interfaces.
- d. Provide Configuration Management in accordance with DRD 1292CM-001.
- e. Perform regular and scheduled maintenance which includes but is not limited to patches, upgrades, and performance tuning.
- f. Develop and maintain an approved strategy for systems software licenses purchases, installation and activation, as well as updated records of these activities in accordance with DRD 1292MA-002.
- g. Provide statuses of work performed as requested.

7.3 System Administration

The contractor shall perform system administration functions for existing/established and future systems. Responsibilities shall include the following:

- a. Provide and maintain operating systems, database management systems, compilers, libraries, and all other systems software necessary for the operation, execution and security of the computer systems.
- b. Operate and maintain computer, peripheral and data acquisition systems, to include system initializations and recoveries, storage and backup management, and print production and dissemination.
- c. Provide program and data security, scheduling, and quality control.
- d. Provide security support as required by Paragraph 3.0, in particular, adhering to new security bulletins and installation of patches to fix known vulnerabilities as well as working within restrictions involving firewalls and other security-related constructs, maintaining compliance with NASA Incident Response Center (NASIRC) bulletins, utilizing Secure Shell for host authentication, user authentication, and encryption, and the use of Transmission Control

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Protocol/Internet Protocol (TCP/IP) wrappers and System monitoring for anomalies and security break-in attempts.

- e. Provide account management documentation of users to include: addition and deletion of user ID's, disk quotas, accounting and access control, utilization reports, consultation on advancing technologies, video and imaging support and data visualization in accordance with DRD 1292MA-002.
- f. Provide risk analysis and management that shall include continual identification and assessment of technical, schedule, cost, and organizational risks involved with the operation of systems in accordance with DRD 1292MA-003.
- g. Provide statuses of work performed as requested.

7.4 Database Administration

The contractor shall perform database administration functions for existing/established and future systems which includes but is not limited to analyzing, planning, installing, testing, implementing, maintaining, tuning, and managing databases. The contractor shall also provide statuses of work performed as requested.

7.5 Backup and Storage

The contractor shall perform backup and storage functions which include but are not limited to the following:

- a. Provide, maintain and manage customer storage, backups and restoration of the systems including all system files, file systems, directories, and/or user files.
- b. Monitor storage and backup systems for efficiency and utilization.
- c. Provide, as needed, engineering/architectural services for existing and newly acquired backup and storage systems.
- d. Provide statuses of work performed as requested.

7.6 Hardware and Systems Software Maintenance

The contractor shall be responsible for hardware and systems software maintenance which utilizes a customer funded agreement between the customer and the contractor. At NASA's discretion and timeline, the contractor shall be required to develop, implement and maintain a more cost effective method for this work.

The contractor shall maintain, in a fully operational condition, all hardware and systems software for those systems which the contractor has responsibility. Items to be maintained, consistent with the categories of hardware and systems software described in this PWS, will be routinely added or deleted throughout the period of performance of this contract. In performance of this function, the contractor shall:

- a. Prepare, implement, and maintain the Operability/Maintainability Plan in accordance with DRD 1292RM-001.
- b. Utilize existing Computing and Communications Asset Information Management System (CCAIMS) for tracking and logging operational failures, incidents, discrepancies, problem

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disposition and resolution, maintenance and repair activities, all in accordance with DRD 1292MA-008.

- c. Prepare and deliver status reports providing information on outages, such as component involved, period of downtime, and corrective actions in accordance with DRD 1292MA-008.
- d. Compile and maintain a list of key contacts responsible for coordinating and conducting the required hardware and systems software maintenance functions in accordance with DRD 1292MA-002.
- e. Maintain warranty protection and conditions for equipment in warranty.
- f. Maintain vendor subscriptions describing and providing updates and enhancements.
- g. Maintain a complete, up-to-date, and accurate list of spare parts and related material necessary to maintain the equipment in accordance with DRD 1292MA-002.
- h. Ensure availability of parts for both maintenance and production functions.
- i. Maintain a real time, up-to-date service record for each system. The record shall include: the date and type of equipment, service performed, list of parts used and costs, staff-hours utilized, and downtime, or time not available for use of equipment in accordance with DRD 1292MA-002.
- j. Maintain a working relationship with vendors or other NASA Centers necessary to obtain required items or maintenance in a timely manner.
- k. Maintain up-to-date vendor documentation for all systems in accordance with DRD 1292MA-002.
- l. Coordinate maintenance activities with customers, other service providers, and other contractors.
- m. Maintain a complete, up-to-date, and accurate list of systems software licenses.

7.6.1 Preventive Maintenance (PM)

The contractor shall perform PM, defined as maintenance performed by the contractor that is designed to keep the hardware and systems software in proper operating condition. The PM is performed on a scheduled basis, normally during the Principle Periods of Maintenance (PPM) defined for each system in the Operability/Maintainability Plan in accordance with DRD 1292RM-001.

- a. In performing PM on hardware equipment, the contractor shall:
 - 1. Develop PM schedules that minimize disruption to customer operations. Provide PM schedules in accordance with DRD 1292RM-001.
 - 2. Perform adjustments, cleaning, lubrication, and replacement of parts as specified according to published maintenance procedures.
 - 3. Install latest releases of Field Change Orders (FCO's) and other hardware updates.
- b. In performing PM to software, the contractor shall:
 - 1. Acquire, test, and install systems software updates. Systems software tests and installations shall normally be performed during scheduled system test periods.
 - 2. Track and renew system software licenses in accordance with DRD 1292MA-002.
 - 3. Evaluate vendor-supplied updates or patches for applicability.
 - 4. Implement system software releases.

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7.6.2 Remedial Maintenance (RM)

The contractor shall perform RM, defined as that maintenance performed which results from equipment and software failure. It is performed as required on an unscheduled basis. RM shall be performed on all hardware and software elements specified in this contract. In performance of this function, the contractor shall:

- a. Perform RM promptly after notification that the component is inoperative.
- b. Ensure that the RM is performed to meet the customer's requirements and minimizes operational impact to the customer.
- c. Plan, implement, and enforce operational procedures to ensure that the system continues to operate while any failed component is being replaced. Document operational procedures in the Operability/Maintainability Plan in accordance with DRD 1292RM-001.
- d. Ensure that the maintenance tools, spares, procedures, skills, and response times are adequate to meet the requirements of the approved Operability/Maintainability Plan in accordance with DRD 1292RM-001.

7.7 Security Support

In accordance with Paragraph 2.6 requirements, the contractor shall develop, document, maintain, and manage operational and technical IT security policies, plans, procedures, and controls for all systems. For each of these services, the contractor shall integrate the IT security policies, plans, procedures, and control measures into their full life cycle, and shall test and review these policies, plans, procedures, and controls for adequacy and compliance as approved by NASA.

7.8 Configuration Management and Control

The contractor shall prepare, implement, and maintain a Configuration Management Plan which describes the technical and administrative functions necessary to identify and document the technical requirements of a system or project, control changes, deviations, and waivers to these technical requirements, and record and report change processing and implementation status in accordance with DRD 1292CM-001. The contractor shall maintain as-implemented systems configuration information to include, but is not limited to, vendor, hardware model numbers, software revision levels, user interface details, location and customer.

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8.0 Audio Visual Information Services

The Contractor shall provide management, operations, and production for Audio Visual Information Services (AVIS) to include, but not limited to, Animation & Interactive Multimedia, Graphics & Publication, Photographic Services, Reproduction, Television & Streaming, and Special Events Administration and Support Services. The contractor shall provide each service in accordance with applicable laws, regulations, NASA and MSFC regulatory guidelines.

The contractor shall research and document emerging technologies in the performance of all AVIS services to utilize these technologies as economically feasible. The contractor shall investigate and suggest new process improvements in the AVIS area.

8.1 Animation and Interactive Multimedia Services

The contractor shall create, develop and distribute animations, presentations, other multimedia products distributed on CD-ROM or DVD to MSFC customers, contractors and research partners in industry and academia, to government leaders or to the public. The production of animation and interactive multimedia requires planning (pre-production), content production, and final production which includes potential deliverables as follows:

- a. Pre-production work deliverables can consist of: project outline, working script, storyboard, shooting plan and shooting schedule.
- b. Production work deliverables can consist of : artistic backgrounds and texture maps, model design and construction, set design, camera set up and motion plan, lighting set-up, motion path and or key-framing the required action, creating the wire frame animation and/or the animatic.
- c. Post Production work can consist of: reviewing the rendered animatic, assessing the success or failure of each take and each scene, editing the scenes together into a video addressing the incorporation of the special effects into the live shot scenes, adding special effects that help to dissolve each scene into other scenes as the production requires, and reviewing the dailies with the customer and making the necessary adjustments.

8.2 Graphics and Publication

The contractor shall provide labor, material, equipment, management, and other support for MSFC graphics and publications services and products in a primarily Macintosh® environment with some Windows® systems. The contractor shall provide services and products adhering to the “NASA Style Guide” located at <http://communications.nasa.gov/portal/site/osc>.

8.2.1 Graphics and Publication Services

The contractor shall create, design, layout, illustrate, edit, write, proof, and produce the following type products (but not limited to): publications and presentations for posting to the web or NASA portal; 2-D and 3-D animation for various applications such as web sites, input into video, and multimedia presentations; banners, posters, and displays; books, brochures, newsletters, fact sheets, and programs; certificates; charts, graphs, and tables; illustrations; interior signs; miscellaneous products; matting, mounting and laminating; and presentations in a variety of deliverable media.

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8.2.2 Proposal Services

The contractor shall provide Proposal Publications formatted according to required specifications for each NASA Research Announcement (NRA), Announcement of Opportunity (AO), or other calls for proposals in a variety of deliverable media. The contractor shall provide compliance matrixes, templates and boilerplates, configuration management, editing, formatting, illustrations, charts, graphs, tables, layouts, production scheduling, proofreading, and writing for proposals to support MSFC submissions on announcements.

8.2.3 Scientific and Technical Information (STI)

The contractor shall provide Scientific and Technical Information (STI) Publications in a variety of media and formats such as but not limited to: Portable Document Format (PDF), CD-ROM, interactive CD-ROM/DVD, and printed manuscripts.

The contractor shall provide NASA series reports (Technical Publications, Technical Memorandums, Contractor Reports, and Conference Publications) and miscellaneous publications (journal articles). The subject matter of the NASA series reports and miscellaneous publications will include all areas of research and development.

The contractor shall be responsible for: receiving technical manuscripts from authors; determining the correct report series; determining if the author package is complete to include a completed Standard Form (SF) 298, NASA Form (NF) 1676, and other pertinent information; preparing work orders; formatting, editing, and preparing manuscripts; notifying the author for manuscript reviews; delivering final draft and NF 1676 to the Technical Publications Office for approval and NASA number assignment; and delivering final product to the author in a variety of media such as a limited amount of printed copies, PDF files, CD-ROMs, or interactive CD-ROM/DVD.

The contractor shall deliver one printed copy of each report and PDF to the Technical Publications Office for placement on the Marshall Technical Report Server (MTRS).

8.2.4 Computer Analyst Support

The contractor shall provide computer analyst support in a primarily Macintosh® environment with some Windows® systems, and associated peripherals, to perform the following functions (but not limited to):

- a. Maintain all computer stations and peripherals in accordance to current NASA and MSFC Security regulations; including an inventory database of all computer and non-computer equipment and verify accurate information in NASA/MSFC-provided databases;
- b. Maintain software inventory and database; monitor current trends in technology and MSFC capabilities;
- c. Provide research for all non-NASA Desktop standard provided software and plug-ins with emphasis on specialized Graphics and Publication software;
- d. Coordinate and assist with operating system upgrades/updates by developing unique graphics “system loads” to provide all graphics computers with uniform systems and performing the installations;
- e. Research and recommend hardware and software for computer updates and replacements;

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- f. Provide research and education on font management ensuring compatible fonts across all computers;
- g. Provide real-time troubleshooting for all computer systems and interface with NASA Standard Desktop Helpdesk and technicians;
- h. Develop best practices with current operating systems and specialized software to maintain consistency and compatibility across all computers and associated peripherals, including large-format graphic printers.

8.3 Photographic Services

The contractor shall provide still photographic services for Still Documentation, Passport/Visa photos, Official Portraits, Special Events Photography, Photographic Laboratory Services, and Conference Room Support, that includes documentation of lab or field-testing to official NASA personnel photos and high-quality digital images for distribution to news media, and public outreach. The contractor shall be responsible for the operation of MSFC's photographic equipment, distribution systems, and studio. These services include maintenance of existing processes, and development or acquisition and implementation of enhancements for the imaging services.

8.3.1 Still Photography

The contractor shall provide still photographic documentation of Centerwide events that would be considered significant or historical. Contractor still photographers shall document technology research elements, significant testing milestones, and hardware studies conducted at the Center. The contractor shall provide photographic distribution in support of MSFC programs and projects. The contractor shall operate and maintain the existing photographic studio.

8.3.2 Photographic Laboratory

The contractor shall provide a full service photographic production laboratory. The contractor shall provide digital photographic production including image enhancement, printing, and electronic distribution.

8.3.3 RESERVED

8.3.3.1 RESERVED

8.3.3.2 RESERVED

8.3.4 Marshall Image Exchange (MiX) and Photographic Archive

The contractor shall maintain still photographic libraries and archives on Center. The contractor shall scan images for displaying on the current MiX website in accordance with NASA Image Exchange (NiX) guidelines. The contractor shall research and develop captions for images, including interfacing with NASA/MSFC program/project personnel. The contractor shall work with NASA personnel in the transition from MiX to the NASA Images Archive.

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8.3.5 Conference Room Support

The contractor shall provide conference room support including installation and maintenance of existing conference room capabilities, such as ceiling-mounted projectors, polycoms, televisions and screens. The contractor shall provide design, development and implementation for NASA-approved requirements.

The Contractor shall schedule the conference facilities located in Morris Auditorium, P110, in building 4200 and Contracting Officer's Technical Representative (COTR) designated video teleconferencing rooms. The contractor shall operate these facilities, including all audio/visual equipment.

8.3.6 Audio Video Support Services

The contractor shall maintain the hardware required for the Marshall Cable Television System. The contractor shall receive downlinks during shuttle missions as a backup to the main receiving system as well as other downlinks to support MSFC and the Agency. The contractor shall provide and maintain all MSFC and MAF Audio Video installations such as televisions, screens, projectors, and polycoms.

8.4 Reproduction and Printing Services

The contractor shall provide materials, management, and other resources necessary to operate in-house duplicating services and provide commercial printing procurement services to MSFC programs, projects, and organizations. The contractor shall provide these services in accordance with Public Law 102-392 and Section 207, the Joint Committee on Printing (JCP) Printing and Binding Regulations, NPD 1490.1, *NASA Printing, Duplicating, and Copy Management* and MPR 1490.1, *Printing, Reproduction, and Self-Service Copying Services*.

8.4.1 In-house Duplicating Services

The contractor shall operate and manage an in-house duplicating facility, located in Building 4200, Room G34, and large-format engineering document reproduction, located in Bldg. 4491.

The services provided shall include (but not limited to): Black and White (B&W) duplication of (one or two-sided) standard-size documents (up to 11"x17"); large-format documents (simplex only) up to J-size; and color duplication of standard documents up to 12" x 18" (one or two-sided). The contractor shall provide binding services for B&W and color products to include (but not limited to): side stitch, stapled-upper-left, saddle-stitch, adhesive-tape perfect binding, three-hole drill, metal fasteners, GBC binding (comb binding), and plastic coil binding. The contractor shall provide special finishing operations to include (but not limited to): tri-fold, pamphlets, printed & inserted tabs, Z-fold for 11"x17", large document folding, adhesive padding, and variable data printing. The contractor shall on occasion be required to provide "expedited service" that requires overtime.

The contractor shall receive, process, and duplicate from paper originals or electronic files submitted by the customer from various sources and/or media. The contractor shall receive

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customer service requests through an on-line ordering system. The contractor shall complete each service request per the customer specifications and delivery dates as requested.

The contractor shall evaluate and recommend new technology hardware and/or software for replacing existing equipment or software. The contractor shall acquire, manage installation, and implement new processes or software as needed.

The contractor shall collect production metrics within the service request system and shall maintain service request records per the MSFC Printing Office Records Retention Plan. The contractor shall provide various production reports monthly, quarterly, and annually in accordance with DRD 1292MA-006.

8.4.2 Commercial Printing Procurement

The contractor shall procure all commercial printing that is purchased through the Government Printing Office (GPO) in support of all MSFC organizations and entities acting on behalf of Marshall Space Flight Center. This procurement process is mandated and provided in accordance with Title 44 of the U.S. Code and Public Law 102-392, October 6, 1992 (amended by Public Law 103-283, July 22, 1994), Section 207 and the NPD 1490.1.

The contractor shall provide printing procurement services to the MSFC Printing Office, Building 4200, room G32A. The contractor shall procure posters, brochures, tri-fold pamphlets, periodicals, bookmarks, tags, forms, decals, lithographs, coasters, magnets, poly-bags, letterhead, CD/DVD mastering and replication, and business cards for MSFC customers. The contractor shall interface with MSFC customers to determine their requirements; write printing requisitions per GPO procedures review and approve pre-production proofs; and evaluate printed products for compliance to specifications. The contractor shall report quality defects and manage corrective action.

The contractor shall utilize all procurement vehicles available through the GPO to include one-time solicitations, MSFC and NASA Headquarters term contracts, and the GPO Simplified Purchase Acquisition (SPA) program. The contractor shall assist the MSFC Printing Office in managing these contracts through Atlanta Regional GPO and Washington GPO. The contractor shall have expert knowledge of terms and conditions of printing contracts. The contractor shall assist the MSFC Printing Office in collaborating with other NASA centers as a participant in the "NASA Print Rider" program. The contractor shall understand and procure products within MSFC funding guidelines. The contractor shall manage office records and databases per the MSFC Printing Office Records Retention Plan. The contractor shall collect production metrics within the service request system. The contractor shall provide various production reports monthly, quarterly, and annually per DRD 1292MA-006.

8.4.3 Mainframe Applications Printing

The contractor shall operate and manage output printing from mainframe applications to high-speed printers in support MSFC organizations, e.g., Office or Chief Financial Officer, Procurement Office, and Center Operations. These services shall include managing print files queued from the mainframe computers to Reproduction equipment.

The contractor shall create, facilitate updates, and manage printer-resident forms for current and new mainframe forms/data merge requirements for MSFC and across the Agency. This includes, as

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required, design and revision of printer-resident forms. The contractor shall provide system administration of the data stream print queues, print engine software, and supply management of special paper and forms.

8.5 Television and Video Services

The contractor shall provide material, management, and other resources required for the total operation of MSFC's Television and Video Services. Activities shall include planning, producing, documenting, engineering, archiving, operations, and maintenance. Specifically, the contractor shall:

- a. Operate and maintain the existing studio.
- b. Produce, distribute, televise, transmit, and record live presentations, ceremonies, programs and other special events.
- c. Prepare and distribute live and recorded broadcast quality productions.
- d. Plan, develop, script-write, film and edit a variety of broadcast quality video projects.
- e. Record and archive in support of MSFC research and development testing.
- f. Provide content for closed circuit television (CCTV), DesktopTV, and Podcasts.
- g. Receive and distribute NASA TV content.
- h. Provide select MSFC videos for distribution on NASA TV.
- i. Operate and maintain the equipment in the Building 4207 television department.
- j. Operate a multi-format recording and duplication facility including but not limited to VHS, Beta SP, DVCAM, DVD, CD, DVC Pro, SVHS, DVC ProHD, and HDCAM.
- k. Operate and maintain full broadcast audio production facility.
- l. Complete the migration of production and distribution processes to HDTV.
- m. Maintain music libraries, motion picture photographic library, tape library and archives. At all times, the contractor shall know the location of any item in the archive.
- n. Implement and maintain a digital archive.
- o. Integrate content between AVIS PWS paragraph 8.0 elements; distributes content to other AVIS PWS elements.
- p. Assist the Agency's DTV Working group as needed.

8.6 Streaming Services

The contractor shall develop, implement and maintain hardware and software required to provide live and on-demand streaming services to MSFC and MAF using the DesktopTV application (DesktopTV) as a front-end web interface to both live and on-demand content. The contractor shall provide content delivery, live event support and format conversion in support of this service. The contractor shall provide this streaming service using NASA approved software tools and formats.

8.7 Special Events Administration and Support Services

The contractor shall support MSFC and MAF Special Events, which are events not in the category of research, testing or development, as customer requested through an online service request system. This support includes administration of the services for a requested event in which one or more services from PWS paragraph 8.0 shall be performed.

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8.7.1 Special Event Administration

The contractor shall coordinate between the customer and service providers to identify specific details needed to support the event, this includes: finalizing requirements and preparing an event requirements document; and preparing and delivering a cost estimate to Government for distribution to requesting customer for approval.

The contractor shall send a post-event continuous improvement electronic customer survey to the customer within 2 days after the event. This survey requests feedback on the quality of services provided by the contractor. This feedback is shared with the service providers and if negative feedback is received from a customer, procedures in MWI 1280.2, *MSFC Customer Feedback (CF) Processing Through The Corrective Action System (CAS)*, will be followed.

8.7.2 Special Event Support

The contractor shall provide Audio Video support for all MSFC events by providing the sound system, podium, microphone, flags, projectors, large screens, and other associated equipment. The contractor shall be prepared to fully support overlapping events, if requested.

NNM10AA03C

CONTRACT/RFP

EXHIBIT NUMBER

J-2

ATTACHMENT NUMBER

MSFC Information Technology Services (MITS)

PROJECT/SYSTEM

DATA PROCUREMENT DOCUMENT

TBD

CONTRACTOR

October 16, 2009

DATE

National Aeronautics and
Space Administration

National Aeronautics and Space Administration						DATA PROCUREMENT DOC.		
DOCUMENT CHANGE LOG						NO.	ISSUE	
						1292	Draft Basic	
INCORPORATED REVISIONS OUTSTANDING REVISIONS					AS OF: 10-16-09		SUPERSEDING:	PAGE:
AUTHORITY (DPD Revision)	PORTION AFFECTED - PAGE NO./NO. INTRO SGR DRL DRD				REMARKS			

1.0 INTRODUCTION

1.1 Scope: Subject to the Rights in Data clause, this Data Procurement Document (DPD) sets forth the data requirements in each Data Requirements Description (DRD) and shall govern that data required by the DPD for the contract. The contractor shall furnish data defined by the DRDs listed on the Data Requirements List (DRL) by category of data, attached hereto, and made a part of this DPD. Such data shall be prepared, maintained, and delivered to NASA in accordance with the requirements set forth within this DPD. In cases where data requirements are covered by a Federal Acquisition Regulation (FAR) or NASA FAR Supplement (NFS) clause, that clause shall take precedence over the DPD, consistent with clause FAR 52.215-8.

1.2 DPD Description: This DPD consists of a Document Change Log, an Introduction, a Statement of General Requirements, DPD maintenance procedures, a DRL, and the DRDs.

1.2.1 General Requirements: The general requirements, as specified in paragraph 2.0 of this DPD, prescribe those requirements applicable to the preparation, maintenance, and delivery of data that are better defined in aggregate than in the individual DRDs.

1.2.2 Data Requirements List (DRL): Throughout the performance of the contract, the DRL provides a listing by data category of the data requirements of the DPD.

1.2.3 Data Requirements Descriptions (DRDs)

1.2.3.1 Each data requirement listed on the DRL is given complete definition by a DRD. The DRD prescribes content, format, maintenance instructions, and submittal requirements.

1.2.3.2 For the purpose of classification and control, DRDs of this DPD are grouped into the following broad functional data categories:

<u>CATEGORY SYMBOL</u>	<u>DESCRIPTION</u>
CD	Contractual Data
CM	Configuration Management
LS	Logistics/Support
MA	Management
RM	Reliability and Maintainability
SA	Safety

1.2.3.3 The symbols representing these data categories form part of the prefix of the DRD identification number. The first numerical characters reflect the DPD number.

1.2.3.4 To facilitate the usage and maintenance of the DPD, the DRDs have been sectionalized in accordance with the above data categories.

1.2.3.5 The DRDs are filed by data category and are in alpha-numeric sequence as listed on the DRL page (or pages) that precedes the DRDs.

1.2.4 Document Change Log (DCL): The Document Change Log chronologically records all revision actions that pertain to the DPD.

1.2.5 DPD Maintenance Procedures: Maintenance procedures define the detailed methods to be employed in maintaining the DPD. Detailed maintenance procedures are specified in paragraph 3.0 of this DPD.

- 1.3 Data Types for Contractual Efforts: The types of data and their contractually applicable requirements for approval and delivery are:

<u>TYPE</u>	<u>DESCRIPTION</u>
1*	All issues and interim changes to those issues require written approval from the requiring organization before formal release for use or implementation.
2*	NASA reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. The contractor shall submit the required data to NASA for review not less than 45 calendar days** prior to its release for use. The contractor shall clearly identify the release target date in the "submitted for review" transmittal***. If the data is unacceptable, NASA will notify the contractor within 45 calendar days** from the date of submission, regardless of the intended release date***. The contractor shall resubmit the information for reevaluation if disapproved. The submittal is considered approved if the contractor does not receive disapproval or an extension request from NASA within 45 calendar days**.
3	These data shall be delivered by the contractor as required by the contract and do not require NASA approval. However, to be a satisfactory delivery, the data shall satisfy all applicable contractual requirements and be submitted on time.
4	These data are produced or used during performance of the contract and are retained by the contractor. They shall be delivered only when NASA requests in writing and shall be delivered in accordance with the instructions in the request. The contractor shall maintain a list of these data and shall furnish copies of the list to NASA when requested to do so.
5	These data are incidental to contract performance and are retained by the contractor in those cases where contracting parties have agreed that formal delivery is not required. However, the Contracting Officer or the Contracting Officer's Representative shall have access to and can inspect this data at its location in the contractor's or subcontractor's facilities, or in an electronic database accessible to the Government.
*	Note: Type 1 and Type 2 data may be placed under NASA configuration management control when designated by NASA. CM control requires the contractor to submit Type 1 and Type 2 data updates through Engineering Change Proposals (ECPs).
**	Note: This time limit may be tailored for individual DRDs to meet the requirements of the procuring activity.
***	Note: If the contractor does not identify a release target date or if the intended release date is shorter than 45 calendar days from the date of submission, the 45 calendar days review cycle stands (or the tailored Type 2 time limitation for the specific procurement).

2.0 STATEMENT OF GENERAL REQUIREMENTS

- 2.1 Applicable/Reference Documents: Documents included as applicable documents in this DPD are the issue specified in the Statement of Work, and form a part of the DPD to the extent specified herein. Applicable documents listed in Item 15.2 of a DRD are applicable only to the preparation of the deliverable documentation described by that DRD.

References to documents other than applicable documents in the data requirements of this DPD may sometimes be utilized, and shall be indicated in 13. Remarks of the DRD. These do not constitute a contractual obligation on the contractor. They are to be used only as a possible example or to provide related information to assist the contractor in developing a response to that particular data requirement.

2.2 Subcontractor Data Requirements

2.2.1 The contractor shall specify to subcontractors and vendors, if any, the availability source of all data required for the satisfactory accomplishment of their contracts. The contractor shall validate these requirements for documents when appropriate; where the requirement concerns other contractor data, the contractor shall provide his subcontractor or vendor with the necessary documents. All such requests shall be accomplished under the auspices of the contractor.

2.2.2 Reference to subcontractor data in the contractor's responses is permissible, providing the references are adequate and include such identification elements as title, number, revision, etc., and a copy of the referenced data is supplied with the response document at time of delivery to NASA.

2.3 Data Distribution, Format, Data Restriction Marking, and Transmittal

2.3.1 Distribution: Distribution of required documentation shall be in quantities determined by the Contracting Officer. Recipient names and email (if applicable) addresses shall be noted on a separate distribution list to be furnished by the Contracting Officer. The Contracting Officer's letter may include other information pertinent to delivery of data, as required.

2.3.2 Format

2.3.2.1 Electronic Format: Electronic submission of data deliverables is preferred. Electronic deliverables shall be printable. Data deliverables shall be delivered to NASA in the format specified below unless a specific format is required by a DRD. Data submittals shall consist of a single Adobe Acrobat PDF file and the native format electronic file(s). The preferred native formats include Microsoft Word, Excel, PowerPoint or CAD drawing plot file, as appropriate. Where a single native format file is not possible, multiple files may be integrated into a single ZIP file for submission. The organization of the contents of the integrated ZIP file shall be made readily apparent to the reader, and each file within the integrated product shall be clearly identifiable and traceable within the organization of the integrated product. If files are fragmented, file names shall be labeled logically and contiguously, and the files shall be easily reassembled or merged (e.g. 1 filename, 2 filename, 2a filename, etc.). The software versions shall be confirmed prior to submittals.

2.3.2.2 Hardcopy Format: In addition to the electronic submittal, one hardcopy package of specific data deliverables shall be delivered to the NASA Contracting Officer for the Government contract file. This requirement is indicated in Item 15.4, Format of each DRD. The hardcopy package shall consist of the contractor's Transmittal Memo and one copy of the data deliverable.

2.3.3 Data Restriction Marking

2.3.3.1 Data Restriction Determination and Marking Requirements: The contractor shall determine the data restriction that applies to each data deliverable and mark the data restriction on the data coversheet, or indicate the data restriction in the data transmittal package if the data format precludes identification of data restriction directly in the data. The contractor shall make a determination for each individual data deliverable item, and shall not apply a default or blanket data restriction marking to all data deliverables (e.g., "data may be export restricted"). If NASA does not agree with the contractor applied data restriction, the NASA Contracting Officer shall return the data to the contractor, cancel the markings, or ignore the markings consistent with the procedures set forth in the "data rights" clause(s) contained in the contract.

2.3.3.2 Data Restriction Categories and Marking Statements: The contractor shall consider the following data restriction categories, as a minimum, and utilize specified marking statements.

If data delivered under this contract is subject to the International Traffic in Arms Regulations (ITAR), the data shall contain an "ITAR Notice" as follows:

International Traffic in Arms Regulations (ITAR) Notice

This document contains information which falls under the purview of the U.S. Munitions List (USML), as defined in the International Traffic in Arms Regulations (ITAR), 22 CFR 120-130, and is export controlled. It shall not be transferred to foreign nationals, in the U.S. or abroad, without specific approval of a knowledgeable NASA export control official, and/or unless an export license/license exemption is obtained/available from the United States Department of State. Violations of these regulations are punishable by fine, imprisonment, or both.

If data delivered under this contract is subject to the Export Administration Regulations (EAR), the data shall contain the "EAR Notice" as follows:

Export Administration Regulations (EAR) Notice

This document contains information within the purview of the Export Administration Regulations (EAR), 15 CFR 730-774, and is export controlled. It may not be transferred to foreign nationals in the U.S. or abroad without specific approval of a knowledgeable NASA export control official, and/or unless an export license/license exception is obtained/available from the Bureau of Industry and Security, United States Department of Commerce. Violations of these regulations are punishable by fine, imprisonment, or both.

If the contract contains FAR 52.227-14 *Alternate II*, the "Limited Rights Notice" may be applicable to data (other than computer software) delivered under this contract.

If the contract contains FAR 52.227-14 *Alternate III*, the "Restricted Rights Notice" may be applicable to computer software delivered under this contract.

If the contract contains FAR 52.227-20, the "SBIR Rights Notice" may be applicable to SBIR data delivered under this contract.

If the contract contains NFS 1852.237-73, a sensitive information legend may be applicable to information delivered under this contract.

In accordance with the applicable data clause (e.g., FAR 52.227-14(c) or FAR 52.227-20(c)), the contractor may be able to assert a copyright claim in data delivered under this contract. When claim to copyright is made, the Contractor shall affix the applicable copyright notices of 17 U.S.C. 401 or 402 and acknowledgment of Government sponsorship (including contract number) to the data when such data are delivered to the Government.

2.3.4 Transmittal

2.3.4.1 Data shall be transmitted to NASA by email, CD or DVD, hardcopy, or other mechanism agreed to by the Contracting Officer, COTR, and Project representatives who are responsible to receive, index, and store the data deliverables.

2.3.4.2 If email is used to transmit data deliverables, the email size shall be 10 Megabytes or less to ensure receipt by the NASA email servers. Encrypted email format shall be used to transmit data which has been judged sensitive by the contractor (e.g., export controlled, limited rights data, SBIR, restricted computer software, copyrighted, etc.).

2.3.4.3 Data Transmittal Package: Each data transmittal package shall include:

- a. Transmittal memorandum that specifies the meta-data below for each data transmittal:
 1. Contract number.
 2. Data Requirements Description (DRD) number.
 3. DRD data type (specified in Item 3 on the DRD).
 4. Submission date or milestone being satisfied.
 5. Document number and revision.

6. Document title.
 7. File names of all files being delivered; file naming convention shall clearly identify the document being delivered.
 8. Distribution (as defined by the Contracting Officer's letter).
 9. Requested response date.
 10. Contractor assigned data restriction (export controlled, limited rights data, SBIR, restricted computer software, copyrighted, etc.) if not marked on data.
 11. NASA Records Retention Schedule (NRRS) number, if applicable. (See NPR 1441.1, NASA Records Retention Schedules)
- b. Printable electronic files or hardcopy data.
- 2.3.5 Electronic data deliverables should be transmitted directly to the MSFC Repository through the Digital Asset Manager web interface. Instructions for electronic data submittals can be found at <http://avmcc.msfc.nasa.gov/repository/index.php>. Document submitters must register for a Documentum user account through the [NASA Account Management System](#) (NAMS). Computer-Aided Design (CAD) drawings shall be submitted in the original native vector, Hewlett-Packard Graphic Language (HPGL), and raster image formats.
- 2.4 Printing: All printing, duplicating, or binding shall be in accordance with NFS 1852.208-81, Restrictions on Printing and Duplicating. Printing of formal reports and Type 1 and 2 data in book format shall be in accordance with the following general specifications:
- a. Method of reproduction – offset/xerography.
 - b. Finished size – 8 1/2" X 11".
 - c. Paper – 20-pound opaque bond.
 - d. Cover – Litho cover stock.
 - e. Pages shall be printed on both sides; blank pages shall be avoided when possible.
 - f. Oversize pages shall be avoided when possible, but if necessary shall be folded to 8 1/2" X 11".
 - g. Binding shall be the most economical method commensurate with the size of the report and its intended use.
- 2.5 Contractor's Internal Documents: The contractor's internal documents shall be used to meet the data requirements of this DPD unless a specific format is required by the applicable DRD.
- 2.6 Document Identification: Type 1 and 2 documents published by the contractor and submitted in response to the data requirements of this DPD shall be identified within an organized identification numbering system prescribed to NASA by the contractor and, if applicable, as approved by NASA. For all data types, the document number, change legend, date, and title constitute the minimum identification of the specific document and shall appear on the cover and title page. The contract number shall also appear on the cover and title page as separate markings. The originator and organization shall be included on the title page. The document number, change legend, and date shall appear on each page of the document. In the front matter of each document, identify the DPD number and applicable DRD number(s) required for document preparation. Successive issues or revisions of documents shall be identified in the same manner as the basic issue and shall have appropriate change identification. Drawings and ECP's are excluded from the marking provisions of this paragraph. All Type 1 documentation, excluding configuration management requirements, shall be marked "PRELIMINARY PENDING NASA APPROVAL," and once approved shall be reissued with "APPROVED BY NASA" and the date and approval authority annotated on the cover.
- 2.7 Reference to Other Documents and Data Deliverables in Data Submittals: All referenced documents shall be made readily available to the cognizant NASA organization upon request. The contractor should make sure that the references are available to NASA in a manner which does not incur delays in the use of the response document. Reference may be made, within one data submittal, to other data submittals delivered in response to this DPD in those cases where the data required by one DRD may have been delivered by the contractor in response to another DRD. The reference to previously-submitted data shall include the applicable DRD number, data submittal version date, and location within the referenced document.

2.8 Maintenance of Type 1 Document Submittals

- 2.8.1 Revisions of Type 1 documentation may be accomplished either by individual page revision or by a complete reissue of the document identified in accordance with requirements of 2.7 above, with the exception of drawings (which shall be revised in accordance with contract configuration management requirements).
- 2.8.2 Individual page revisions shall be made as deemed necessary by the contractor or as directed by the Contracting Officer.
- 2.8.3 A Type 1 document shall be completely reissued when, in the opinion of the contractor and/or NASA, the document has been revised to the extent that it is unusable in its present state, or when directed by the Contracting Officer. When complete reissues are made, the entire contents of the document shall be brought up to date and shall incorporate revised pages. All revisions shall be recorded. A revision log shall identify complete reissues except for periodic reports and documents which are complete within themselves as final.
- 2.8.4 Changes of a minor nature to correct obvious typing errors, misspelled words, etc., shall only be made when a technical change is made, unless the accuracy of the document is affected.
- 2.8.5 All revised pages shall be identified by a revision symbol and a new date. Each document shall contain a log of revised pages that identify the revision status of each page with the revision symbol. This list shall follow the table of contents in each document. The line or lines revised on a given page shall be designated by the use of vertical line in the margin of the page, and the change authority shall be indicated adjacent to the change.
- 2.8.6 Contractor Type 1 documents shall not be submitted containing pen and ink markups which correct, add to, or change the text, unless schedule problems exist and approval is obtained in writing from the Contracting Officer. Such markups, however, shall not exceed 20 percent of the page content and shall be acceptable provided that the reproduced copies are legible. In addition, hand-drawn schematics, block diagrams, data curves, and similar charts may be used in original reports in lieu of formally prepared art work, as long as legibility of copies is not impaired. Acceptability shall be determined by the Contracting Officer.

3.0 DPD MAINTENANCE PROCEDURES

- 3.1 NASA-Initiated Change: New and/or revised data requirements shall be incorporated by contract modification to which the new or revised portion of the DPD shall be appended. The contractor shall notify the Contracting Officer in the event a deliverable data requirement is imposed and is not covered by a DRD, or when a DRD is changed by a contract modification and for which no revision to DPD is appended. In such cases, the contractor shall submit the requested changes to NASA for approval. See paragraph 3.3.1 for change procedures.
- 3.2 Contractor-Initiated Change: Contractor-proposed data requirements or proposed changes to existing requirements shall be submitted to NASA for approval.
- 3.3 DPD Change Procedures
 - 3.3.1 Changes to a contractual issue of this DPD shall be identified by NASA on the Document Change Log.
 - 3.3.2 The date of the DPD shall be entered under the "as of" block of the Document Change Log. The date that was in the "as of" block shall be entered in the "Superseding" block.
 - 3.3.3 The Document Change Log entitled "Incorporated Revisions" shall be changed to indicate the modification number, portions affected, and remarks. All changes to the DPD/DRDs shall be identified in the "Remarks" column.

3.4 DPD Reissues

- 3.4.1 When conditions warrant, the DPD shall be reissued by NASA for each contract modification that affects the DPD and shall supersede the existing DPD in its entirety. Reissues shall be issued by contractual direction.
- 3.4.2 All revision dates shall remain in the Date Revised block on all DRDs. The issue symbol, which shall commence with "A" and progress through "Z," shall be entered in the DPD identification block of each DRD page of the DPD.

MSFC Information Technology Services (MITS)

Data Requirements List

<u>DRD</u>	<u>DATA TYPE</u>	<u>TITLE</u>	<u>OPR</u>
CD – Contractual Data			
1292CD-001	2	Option Decision Package	IS01
1292CD-002	3	Technology Reports	ED11
CM - Configuration Management			
1292CM-001	2	Configuration Management Plan	ED10
LS – Logistics Support			
1292LS-001	2	Government Property Management Plan	AS41
MA – Management			
1292MA-001	1	Management Plan	IS01
1292MA-002	1/2/3/4/5	Documentation	IS01
1292MA-003	2	Continuous Risk Management	QD20
1292MA-004	2	Major Information Systems Portfolio	IS01
1292MA-005	2	Work Breakdown Structure (WBS) and WBS Dictionary	CS40
1292MA-006	2	Reproduction and Printing Managements Reports	IS30
1292MA-007	2/3	Export Control Plan and Reports	IS01
1292MA-008	2/3/4/5	Reports	IS01
1292MA-009	3	Financial Management Report (533M)	CS40
1292MA-010	3	Cost Reports	IS01
1292MA-011	3	Contractor Self-Assessment Report	IS01
1292MA-012	3	Badged Employee and Remote IT User Listing	AS50
1292MA-013	3	Contractor Employee Clearance Document	AS50
1292MA-014	3	Position Risk Designation for Non-NASA Employee	AS50
1292MA-015	3	Organizational Conflicts of Interest (OCI) Mitigation Plan	PS33
RM – Reliability and Maintainability			
1292RM-001	1	Operability/Maintainability Plan	QD21
SA – Safety			
1292SA-001	2	Safety, Health, and Environmental (SHE) Plan	AS10/QD12
1292SA-002	3	Mishap and Safety Statistics Reports	QD12

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292CD-001 |
| 3. DATA TYPE: 2 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/1 |
6. **TITLE:** Option Decision Package
7. **DESCRIPTION/USE:** To provide Option Decision Package to NASA for all MITS services.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Option Decision Package ten (10) months prior to the effective date of Option.
12. **SUBMISSION FREQUENCY:** Options 1 and 2 Decision Packages ten (10) months prior to the effective date of Options 1 and 2 if Option 1 is exercised.
13. **REMARKS:** Any request for additional information will be made in writing by the Contracting Officer at least 14 days before the Option Decision Package is due. An Option Decision Package for MITS services shall be provided by the appropriate Contractor after receipt of award.
14. **INTERRELATIONSHIP:** Reference is made to Clause F.4, Special Conditions Applicable to Exercise of Options 1 and 2. PWS paragraph 1.2
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Option Decision Package provides a cost reduction proposal, and any additional information that will be requested by the contracting officer. The Option Decision Package will address all MITS services that are awarded to the Contractor.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Option Decision Package shall include a technical refresh proposal and a cost reduction proposal, the Contractor's technical, cost, and schedule performance, as well as contract transition performance, status of completion of the integrated architecture and infusion of technology to accomplish transformation goals for all services provided to NASA. The package shall include any additional information the contractor considers relevant to NASA's decision to exercise future options.
- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 3
2. **DRD NO.:** **1292CD-002**
4. **DATE REVISED:**
5. **PAGE:** 1/3
6. **TITLE:** Technology Reports
7. **DESCRIPTION/USE:** Provides NASA with technical information concerning any invention, discovery, improvement, or innovation made by a contractor in the performance of work under this contract for the purpose of disseminating this information to obtain increased use. Also, to provide NASA with data to review for possible patentable items.
8. **OPR:** ED11 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:**
Technology Reporting Plan: Upon Contracting Officer's request.
Disclosure of Invention and New Technology (NASA Form 1679): Within 2 months of identification of reportable item.
Interim NASA New Technology Summary Report (NTSR) Form: 12 months from the date of the contract.
12. **SUBMISSION FREQUENCY:**
Technology Reporting Plan: Upon Contracting Officer's request.
Disclosure of Invention and New Technology (NASA Form 1679): For each reportable item.
Interim NASA New Technology Summary Report (NTSR) Form: Every 12 months.
Final NASA New Technology Summary Report (NTSR) Form: Immediately or within three months after completion of contracted work. Final Payment is contingent upon submission of the Final NTSR.
13. **REMARKS:** Copies of NASA Form 1679 and the NASA New Technology Summary Report (NTSR) Form (Interim and Final) may be obtained and/or filled out at: <http://entre.nasa.gov/>. These forms may also be obtained from the New Technology Representative ([mailto: Carolyn.E.McMillan@nasa.gov](mailto:Carolyn.E.McMillan@nasa.gov)).
14. **INTERRELATIONSHIP:** PWS paragraph 2.0.g
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Technology Reports include technical detail as is necessary to identify and fully describe a "Reportable Item". Per NFS 1852.227-70, "Reportable Item" means any invention, discovery, improvement, or innovation of the contractor, whether or not the same is or may be patentable or otherwise protectable under Title 35 of the United States Code, conceived or first actually reduced to practice in the performance of any work under this contract or in the performance of any work that is reimbursable under any clause in this contract providing for reimbursement of costs incurred prior to the effective date of this contract.
- 15.2 **APPLICABLE DOCUMENTS:**
 NFS 1852.227-70 New Technology Clause

DRD Continuation Sheet

TITLE: Technology Reports

DRD NO.: 1292CD-002

DATA TYPE: 3

PAGE: 2/3

15. DATA PREPARATION INFORMATION (CONTINUED):
15.3 CONTENTS: The Technology Reports consist of:

- a. Disclosure of Invention and New Technology (Including Software): In accordance with NFS 1852.227-70 (e)(2), the disclosure to the agency shall be in the form of a written report and shall identify the contract under which the reportable item was made and the inventor(s) or innovator(s). It shall be sufficiently complete in technical detail to convey a clear understanding, to the extent known at the time of the disclosure, of the nature, purpose, operation, and physical, chemical, biological, or electrical characteristics of the reportable item. The disclosure shall also identify any publication, on sale, or public use of any subject invention and whether a manuscript describing such invention has been submitted for publication and, if so, whether it has been accepted for publication at the time of disclosure. In addition, after disclosure to the agency, the Contractor shall promptly notify the agency of the acceptance of any manuscript describing a subject invention for publication or of any on sale or public use planned by the Contractor for such invention. This reporting requirement may be met by completing NASA Form 1679 (latest revision) in hardcopy or online at: <http://entre.nasa.gov/>. Use of this form or the online system is preferred; however, if the form is not used the following information should be provided in order to meet the reporting requirement:
 1. Descriptive title.
 2. Innovator(s) name(s), title(s), phone number(s), and home address(es).
 3. Employer when innovation made (name and division).
 4. Address (place of performance).
 5. Employer status (e.g., Government, college or university, non-profit organization, small business firm, large entity).
 6. Origin (e.g., NASA grant number, NASA prime contract number, subcontractor, joint effort, multiple contractor contribution, other).
 7. NASA Contracting Officer's Technical Representative (COTR).
 8. Contractor/grantee New Technology Representative.
 9. Brief abstract providing a general description of the innovation:
 - (a) Description of the problem or objective that motivated the innovation's development.
 - (b) Technically complete and easily understandable description of innovation developed to solve or meet the objective.
 - (c) Unique or novel features of the innovation and the results or benefits of its application.
 - (d) Speculation regarding potential commercial applications and points of contact (including names of companies producing or using similar products).
 10. Additional documentation.
 11. Degree of technological significance (e.g., modification of existing technology, substantial advancement in the art, major breakthrough).
 12. State of development (e.g., concept only, design, prototype, modification, production model, used in current work).
 13. Patent status.
 14. Dates or approximate time period during which this innovation was developed.
 15. Previous or contemplated publication or public disclosure including dates.
 16. Answers to the following questions (for software only):
 - (a) Using outsiders to beta-test code? If yes, done under beta-test agreement?
 - (b) Modifications to this software continue by civil servant and/or contractual agreement?
 - (c) Previously copyrighted (if so, by whom)?
 - (d) Were prior versions distributed (if yes, supply NASA or Contractor contract)?
 - (e) Contains or is based on code owned by a non-federal entity (if yes, has a license for use been obtained)?
 - (f) Has the latest version been distributed without restrictions as to use or disclosure for more than one year (if yes, supply date of disclosure)?
 17. Name(s) and signature(s) of innovator(s).

DRD Continuation Sheet

TITLE: Technology Reports

DRD NO.: 1292CD-002

DATA TYPE: 3

PAGE: 3/3

15. DATA PREPARATION INFORMATION (CONTINUED):

- b. Interim NASA New Technology Summary Report (NTSR): This report shall consist of a listing of reportable items for the reporting period or certification that there are none. This report shall also contain a list of subcontracts containing a patent rights clause or certification that there were no such subcontracts. Completion of the Interim NTSR shall satisfy this reporting requirement. Use of the form utilizing the online system at <http://entre.nasa.gov/> is preferred; however an alternate format is acceptable provided all required information is provided.
- c. Final NASA New Technology Summary Report (NTSR): This report shall consist of a comprehensive list of all reportable items for the contract duration or certification that there are none. This report shall also contain a list of subcontracts containing a patent rights clause or certification that there were no such subcontracts. Completion of the Final NTSR shall satisfy this reporting requirement. Use of the form utilizing the online system at <http://entre.nasa.gov/> is preferred; however an alternate format is acceptable provided all required information is provided.
- d. Subcontracts: The contractor shall provide copies of subcontracts containing a patent rights clause upon Contracting Officer's request.

- 15.4 **FORMAT:** The Disclosure of Invention and New Technology (Including Software) report may use NASA Form 1679 (latest version) or the online system at: <http://entre.nasa.gov/>, or provide sufficient information to meet the reporting requirement.

The interim and final NASA New Technology Summary Reports may use the NTSR Form (Interim or Final whichever is applicable) utilizing the online system at: <http://entre.nasa.gov/> or provide sufficient information to meet the reporting requirement.

- 15.5 **MAINTENANCE:** None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 2
6. **TITLE:** Configuration Management Plan
7. **DESCRIPTION/USE:** To describe the contractor's method for accomplishing the configuration management requirements of the contract.
8. **OPR:** ED10 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** 60 days after full assumption of contract responsibilities
12. **SUBMISSION FREQUENCY:** One time, revise as required
13. **REMARKS:** Reference is made to MIL-STD-973, *Configuration*. NOTE: Copies of MIL-STD-973 may be obtained through the [NASA Technical Standards website](#) (Click "Public Access").
14. **INTERRELATIONSHIP:** PWS paragraphs 7.2.d and 7.8
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Configuration Management Plan (CMP) provides the contractor's proposed management approach for implementation of configuration management.
- 15.2 **APPLICABLE DOCUMENTS:**
MSFC-STD-3394 *Standard for Contractor Configuration Management, MSFC Programs/Projects*
- 15.3 **CONTENTS:** The CMP shall provide the information defined in MSFC-STD-3394, Appendix A.
- 15.4 **FORMAT:** Contractor format is acceptable with MSFC approval.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by complete reissue. Update as required to maintain current with program changes.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 2
6. **TITLE:** Government Property Management Plan
7. **DESCRIPTION/USE:** To describe the method of controlling and managing Government property.
8. **OPR:** AS41 9. **DM:** IS01
10. **DISTRIBUTION:** Cognizant property administrator
11. **INITIAL SUBMISSION:** Preliminary delivered during phase-in; 30 days prior to full assumption of contract responsibilities. Final two months after full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Revise as required
13. **REMARKS:** This document shall be the official contract requirements document for the control and identification of all Government property.
14. **INTERRELATIONSHIP:** PWS paragraphs 2.5 and 7.1.4.d
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Government Property Management Plan defines the contractor's methods of care, accounting, and control of Government property.
- 15.2 **APPLICABLE DOCUMENTS:**

FAR	<i>Federal Acquisition Regulation, Part 45</i>
FAR	<i>Federal Acquisition Regulation, Part 52.245</i>
NFS 1852-245	<i>NASA/FAR Supplement and latest revisions thereto</i>
NFS 1852.245-80	<i>NASA FAR Supplement, Government Property Management Information (PIC 07-09)</i>
NPR 5100.4B	<i>Federal Acquisition Regulation Supplement (NASA/FAR Supplement) [48 CFR 1800-1899] (REVALIDATED 9/16/2008)</i>
- 15.3 **CONTENTS:** The Government Property Management Plan shall satisfy the requirements of the documents listed in 15.2, and the contract. This plan shall consist of those procedures which constitute the contractor's property management system and shall include the following categories:

<ol style="list-style-type: none"> a. Property management. b. Acquisition. c. Receiving. d. Identification. e. Records. f. Movement. g. Storage. h. Physical inventories. 	<ol style="list-style-type: none"> i. Reports. j. Consumption. k. Utilization. l. Maintenance. m. Subcontractor control. n. Disposition. o. Contract close-out.
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- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 1
6. **TITLE:** Management Plan
7. **DESCRIPTION/USE:** To provide a description of the contractor's overall management system and organization for accomplishing the requirements set forth in the contract.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** During phase-in, 30 days prior to full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Revise as required
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraphs 2.0.d, 2.0.f and 2.6.d
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Management Plan describes the contractor's concept plans, practice, and approach for accomplishing the requirements set forth in the contract, i.e., managing and controlling project tasks, experimental work, and management interfaces. The plan shall be in such detail as necessary to convey the contractor's internal procedures.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Management Plan shall include the following:
 - a. Description of the project tasks to be accomplished and an outline of methods by which the contractor proposes to accomplish each task down to the Level IV WBS task level.
 - b. Description of management concepts, plans, project management and task/control systems, organizational approach, and communication channels between the contractor and the Government. This shall include descriptions, flow charts, schedules, and other documentation necessary to give a comprehensive plan of organization and accomplishment.
 - c. Outlined by contractor organization with relationship clearly related to the WBS.
 - d. A process of setting goals and establishing policies, practices, procedures, and organizational structure to support the MSFC IT Governance processes.
 - e. Address quality assurance.
 - f. Address how the contractor's management structure and lines of authority will support the program management reporting requirements listed in the PWS in a fashion that contributes to the timely notice and resolution of ambiguities, concerns, and conflicts that arise in the performance of this contract.
 - g. An IT Security section that includes how they will develop, implement, and maintain IT Security. This section shall describe the processes and procedures that will be followed to ensure the appropriate security of IT resources that are developed, processed, or used under this contract.
- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | |
|---|--|
| 1. DPD NO.: 1292 ISSUE: Draft Basic
3. DATA TYPE: 1/2/3/4/5

6. TITLE: Documentation

7. DESCRIPTION/USE: To provide necessary information for effectively utilizing and operating hardware and software systems for which the contractor has responsibility.

8. OPR: IS01 9. DM: IS01

10. DISTRIBUTION: Per Contracting Officer's letter

11. INITIAL SUBMISSION: See Attachment 1

12. SUBMISSION FREQUENCY: See Attachment 1

13. REMARKS:

14. INTERRELATIONSHIP: See Attachment 1

15. DATA PREPARATION INFORMATION:
15.1 SCOPE: Documentation will be provided on all hardware and software covered by the contract to the extent necessary to permit effective utilization.

15.2 <u>APPLICABLE DOCUMENTS:</u> None

15.3 <u>CONTENTS:</u> Documentation shall be in the form of manuals, plans, studies, technical bulletin, user guides, quick references, newsletters, and online files. Information is to be provided in sufficient detail and with such clarity to allow understanding necessary to plan and process work on the MITS systems. Administrative, operating, and technical information shall be included with examples as appropriate. A documentation tree shall be maintained for applicable documents. Specific documentation requirements are detailed in Attachment 1.

15.4 <u>FORMAT:</u> Contractor format is acceptable with COTR approval. See Attachment 1 for specific format requirements.

15.5 <u>MAINTENANCE:</u> Revisions made periodically to reflect current information. | 2. DRD NO.: 1292MA-002
4. DATE REVISED:
5. PAGE: 1/4 |
|---|--|

Attachment 1

Documentation	PWS paragraph	Frequency	Data Type	Format	Content
Information Resources Strategic/ Implementation Plans to establish the direction of changed based on Enterprise Architecture evaluation	4.2.3.e	Annually	1	Online	Develop, document establish the direction of change based on architecture evaluation, evolving technologies
Special Studies	7.1.c	As Required	3	Online	Trade studies, feasibility studies, trend analyses, etc.
Initial set of documentation/drawings generated under previous contracts	2.3.g	Maintain	3	Hardcopy	Maintain a set of documentation and drawings that was generated under previous contracts related to the work
Generate , edit, merge, maintain, and distribute documentation related to performance of this contract	2.3.d	Maintain current	3	Online	Design drawings, specifications, technical configurations, diagrams, architectures, processes etc.
Documentation Tree	2.3.h	Maintain current	3	Online	Categorizes, lists and describes all documentation generated under this contract
Disaster Recovery Plan	3.4.a	Annually	1	Online	Develop, maintain and ensure a orderly recovery from a disaster that may render all or part of information facilities, systems, and equipment inoperable
Continuity of Operations Plan	3.4.e	Annually	1	Online	Identify the approach and process to ensure the continuous performance of NASA's mission-essential operations and functions during an emergency
Marshall Computing Systems engineering designs, reviews, system conflicts, planning cost estimates and statuses	7.1.e, 7.1.f, 7.1.g, 7.1.1.a, 7.1.1.b, 7.1.1.i, 7.3.f	As Needed	2	Online	Maintain and update customer requirements to include resource conflicts and system overloads, engineering designs, reviews, planning cost estimates and progress of status
Facilities Management documentation	2.8	Maintain current	3	Hardcopy	Documentation, floor plans, records of changes/moves, schedules, status, projects, requirements
Customer Requirements Management Plan, Analysis, and Reports	4.1.1d, 7.1.b	Semi-Annually	3	Hardcopy and online/database	Maintain and update customer requirements management plan, analysis and reports

Attachment 1

Documentation	PWS paragraph	Frequency	Data Type	Format	Content
Application Inventory Module	6.0	Maintain current	2	Online	Descriptions of MSFC applications and web services
Data Administration documentation	6.0j.2	Maintain current	1	Online	DA policies, procedures and standards, data architecture, data dictionary and models, orientation and training and quality assurance
Account management documentation	6.0, 7.3.e	Maintain current	5	Online	User account information (userids, access, quotas, requirements), smart cards, secure tokens, etc.
Software licenses	7.6.1.b.2, 7.2.f	Maintain current	5	Online	Maintain approved systems software licenses purchases, installation and activations
User training documentation	6.0.b, 7.0	Maintain current	2	Hardcopy and electronic	Class documentation, videotapes, hardcopy and computer-based tutorial information, reference information for user training and specialized training
Spare, tools, procedures, skills, & response time	7.6.2.g	Maintain current	3	Hardcopy	Documentation necessary to maintain equipment
Key contacts list for hardware/software maintenance functions	7.6.d	Maintain current	3	Online	Compile and maintain a list of key contacts (name, telephone number, email address, department, office and building number) responsible for coordinating and conducting the required hardware and systems software maintenance functions
Service Records	7.6.1.i	Maintain current	5	Online; CCAIMS	Service records for each system shall include date and type of equipment, service performed, list of parts used and costs, staff-hours utilized and downtime
Vendor documentation	7.1.d, 7.6.k	Maintain current	5	Hardcopy and online	Vendor documentation for all systems

Attachment 1

Documentation	PWS paragraph	Frequency	Data Type	Format	Content
MSFC Telephone Directory	5.1.k	Maintain current	1	Online	Compile, update, and prepare the online (name, telephone number, email address, department, office and building number) MSFC telephone directory
Cable plant documentation	5.3	Maintain current	3	Hardcopy	Inter-building cable systems and documentation; cable distribution systems and documentation
As-implemented systems configuration information	5.1.h	Maintain current	3	Online	Includes hardware numbers, software revision levels, user interface details, and circuit details, such as circuit numbers, circuit types, originating and terminating locations, installation date, and service request reference number
Special Business Case Development	4.3.4	As Required	2	Online	Directed special studies to include the development of special business cases, hypothetical investigations, benchmarks, standards, migration, pricing, and trade studies

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292
2. **DRD NO.:** 1292MA-003
3. **DATA TYPE:** 2
4. **DATE REVISED:**
5. **PAGE:** 1/1
6. **TITLE:** Continuous Risk Management
7. **DESCRIPTION/USE:** To provide the contractor and the Government a baseline document for planning, management, control, and implementation of the contractor's risk management program.
8. **OPR:** QD20
9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Plan, Analysis and Tracking Report -30 days after effective date of the contract
12. **SUBMISSION FREQUENCY:** Update Analysis and Tracking Report as part of Preliminary Design Review (PDR), Critical Design Review (CDR) and Acceptance Review (AR) data packages. Update Plan as required.
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraphs 4.3.2.a and 7.3.f
15. **DATA PREPARATION INFORMATION:**
 - 15.1 **SCOPE:** The Continuous Risk Management addresses how NASA risk management requirements are to be implemented throughout the program's life cycle. Risk Analysis identifies, evaluates, prioritizes and classifies the identified risks. The Risk Tracking Report provides risk metrics, verifies risk mitigation actions and documents risk decisions.
 - 15.2 **APPLICABLE DOCUMENTS:**
NPR 7120.5 *Program and Project Management Processes and Requirements*
 - 15.3 **CONTENTS:** The Continuous Risk Management shall specify how the contractor will satisfy the risk management requirements of NPR 7120.5 in a manner that is compatible with the CIO's Risk Management Plan. The plan shall specify how the contractor will document risk management activities and how the contractor will communicate risk issues and concerns to the Government.

The Risk Analysis shall contain the following data: 1) References to source data for identified risk areas such as test data, lessons learned, and technical analysis; 2) Catalog of all program/project risks; 3) Risk evaluation data that identifies the impact, probability and time frame for each risk; 4) Risk classification and prioritization data.

The Risk Tracking Report shall contain the following data: 1) Status of all risks and risk metrics; 2) Risk mitigation plans and verification of completed mitigation plans; 3) Risk decision summaries that will document replan of unsuccessful mitigation plans and risk acceptance/closures.
 - 15.4 **FORMAT:** Contractor format is acceptable.
 - 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292MA-004 |
| 3. DATA TYPE: 2 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/1 |
6. **TITLE:** Major Information Systems Portfolio
7. **DESCRIPTION/USE:** To provide information on the Agency's Information Technology (IT) resources.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Three months after effective date of the contract
12. **SUBMISSION FREQUENCY:** Quarterly
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraph 4.2.2.b
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Major Information Systems Portfolio monitors IT investments and prevents redundancy of existing or shared IT capabilities.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Major Information Systems Portfolio shall provide information demonstrating the impact of alternative IT investment strategies and funding levels, identify opportunities for sharing resources, and provide the Agency's inventory of information resources.
- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic 2. **DRD NO.:** **1292MA-005**
3. **DATA TYPE:** 2 4. **DATE REVISED:**
5. **PAGE:** 1/2
6. **TITLE:** Work Breakdown Structure (WBS) and WBS Dictionary
7. **DESCRIPTION/USE:** To establish a framework for reporting program cost, schedule, and technical performance. To provide a basis for uniform planning, reporting status, program visibility, and assignment of responsibilities.
8. **OPR:** CS40 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** During phase-in, 30 days prior to full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** 30 days after effective date of the contract, update as required. Revised pages shall be submitted 10 calendar days after contract WBS changes (following Government approval).
13. **REMARKS:** Reference is made to NPD 7120.4 (Current Revision), *Program/Project Management*, and NPR 7120.5 (Current Revision), *NASA Program and Project Management Processes and Requirements*, and MIL-HDBK-881, *Department of Defense Handbook Work Breakdown Structure*, shall be used as guides in the preparation of the WBS and the WBS dictionary.
14. **INTERRELATIONSHIP:** PWS paragraph 1.2.b
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Work Breakdown Structure (WBS) establishes a product-oriented logical subdivision of hardware, software, services, facilities, etc., that make up the total project scope of work. The WBS Dictionary provides a narrative description of the tasks and effort to be performed in each WBS element.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The WBS and WBS Dictionary are two distinct project documents used for defining the approved project scope of work. The contents of each document are detailed in the following paragraphs:
 - a. The WBS index shall include:
 1. Line item number.
 2. WBS elements/tasks listed by title and indented to reflect the level (e.g., level 1 is total contract; levels 2 and following are successively lower levels).
 3. Indication of phase (i.e., research, development, test and evaluation; or production; or both) with which the WBS element is associated.
 4. Contract line item associated with the WBS element.
 5. Performance Work Statement (PWS) paragraph numbers associated with the WBS element.
 6. Specification number of the specification that covers the WBS element (if applicable). If the specification is associated with more than one WBS element, indicate the specification paragraph numbers associated with the WBS element.
 7. Contract end item number of WBS element (if applicable).
 - b. WBS Dictionary - The WBS dictionary shall describe the technical and cost content of every WBS element and efforts associated with each element (e.g., design, development, manufacturing). For WBS elements specified elsewhere for cost reporting, the WBS dictionary definitions shall also include the exact narrative of the directly associated PWS paragraphs. The WBS dictionary shall be arranged in the same order as the contract WBS index. Following the description of the WBS element shall be a listing of lower level WBS elements. The WBS dictionary shall include the following for each WBS element:
 1. WBS element title, number, and element task description.
 2. Performance measurement criteria (PMC).

DRD Continuation Sheet

TITLE: Work Breakdown Structure (WBS) and WBS Dictionary

DRD NO.: 1292MA-005

DATA TYPE: 2

PAGE: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED):**

3. PWS paragraph number.
4. Specification (number and title) associated with the WBS element.
5. Contract line item associated with the WBS element.
6. Date, revision number, revision authorization and approved changes.
7. Contract end item/data item number and quantity.
8. Cost content and description.
9. WBS code and work order/work authorization.
10. Technical content.
11. System contractor.
12. Associate or subcontractor.
13. Applicable PWS narrative.

15.4 **FORMAT:** The WBS shall be in a chart format showing element relationships, arranged in the same order as the WBS provided in the Request for Proposal. The WBS Dictionary shall be ordered in consonance with the WBS index and shall reference each WBS element by its identifier and name.

15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
2. **DRD NO.:** **1292MA-006**
3. **DATA TYPE:** 2
4. **DATE REVISED:**
5. **PAGE:** 1/2
6. **TITLE:** Reproduction and Printing Management Reports
7. **DESCRIPTION/USE:** To provide statistical production data from MSFC and MAF in-house duplicating facility and, to provide mandatory data to the Joint Committee on Printing (JCP) and to the Office of Budget and Management (OMB).
8. **OPR:** IS30 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** 30 days after full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Statistical Production Data - Monthly & Quarterly reports 10 days after close of previous month. Annual JCP Report – 30 days after the end of the fiscal year. Annual Printing Management Report - as requested by the NASA Printing Management Officer at the NASA Shared Services Center
13. **REMARKS:** The MSFC Printing Office has the authority from the JCP to establish and maintain any in-house duplicating facilities and shall provide oversight on production matters. Forms may change from year to year and will be supplied by NASA Printing Management Office at the NSSC or the Government Printing Office (GPO).
14. **INTERRELATIONSHIP:** PWS paragraphs 8.4.1 and 8.4.2
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Reproduction and Printing Management Reports establishes the requirements for the preparation of a statistical report for the Agency. This data reflects the type of printing equipment at MSFC and MAF and printing production units/costs for the fiscal year.
- 15.2 **APPLICABLE DOCUMENTS:**

NPD 1490.1	<i>NASA Printing, Duplicating, and Copy Management</i>
MPR 1490.1	<i>Printing, Reproduction, and Self-Service Copying Services</i>
- 15.3 **CONTENTS:** The Reproduction and Printing Management Reports shall include the following:
 - a. The Statistical Production Data for in-house reproduction, commercial printing procurements and self-copying from multifunctional devices (MFD). This data shall be provided in accordance with MPR 1490.1 to the MSFC Printing Officer to include the following information: a current inventory of all reproduction, duplicating and copying equipment, machine production, and all associated costs (i.e.: lease/rental, maintenance, labor, and supplies). Reports for commercial printing procurement shall provide: printing requisitions, costs, and billing payments. Contractor's format may be acceptable but subject to change if necessary.
 - b. The Annual JCP Report shall be provided to the MSFC Printing Officer. The following forms specified can be found at the following website: <http://www.gpo.gov/forms/index.html>:
 1. JCP Form 1, Printing Plant Report.
 2. JCP Form 2, Commercial Printing Report.
 3. JCP Form 5, Annual Plant Inventory.
 4. JCP Form 7, Excess Equipment Disposal Report.
 - c. The Annual Printing Management Report shall be provided to the MSFC Printing Officer in accordance with NPD 1490.1. The format, statistical data, and delivery date of this report shall be determined each year by the NASA Printing Management Officer at the NASA Shared Services Center.

DRD Continuation Sheet**TITLE:** Reproduction and Printing Management Reports**DRD NO.:** **1292MA-006****DATA TYPE:** 2**PAGE:** 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED):**15.4 **FORMAT**: Contractor format for each report shall be in accordance with 15.3 of this DRD.15.5 **MAINTENANCE**: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 2/3*
6. **TITLE:** Export Control Plan and Reports
7. **DESCRIPTION/USE:** To provide the contractor's plan for complying with export control requirements and reports of export control activities.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Within 10 days after full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Export Control Plan: Update Plan as required. Reports: Submit report monthly.
13. **REMARKS:** *The plan is Data Type 2. The reports are Data Type 3.
14. **INTERRELATIONSHIP:** PWS paragraph 2.1.d
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Export Control Plan and Reports provides export control processes and procedures and the report details export control activities.
- 15.2 **APPLICABLE DOCUMENTS:**

NASA FAR 1852.225-70	<i>Export Licenses</i>
NPD 2190.1	<i>NASA Export Control Program</i>
MPD 2190.1	<i>MSFC Export Control Program</i>
MPR 2190.1	<i>MSFC Export Control Program</i>
- 15.3 **CONTENTS:** The Export Control Plan and Reports shall include the following:
 - a. The plan shall detail the contractor's plan for meeting the export control requirements of the Export Administration Regulations (EAR), the International Traffic and Arms (ITAR), NASA FAR Supplement 1852.225-70, NPD 2190.1, MPD 2190.1 and MPR 2190.1. The plan shall provide an approach that is functionally able to address the elements of export control, including software release; foreign visitors/workers; scientific and technical information release; hardware; shipments; internet and web page information; and US Postal services, facsimile, and electronic mail information exchange. The plan shall also provide an approach which is functionally able to address any issues and incidents related to MSFC and Agency support systems and training of all personnel on export control processes and procedures.
 - b. The report shall detail all export control activities for the month reported. The data for the report shall be retrieved from the contractor's online database of export control activities.
- 15.4 **FORMAT:** Contractor format is acceptable.
- 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|------------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292MA-008 |
| 3. DATA TYPE: 2/3/4/5 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/3 |
6. **TITLE:** Reports
7. **DESCRIPTION/USE:** These reports are used by NASA for visibility into contract activities.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** See Attachment 1. Specific due dates shall be as agreed between the contractor and the Contracting Officer's letter.
12. **SUBMISSION FREQUENCY:** See Attachment 1
13. **REMARKS:**
14. **INTERRELATIONSHIP:** See Attachment 1
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Reports detail activity/performance and utilization reporting for the Contractor's progress and accomplishments.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** All reports shall be of sufficient depth and clarity to permit understanding and evaluation of progress made (See Attachment 1 for required reports). Supporting data in the form of charts, graphs, etc., may be included as appropriate.
- 15.4 **FORMAT:** Contractor format is acceptable with COTR approval. See Attachment 1 for specific format requirements.
- 15.5 **MAINTENANCE:** None required

Attachment 1

Report/Information	PWS paragraph	Frequency	Data Type	Format	Content
Project plans, status and schedule (work accomplished, schedules, resources across functional activities)	2.1.a	Monthly	3	Online	Show interdependencies between functions and tasks; clearly delineate changes from previous month's schedule
Weekly Activity Report (status, progress and problem information)	2.1.b	Weekly	3	Online	Significant accomplishments, problems encountered, quality assurance results, and corrective actions.
Tracking official communication with COTR and provide status concerning all such communication	2.1.c	Maintain current	3	Online	Track technical direction, requests for information, transmittals, and provide status of all communication
Cost Management System	2.2.a	Maintain current	5	Online (MICS)	Plan, track, accumulate, and report contract costs and provide other financial support required to meet the budgeting, cost reporting, billing, and disclosure requirements of the contract
Plan, track, execute, control, and report schedules and resources across functional activities	2.2.f	Maintain current	3	Online	Report schedules and resource of all functional activity
Contract administration information system	2.3.b	Maintain current	5	Online	Provide on-line access to the contract administration information system and track costs by specific contract change orders, labor data including contract totals by department, location, and WBS elements to the Contracting Officer (CO) and designated personnel
Procurement information system	2.4.a, 2.4.b	Maintain current	5	Online (MICS)	Status tracking of individual procurements; funding verification; contractor policies/procedures, etc.
Customer Satisfaction Surveys Summary Report	4.1.3.b	Monthly	2	Online database	Summarize customer satisfaction survey data (number of surveys sent, responses received, action taken, and results) within each customer service area.

Attachment 1

Report/Information	PWS paragraph	Frequency	Data Type	Format	Content
Customer Support Center Status System	4.1.5.d, 4.1.5.f, 4.1.5.g	Maintain current	4	Online	Information related to service requests, problems and resolutions
Service Request Status Reports	4.1.2.a, 4.1.2.d	Monthly	3	Online	Maintain on-line service request for ordering, assigning, tracking, statusing, and archiving customer service requests
Maintenance information	7.6.b	Monthly	3	Online	Information on operational failures, incidents, discrepancies, and problem disposition and resolution
Monthly Maintenance Reports	7.6.c	Monthly	3	Online	Information on outages (e.g., component involved, period of downtime, corrective actions).
Applications and Web Services Reports	6.0, Attachment J-4-3	Quarterly	3	Online	Trouble ticket score with supporting data

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 3
2. **DRD NO.:** **1292MA-009**
4. **DATE REVISED:**
5. **PAGE:** 1/2
6. **TITLE:** Financial Management Report (533M)
7. **DESCRIPTION/USE:** To provide monthly financial reports for monitoring program costs. The 533M report is the official cost documents used at NASA for cost type, price redetermination, and fixed price incentive contracts.
8. **OPR:** CS40 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Initial 533M reporting shall begin no later than 30 days after full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Monthly; no later than 10 working days following the close of the contractor's accounting month.
13. **REMARKS:** The data contained in the reports shall be auditable using Generally Accepted Accounting Principles.
14. **INTERRELATIONSHIP:** NFS 1852.242-73, *NASA Contractor Financial Management Reporting*, (November 2004). PWS paragraph 2.2.c
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Financial Management Report provides data on accumulated costs and funding projections for management of the contract.
- 15.2 **APPLICABLE DOCUMENTS:**
NPR 9501.2D *NASA Contractor Financial Management Reporting*
- 15.3 **CONTENTS:** The elements of cost for financial reporting shall be mutually agreed by the contractor and NASA project office. The Financial Management Report (533M) shall be prepared in accordance with the detailed instructions provided on the reverse side of the NASA Form 533M and the supplementary instructions set forth in NPR 9501.2D, Chapter 3.

533M Monthly Report shall include actual cost and cost projections at the total contract level.

A summary level page reflecting cumulative total contract cost since inception shall be included. Reconciliation between the 533M shall be submitted as an attachment to the 533M Report.

The following shall be addressed for each WBS element:

- a. Categories of cost:
 1. Direct Labor Hours – Regular.
 2. Equivalent Man-months – Regular.
 3. Direct Labor Hours – Overtime.
 4. Equivalent Man-months – Overtime.
 5. Non-productive Hours – Paid absence (sick, vacation, and holiday).
 6. Equivalent Man-months – Paid Absence.

DRD Continuation Sheet

TITLE: Financial Management Report (533M)

DRD NO.: 1292MA-009

DATA TYPE: 3

PAGE: 2/2

15. DATA PREPARATION INFORMATION (CONTINUED):

7. Total Direct Labor Dollars - Regular.
8. Total Direct Labor Dollars - Overtime.
9. Total Direct Labor Dollars - Premium.
10. Fringe Benefits.
11. Labor Overhead.
12. Labor Subtotal.
13. Sub-Major.
14. Sub-Major-Total.
15. Sub-Minor.
16. Sub-Minor-Total.
17. Direct Material.
18. IT Vendor Maintenance.
19. Software.
20. Equipment.
21. Transmission Services.
22. Materials & Equipment Total.
23. Travel.
24. Training.
25. Relocation.
26. Purchased Services.
27. Other Direct (specify).
28. Subtotal Other Direct Costs.
29. G&A.
30. Subtotal Cost.
31. Award-fee.
32. Total.

- b. WBS Summary by IT categories.
- c. Cover letter explanation of any major deviation from contractor plan (plus or minus 5 percent or \$100,000 in any WBS).
- d. Provisional award-fee billing will be prorated to each WBS.
- e. Cost will be reported to the nearest dollar.

15.4 FORMAT: Contractor internal automated printout reports may be substituted for 533M form (with NASA Contracting Officer's approval) provided that the contractor report contains all of the data elements required by NASA Form 533M. Electronic submission of contractor data is strongly encouraged (reference NPR 9501.2, paragraph 3.7).

15.5 MAINTENANCE: None required

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292MA-010 |
| 3. DATA TYPE: 3 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/1 |
6. **TITLE:** Cost Reports
7. **DESCRIPTION/USE:** To provide current budget guidelines and cost variances.
8. **OPR:** IS01 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** 30 days after the incurrence of cost
12. **SUBMISSION FREQUENCY:** No later than 10 working days following the end of the contractor's accounting month
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraph 2.2.b
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Cost Reports will comply with NASA budget guidelines and projected cost variances.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Cost Reports shall include projected and actual manpower and cost variances from the plan for the current fiscal year, magnitude of variances, reason for variances, and all projected activities that might affect the variances. The cost reports shall include:
- a. Cost by NASA Organization (end-user).
 - b. Hardware/Software Procurement Status.
 - c. Accrued versus Vouchered Cost Status.
- 15.4 **FORMAT:** Contractor format is acceptable with Government approval.
- 15.5 **MAINTENANCE:** None required

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292MA-011 |
| 3. DATA TYPE: 3 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/1 |
6. **TITLE:** Contractor Self-Assessment Report
 7. **DESCRIPTION/USE:** To provide the contractor's self-assessment of performance of contract tasks.
 8. **OPR:** IS01 9. **DM:** IS01
 10. **DISTRIBUTION:** Per Contracting Officer's letter
 11. **INITIAL SUBMISSION:** Monthly report: submit online through MITS Management Information and Control System (MICS) 10 days after first full month following effective date of the contract.
 12. **SUBMISSION FREQUENCY:** Monthly report: submit online through MITS (MICS) by 10th day of the month following monthly reporting period.
 13. **REMARKS:**
 14. **INTERRELATIONSHIP:** PWS paragraph 1.2.b
 15. **DATA PREPARATION INFORMATION:**
 - 15.1 **SCOPE:** The Contractor Self-Assessment Report provides the contractor's self-assessment of performance of the contract tasks.
 - 15.2 **APPLICABLE DOCUMENTS:** None
 - 15.3 **CONTENTS:** The Contractor Self-Assessment Report shall:
 - a. Describe the contractor's self-assessment of performance of the PWS tasks.
 - b. Describe the contractor's self-assessment of performance against the contract performance standards.
 - 15.4 **FORMAT:** Contractor format is acceptable.
 - 15.5 **MAINTENANCE:** None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 3
2. **DRD NO.:** **1292MA-012**
4. **DATE REVISED:**
5. **PAGE:** 1/1
6. **TITLE:** Badged Employee and Remote IT User Listing
7. **DESCRIPTION/USE:** To assist NASA in conducting contractor floor checks and to determine if the employees meet the minimum background investigation requirements.
8. **OPR:** AS50 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter. One copy each shall go to MSFC's Protective Services Office and Facilities Planning and Business Management Office.
11. **INITIAL SUBMISSION:** No later than 10 working days after full assumption of contract responsibilities
12. **SUBMISSION FREQUENCY:** Formal update quarterly and all submissions will be encrypted via email or on CDs as personnel changes occur to distribution. If deemed necessary by the Contracting Officer, the contractor shall submit the list at times other than stated.
13. **REMARKS:** Reference is made to Federal Acquisition Regulation (FAR) Clause, FAR 52.215-2, *Audit and Records--Negotiations* (June 1999), NPR 1600.1, *NASA Security Program Procedural Requirements*.
14. **INTERRELATIONSHIP:** PWS paragraph 2.3.c
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Badged Employee and Remote IT User Listing provides NASA with a list of all MSFC badged contractor employees, as well as, any contractor remote IT users who will have access to the MSFC IT system.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Badged Employee and Remote IT User Listing shall contain the data identified in Attachment A.
- 15.4 **FORMAT:** Contractor format shall be submitted via Attachment A.
- 15.5 **MAINTENANCE:** None required

ATTACHMENT A

COMPANY NAME:

CONTRACT NUMBER:

CONTRACT EXPIRATION DATE:

COMPANY POINT OF CONTACT:

PHONE NUMBER:

EMAIL ADDRESS:

NASA PROJECT MANAGER (SPONSOR) OR COTR:

ORGANIZATION CODE:

PHONE:

EMAIL:

LAST NAME	FIRST NAME (Given Name at Birth)	MIDDLE NAME (Given Name at Birth)	SOCIAL SECURITY NUMBER (Last 4 Digits Only)	DATE OF BIRTH	PLACE OF BIRTH (City, State)	DUTY POSITION	DUTY LOCATION (Bldg/Room)	SHIFT ASSIGNMENT	SUPERVISOR'S NAME

DATA REQUIREMENTS DESCRIPTION (DRD)

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|---|--|
| 1. DPD NO.: 1292 ISSUE: Draft Basic
3. DATA TYPE: 3 | 2. DRD NO.: 1292MA-013
4. DATE REVISED:
5. PAGE: 1/1 |
|---|--|
6. **TITLE:** Contractor Employee Clearance Document
7. **DESCRIPTION/USE:** To ensure that badged contractor employees who no longer require Center access properly clear all accounts when the access is no longer needed.
8. **OPR:** AS50 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Immediately when the access is no longer needed
12. **SUBMISSION FREQUENCY:** As required
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraph 2.3.j
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Contractor Employee Clearance Document provides verification that all badged employees have properly cleared all accounts when the access is no longer needed.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Contractor Employee Clearance Document shall contain all the information required by MSFC Form 383-1.
- 15.4 **FORMAT:** MSFC Form 383-1, "Contractor Employee Clearance Document".
- 15.5 **MAINTENANCE:** None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
2. **DRD NO.:** **1292MA-014**
3. **DATA TYPE:** 3
4. **DATE REVISED:**
5. **PAGE:** 1/1
6. **TITLE:** Position Risk Designation for Non-NASA Employee
7. **DESCRIPTION/USE:** To ensure that contractor employees are screened to an appropriate risk determination in accordance with NPR 1600.1, *NASA Security Program Procedural Requirements*, Chapter 4.
8. **OPR:** AS50 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter. One copy shall go to MSFC Protective Services Office.
11. **INITIAL SUBMISSION:** No later than 10 working days after full assumption of contract responsibilities
12. **SUBMISSION FREQUENCY:** Update as personnel or position changes occur
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraph 2.3.k
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Position Risk Designation for Non-NASA Employee provides information necessary to determine the type of investigation required and how closely an individual is screened for a position.
- 15.2 **APPLICABLE DOCUMENTS:**
NPR 1600.1 *NASA Security Program Procedural Requirements*
- 15.3 **CONTENTS:** The Position Risk Designation for Non-NASA Employee shall contain all the information required by NASA Form 1760 in accordance with NPR 1600.1, *NASA Security Program Procedural Requirements*.
- 15.4 **FORMAT:** NASA Form 1760, "Position Risk Designation for Non-NASA Employee".
- 15.5 **MAINTENANCE:** None required

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
2. **DRD NO.:** **1292MA-015**
3. **DATA TYPE:** 3
4. **DATE REVISED:**
5. **PAGE:** 1/2
6. **TITLE:** Organizational Conflicts of Interest (OCI) Mitigation Plan
7. **DESCRIPTION/USE:** To demonstrate to the Government that the Contractor will mitigate organizational conflicts of interest and ensure that the contractor provides unbiased, impartial advice and adequately protects sensitive data.
8. **OPR:** PS33 9. **DM:** PS33
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** During phase-in, not later than 30 calendar days prior to full assumption of contract responsibilities
12. **SUBMISSION FREQUENCY:** Update as required
13. **REMARKS:** Reference is made to 1852.237-72, *Access to Sensitive Information*; 1852.237-73, *Release of Sensitive Information*, Contract Clause H.2, *Mitigation of Organizational Conflict of Interest (OCI)*; H.3, *Limitation of Future Contracting* (NFS 1852.209-71) (Dec 1988); and H.4, *Organizational Conflict of Interest (OCI) Mitigation Plan*.
14. **INTERRELATIONSHIP:** PWS paragraph 2.3.1
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Organizational Conflicts of Interest (OCI) Mitigation Plan demonstrates that no organizational conflict of interest exists or that any such potential conflicts have been adequately avoided or mitigated, especially when using subject matter experts or technical experts connected to any prime contractor or subcontractor performing or planning to propose on design, development, and/or delivery of space flight hardware, software, mission integration services or other critical systems related to MSFC. The Contractor should not assume that government performance of a contracted task is a form of mitigation.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3. **CONTENTS:** The Organizational Conflicts of Interest (OCI) Mitigation Plan shall include the following:
 - a. Organizational conflicts of interest pertaining to impaired objectivity shall be addressed as follows:
 1. Describe the nature of the conflict including any business relationships that might create a conflict with the performance of the work statement.
 2. Describe the plan for avoiding, neutralizing, or mitigating the conflict, including the following with regard to subject matter experts/technical experts if applicable:
 - (a) That the management reporting chains between this contract and the work performed by the subject matter experts/technical experts for the conflicting business relationship are separated from each other.
 - (b) That the subject matter experts/technical experts when performing under this contract are physically separated from the portion of the company performing the work for the conflicting business relationships.
 - (c) That each subject matter expert/technical expert performing under this contract signs an express, binding, written agreement setting forth all responsibilities and duties to avoid organizational conflicts of interest and to protect sensitive data provided under this order.
 - (d) That techniques are in place to ensure that the contractor shall not favor the conflicting business relationships and will avoid the appearance of conflicts of interest.

DRD Continuation Sheet

TITLE: Organizational Conflict of Interest (OCI) Mitigation Plan

DRD NO.: 1292MA-015

DATA TYPE: 3

PAGE: 2/2

15. **DATA PREPARATION INFORMATION (CONTINUED):**

- b. With regard to access to nonpublic information, the mitigation plan shall contain a plan to safeguard all proprietary/sensitive data the contractor (including all employees and subject matter experts/technical experts) receives. This plan shall include:
 - 1. A provision that the contractor shall not disclose or improperly use the proprietary/sensitive data received or accessed under this contract.
 - 2. A provision that information, whether in hard copy or on electronic media, shall be marked, handled, stored, and destroyed in order to preclude an unauthorized disclosure of information.
 - 3. A provision that information technology shall be protected to prevent unauthorized disclosure of information.
 - 4. A provision that employees performing the effort must sign an express binding written agreement clearly agreeing to protect sensitive data.
 - 5. A requirement that subcontractors have appropriate OCI mitigation procedures in place for the use of subject matter experts.
 - 6. A requirement for periodic self-audits, the results of which shall be made available to the Government.
 - 7. Initial and periodic refresher OCI training for the contractor employees/experts working on this contract.
 - 8. A description of organizational and employee sanctions for violation of the OCI order clause or OCI Mitigation Plan provisions.
 - 9. Provisions on record keeping requirements regarding OCI (e.g., training, written agreements). The contractor shall make these records available to and cooperate with any neutral third party the Government assigns to review adherence to their OCI mitigation plan.
 - 10. A provision requiring the contractor to report any real, apparent, or potential conflict of interest that may arise to the Contracting Officer.
 - 11. A provision requiring the contractor to update the OCI Mitigation Plan upon occurrence of any event that will cause a change to the plan.

15.4 **FORMAT:** Contractor format is acceptable.

15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 1
6. **TITLE:** Operability/Maintainability Plan
7. **DESCRIPTION/USE:** To provide the Contractor and the Government a baseline document for Operability/Maintainability.
8. **OPR:** QD21 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Final version shall be submitted during phase-in, 30 days prior to full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** One time and revisions to reflect significant changes.
13. **REMARKS:**
14. **INTERRELATIONSHIP:** PWS paragraphs 7.6, 7.6.a, 7.6.1, 7.6.2.c and 7.6.2.d
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** This Operability/Maintainability Plan defines all system operability and maintainability activities appropriate for providing the services and performing the functions set forth in the PWS.
- 15.2 **APPLICABLE DOCUMENTS:** None
- 15.3 **CONTENTS:** The Operability/Maintainability Plan shall address for each system the applicable availability parameters, methodology for establishment of the parameters, identification and analysis of the risks associated with the parameters, and detailed approaches for performing within the defined parameters. The plan shall include:
 - a. **Availability Parameters:**
 1. Overall percentage of system availability.
 2. Preventive Maintenance:
 - (a) Schedule for performing.
 - (b) Downtime required.
 - (c) Meantime between failures.
 - (d) Define Principle Periods of Maintenance (PPM) for each system.
 3. Remedial Maintenance:
 - (a) Response time.
 - (b) Meantime to repair.
 - (c) Operational procedures to ensure system continue to operate while any failed component is being replaced.
 4. Methodology used to establish parameters.
 - b. **Identification and Analysis of Risks:**
 1. Failure modes and effects.
 2. Impact of nonavailability.
 3. Trade-offs.
 - c. **Detailed Performance Approach:**
 1. Preventive maintenance.
 2. Remedial maintenance.
 3. System backups.
 4. Warranty identification and enforcement.

DRD Continuation Sheet**TITLE:** Operability/Maintainability Plan**DRD NO.:** **1292RM-001****DATA TYPE:** 1**PAGE:** 2/2

15. DATA PREPARATION INFORMATION (CONTINUED):**d. Baselined Operation Hours:**

1. Scheduled hours of service.
2. Total hours in which business is scheduled.
3. Specified time period, e.g., month or quarter.

e. Format and Content of Monthly Maintenance Report.**15.4 FORMAT:** Contractor format is acceptable with MSFC approval.**15.5 MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

1. **DPD NO.:** 1292 **ISSUE:** Draft Basic
3. **DATA TYPE:** 2
6. **TITLE:** Safety, Health, and Environmental (SHE) Plan
7. **DESCRIPTION/USE:** A contractor generated document that describes the contractor's approach to assuring compliance with the Marshall Space Flight Center (MSFC) SHE core program requirements. The contractor's SHE Plan shall describe how the contractor will (1) prevent employee fatalities, (2) reduce the number of incidents, (3) reduce the severity of employee injuries and illnesses, and (4) protect the environment through the ongoing planning, implementation, integration and management control of the contractor's industrial safety, occupational health, and environmental program in accordance with NFS 1852.223-73.
8. **OPR:** AS10/QD12 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:** Draft with proposal. Final during phase-in; 30 days prior to full assumption of contract responsibilities.
12. **SUBMISSION FREQUENCY:** Update as required
13. **REMARKS:**
14. **INTERRELATIONSHIP:** NFS 1852.223-70, *Safety and Health*; NFS 1852.223-73, *Safety and Health Plan*; FAR 52.223-5, *Pollution Prevention and Right-to-Know Information*; FAR 52.223-10, *Waste Reduction Program*. DRD 1292SA-002, *Mishap and Safety Statistics Report*. PWS paragraphs 2.7 and 5.3
15. **DATA PREPARATION INFORMATION:**
- 15.1 **SCOPE:** The Safety, Health, and Environmental Plan describes the contractor's methods of planning, implementing and controlling industrial safety, occupational health, and environmental requirements to ensure compliance with the MSFC SHE program over the duration of this contract.
- 15.2 **APPLICABLE DOCUMENTS:** Code of Federal Regulations (CFR) and listed consensus standards are applicable to all contracts to the extent specified in the contract. NASA and MSFC documents are applicable to all contracts performed onsite to extent specified in the contract.

29 CFR Part 1903	<i>Inspections, Citations, and Proposed Penalties</i>
29 CFR Part 1910	<i>Department of Labor; Occupational Safety and Health Administration Standards for General Industry</i>
29 CFR Part 1926	<i>Department of Labor; Occupational Safety and Health Administration Standards for Construction Industry</i>
CFR Title 40 Parts 1-1068	<i>Protection of Environment</i>
ANSI Standards applicable to the scope of this contract	
NFPA Standards	<i>National Fire Codes</i>
NASA-STD-8719.11	<i>Safety Standard for Fire Protection</i>
NPR 3792.1	<i>Plan for a Drug-Free Workplace</i>
NPR 8715.3	<i>NASA General Safety Program Requirements</i>
MPR 1040.3	<i>MSFC Emergency Plan</i>
MPD 1800.1	<i>MSFC Smoking Policy</i>
MPR 1800.1	<i>Bloodborne Pathogens</i>
MPR 1800.2	<i>MSFC Ergonomics Program</i>
MPR 1810.1	<i>MSFC Occupational Medicine</i>
MPD 1840.1	<i>MSFC Environmental Health Program</i>

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan

DRD NO.: 1292SA-001

DATA TYPE: 2

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15. DATA PREPARATION INFORMATION (CONTINUED):

MPR 1840.1	<i>MSFC Confined Space Entries FFFASUFF one of the FFFAFFFAF gram</i>
MPR 1840.2	<i>MSFC Hazard Communication Program</i>
MPD 1840.3	<i>MSFC Respiratory Protection Program</i>
MPR 1840.3	<i>MSFC Hazardous Chemicals in Laboratories Protection Program</i>
MPR 1840.4	<i>MSFC Asbestos Program</i>
MPD 1860.1	<i>Laser Safety</i>
MPD 1860.2	<i>MSFC Radiation Safety Program</i>
MPR 3410.1	<i>Training</i>
MWI 3410.1	<i>Personnel Certification Program</i>
MPD 8500.1	<i>MSFC Environmental Management Policy</i>
MPR 8500.2	<i>MSFC Environmental Management System Manual</i>
MWI 8621.1	<i>Close Call and Mishap Reporting and Investigation Program</i>
MPR 8715.1	<i>Marshall Safety, Health and Environmental (SHE) Program</i>
MWI 8715.1	<i>Electrical Safety</i>
MWI 8715.2	<i>Lockout/Tagout Program</i>
MWI 8715.3	<i>Hazard Identification & Warning System</i>
MWI 8715.4	<i>Personal Protective Equipment (PPE)</i>
MWI 8715.5	<i>Building Manager Program</i>
MWI 8715.9	<i>Occupational Safety Guidelines for Contractors</i>
MWI 8715.10	<i>Explosives, Propellants, & Pyrotechnics Program</i>
MWI 8715.11	<i>Fire Safety Program</i>
MWI 8715.12	<i>Safety, Health, and Environmental Finding Tracking System (SHEtrak)</i>
MWI 8715.13	<i>Safety Concerns Reporting System (SCRS)</i>
MWI 8715.15	<i>Ground Operations Safety Assessment & Risk Mitigation Program</i>
MPD 8900.1	<i>Medical Operations Responsibilities for Human Space Flight Programs (NOTE: This document only applies to Space Station contracts)</i>

15.3 CONTENTS: The contractor's Safety, Health, and Environmental (SHE) Plan shall provide a clear description of their approach and methods for ensuring their compliance with the following five (5) MSFC SHE Core Program Requirements (CPR) and the applicable documents listed in 15.2 to the extent specified as applicable to this contracted effort.

a. Management leadership and employee involvement:

1. A description of the contractor's policy and management's commitment to (1) provide a safe and healthful workplace for personnel (i.e., employees, customers, and public), (2) protect the property and the environment, and (3) ensure compliance with EPA, OSHA, NASA, MSFC MPR 8715.1 and all other MSFC SHE document requirements listed in 15.2 that are applicable to this contracted effort.
2. A description of how the contractor ensures managers and employees are (1) held accountable to perform their jobs/tasks in a safe and healthful manner while also protecting the environment, (2) fully understand their roles and responsibilities in the MSFC SHE Program, and (3) when applicable, how these accountabilities, roles and responsibilities are flowed-down to all subcontractors.
3. A description of the actions taken by the contractor or the disciplinary program implemented when management or employees are discovered **not** performing their jobs/tasks in a safe and healthful manner, **not** protecting the environment, or **not** complying with MSFC SHE program requirements. When applicable, include how these actions or disciplinary program is also flowed-down to all subcontractors.
4. A description of how the contractor conducts and documents monthly SHE meetings and SHE awareness training for employees. (**NOTE:** Onsite contractors and contractors located at MAF, when applicable, shall document their monthly SHE meetings and SHE awareness training in the MSFC Supervisors Safety Web page (SSWP).
5. A description of how the contractor conducts and documents self evaluations of their safety, health and environmental program. Include the frequency of when the contractor conducts these self evaluations.

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan

DRD NO.: 1292SA-001

DATA TYPE: 2

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15. DATA PREPARATION INFORMATION (CONTINUED):

6. Provide the identification, by title, of the individual assigned by the contractor to be responsible for implementing the contractor's SHE program elements and designated to serve as the day-to-day SHE Point of Contact (POC) for this contracted effort.
7. A description of how the contractor ensures the SHE plan is maintained current with contract, NASA and MSFC requirements, reviewed and updated as necessary.
- b. System and worksite analysis:
 1. A description of how the contractor ensures potentially hazardous conditions identified in their work area, assigned jobs/tasks, and operations are evaluated/assessed and the hazardous conditions are removed or controlled (e.g., hazard analysis, safety assessment, risk assessment, safety review, and employee identified concerns).
 2. A description of how each contractor supervisor conducts and documents the monthly safety visits of their assigned work area in accordance with MPR 8715.1 and MWI 8715.12. (**NOTE:** Onsite safety visits shall be performed once per month per supervisor and documented in the MSFC SSWP.)
- c. Hazard prevention and control:
 1. A description of how the contractor intends to implement an emergency management program at their worksite in accordance with MPR 1040.3. Include a list of contractor emergency points-of-contact that will be located onsite. (**NOTE:** Onsite contractors and contractors located at MAF, when applicable, may use MPR 1040.3 as their emergency management program.)
 2. A description of how the contractor ensures all mishaps and close calls are reported, documented, and investigated to the extent necessary to determine root cause in accordance with MWI 8621.1. (Reference DRD 1292SA-002, *Mishap and Safety Statistics Report*).
 3. A description of the contractor's policy to conduct post-mishap drug and alcohol testing when the initial mishap investigation provides reason to believe an employee's actions or failure to perform a required action is reasonably suspected of having caused or contributed to the mishap in accordance with NPR 3792.1, "Plan for Drug-Free Workplace." (**NOTE:** In the event a mishap results in a fatality or serious injury requiring immediate hospitalization, or substantial damage to property estimated to exceed \$10,000 post-mishap drug and alcohol testing can be required and the results of these tests shall be provided to the MSFC Contracting Officer.)
 4. A description of how the contractor intends to provide safety, health, and environmental services that are applicable to this contracted effort such as hazardous waste disposal, industrial hygiene monitoring, emergency medical support, hearing conservation program, respiratory protection, and hazard communication, etc. Include a list of all safety, health and environmental services that will **not** be provided by MSFC or MAF, when applicable, for onsite work.
 5. A description of how the contractor ensures contractor employees are trained to and given the authority to suspend or stop work when they notice safety, health or environmental conditions that warrant such action in accordance with 29 CFR 1903 and MPR 8715.1.
- d. Safety, health and environmental training:
 1. A description of how the contractor ensures each contractor employee receives initial and refresher MSFC SHE training when required.
 2. A description of how the contractor evaluates/assesses each job/task/operation conducted by the contractor to ensure each contractor employee is (1) aware of the specific hazards associated with the job/task/operation they will be expected to perform, (2) trained to recognize hazards and avoid accidents, and (3) fully understands the contractor's disciplinary program in accordance with 29 CFR Part 1903, MPR 3410.1, and MPR 8715.1. (**NOTE:** Onsite employee and employees located at MAF, when applicable, training assessments shall be performed using the SHE Training Assessment located on the MSFC SSWP and documented in the MSFC SSWP.)
 3. A description of how the contractor identifies (1) competent employee, (2) qualified employee, (3) authorized employee, or (4) certified employees and provides and documents OSHA required training for these employees that have been identified to perform specific operations that require job specific training in accordance with the applicable parts of 29 CFR 1910 or 29 CFR 1926 for the job/task/operation being performed. [**NOTE:** This applies to job categories that do **not** require a MSFC Safety Certification per MWI 3410.1.]

DRD Continuation Sheet

TITLE: Safety, Health, and Environmental (SHE) Plan

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15. **DATA PREPARATION INFORMATION (CONTINUED):**

4. A description of how the contractor will ensure employees receive safety certifications for all operations or job categories performed by the contractor that require a MSFC Safety Certification in accordance with MWI 3410.1, "Personnel Certification Program." (**NOTE:** Onsite contractor and contractors located at MAF, when applicable, safety certifications required by MWI 3410.1 shall be tracked in the MSFC Certification Database (CERTRAK).
5. Provide a copy of any contractor developed training that will be used by the contractor in lieu of MSFC developed training for a MSFC Safety Certification required by MWI 3410.1 to the MSFC Industrial Safety Branch for approval prior to use. Provide a copy to the MSFC S&MA representative located at MAF for approval prior to use for any contractor developed training for MAF, when applicable.

15.4 **FORMAT:** Contractor format is acceptable, but it is recommended to follow the MSFC SHE CPR order as listed in 15.3 or provide a Matrix that clearly links where each MSFC SHE CPR sub-element is addressed in the contractor's SHE Plan.

15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

DATA REQUIREMENTS DESCRIPTION (DRD)

- | | | |
|-------------------------|--------------------|--------------------------------------|
| 1. DPD NO.: 1292 | ISSUE: Draft Basic | 2. DRD NO.: 1292SA-002 |
| 3. DATA TYPE: 3 | | 4. DATE REVISED: |
| | | 5. PAGE: 1/3 |
6. **TITLE:** Mishap and Safety Statistics Reports
7. **DESCRIPTION/USE:** To provide reporting of metrics, mishaps, close calls, and serious non-occupational injuries or illnesses.
8. **OPR:** QD12 9. **DM:** IS01
10. **DISTRIBUTION:** Per Contracting Officer's letter
11. **INITIAL SUBMISSION:**
- a. **Safety Statistics** for the previous month shall be submitted by the 10th of each month after contract award to the MSFC Industrial Safety Branch. Safety statistics for work performed at Michoud Assembly Facility (MAF) shall be submitted to the MSFC Safety and Mission Assurance (S&MA) representative located at MAF.
 1. Safety statistics shall be reported using MSFC Form 4371 or an equivalent electronic notification system.
 2. Safety statistics reports shall include: contract number, subcontractors, NAISC codes, number of employees, number of supervisors, hours worked, and number of injuries including days away from work and/or first-aid cases, number of incidents involving equipment or property damage, and number of supervisors and employees up-to-date with required MSFC Safety, Health, and Environmental (SHE) Training. (SHE training is only applicable to onsite contracts.)
 - b. **Initial reporting for Type A, Type B, and Type C that involves a lost time injury or illness, and any High-Visibility Close Calls** for **ALL** contractors working **onsite** shall be reported to MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 1 hour** of occurrence or awareness. For these types of mishaps the initial notification can be made by calling the Safety Hotline (256) 544-0046 then followed up within 24 hours with an entry into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative. At MAF call (504) 257-2526.
 - c. **Initial reporting for Type C that does not involve a lost time injury or illness, Type D, and Low-Visibility Close Calls** for **ALL** contractors working **onsite** shall be reported to the MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 4 hours** of occurrence or awareness by:
 1. Direct input through the "SHE Report" located on the Safety, Health & Environmental (SHE) webpage located on "Inside Marshall." On the SHE webpage select the "Mishaps, Questions and Concerns" pull-down menu, then select "Report Mishaps/Close Calls/ Concerns." (At MSFC this is the preferred method of reporting), or
 2. Calling the Safety Hotline (256) 544-0046, [at MAF call (504) 257-2526] or
 3. Direct input into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative. Access to IRIS database can be obtained from the MSFC S&MA IRIS administrator located in the MSFC Industrial Safety Branch after contract award.
 - d. **Initial reporting for Type A and B mishaps and High-Visibility Close Calls** for contractors working **offsite** shall be reported to MSFC Industrial Safety Branch as soon as possible after initiating emergency response, but **no later than 1 hour** of occurrence or awareness by calling the Safety Hotline (256) 544-0046 then followed up within 24 hours with an entry into the NASA Incident Reporting Information System (IRIS) by the contractor designated IRIS representative.
 1. If a contractor employee has any type mishap while visiting a MSFC controlled site, they shall report immediately to their site sponsor in addition to other reporting requirements.
 - e. **Initial reporting for Type C and D and Low-Visibility Close Calls** for contractors working **offsite** shall be reported via the Safety Statistics Report submitted monthly.

DRD Continuation Sheet

TITLE: Mishap and Safety Statistics Reports

DRD NO.: 1292SA-002

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11. INITIAL SUBMISSION (CONTINUED):

- f. **Initial reports for all mishaps and Close Calls** shall provide as much information as possible, but at a minimum include the following: location and time of incident, number of fatalities, number hospitalized, type of damage, estimated cost, brief description, and contact person's name and phone number in accordance with MWI 8621.1 and NPR 8621.1.
- g. **Reporting of a non-work-related fatality or serious injury or illnesses that occur to contractor employee while working onsite shall be within 24 hours** of occurrence or awareness of injury by:
1. Notifying the Contracting Officer and MSFC Industrial Safety Branch. (For contractors working offsite reporting of a non-work-related injury or illness notification is at the discretion of the family.)
- h. **Follow-up reporting for ALL contractors:**
1. **Type A or B mishaps, Type C that involves a lost time injury or illness, or High-Visibility Close Calls:** Follow-up report **within 24 hours** after the initial notification through IRIS entry by the contractor designated IRIS representative, or electronic submittal to MSFC Industrial Safety Branch.
 2. **Type C that does not involve a lost time injury or illness, or D mishaps, or Low-Visibility Close Calls:** Follow-up report or update **within 6 days** after the initial notification through IRIS entry by the contractor designated IRIS representative, or electronic submittal to MSFC Industrial Safety Branch.
 3. **Type A, B, and Close Calls with High-Visibility Type A or B potential Investigation Mishap Board Report:** submitted after completion of investigation. Corrective Action Plan submitted upon Endorsing Official approval.
 4. **All Mishaps:** Follow-up Corrective Action Plan/Status 30 days after first mishap.
- i. **Safety Concerns, Hazards, and non-reportable mishaps** for contractors working **onsite** shall be reported per MPR 8715.1 and MWI 8715.13.
- j. Mishaps and Close Calls that occur at MAF shall be reported within the times specified in sections a thru g to the MSFC S&MA representative located at MAF by calling (504) 257-2526.
- k. Follow-up reporting for mishaps and Close Calls reported at MAF shall be reported within the times specified in section h to the MSFC S&MA representative located at MAF.

12. **SUBMISSION FREQUENCY:** Safety Statistics (MSFC Form 4371, IRIS entry, or an equivalent electronic submittal) - By the 10th of each month to MSFC Industrial Safety Branch or for work performed at MAF to the MSFC S&MA representative located at MAF. All Mishaps: Monthly Follow-up Corrective Action Plan/Status until corrective actions implemented and closure received by updating record in IRIS data base (preferred) or electronic submittal to MSFC Industrial Safety Branch or for work performed at MAF to the MSFC S&MA representative located at MAF.

13. REMARKS:

14. **INTERRELATIONSHIP:** DRD 1292SA-001, *Safety, Health, and Environmental (SHE) Plan*. PWS paragraph 2.7

15. DATA PREPARATION INFORMATION:

- 15.1 **SCOPE:** The Mishap and Safety Statistics Reports document all mishaps and close calls as required in NPR 8621.1.

15.2 APPLICABLE DOCUMENTS:

NPR 8621.1	<i>NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping</i>
MPR 8715.1	<i>MSFC Safety, Health, and Environmental (SHE) Program</i>
MWI 8621.1	<i>Close Call and Mishap Reporting and Investigation Program</i>
MWI 8715.13	<i>Safety Concerns Reporting System (SCRS)</i>

- 15.3 **CONTENTS:** The Mishap and Safety Statistics Reports shall contain the information required by NPR 8621.1 and MWI 8621.1.

DRD Continuation Sheet

TITLE: Mishap and Safety Statistics Reports

DRD NO.: 1292SA-002

DATA TYPE: 3

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15. DATA PREPARATION INFORMATION (CONTINUED):

15.4 FORMAT: The following formats or electronic equivalent shall be submitted:

- a. MSFC Form 4371, "MSFC Contractor Accident and Safety Statistics" or an equivalent electronic notification system that provides all necessary information listed in a.2.
- b. Mishap Board Report using the format provided in NPR 8621.1.
- c. Additional Information Submittal per MWI 8621.1.

15.5 MAINTENANCE: None required

15.6 DEFINITIONS: NASA Mishap. An unplanned event that results in at least one of the following:

- a. Injury to non-NASA personnel, caused by NASA operations.
- b. Damage to public or private property (including foreign property), caused by NASA operations or NASA-funded development or research projects.
- c. Occupational injury or occupational illness to NASA personnel.
- d. NASA mission failure before the scheduled completion of the planned primary mission.
- e. Destruction of, or damage to, NASA property except for a malfunction or failure of component parts that are normally subject to fair wear and tear and have a fixed useful life that is less than the fixed useful life of the complete system or unit of equipment, provided that the following are true: 1) there was adequate preventative maintenance; and 2) the malfunction or failure was the only damage and the sole action is to replace or repair that component.

Close Call. An event in which there is no injury or only minor injury requiring first aid and/or no equipment/property damage or minor equipment/property damage (less than \$1000), but which possesses a potential to cause a mishap.

High Visibility (Mishaps or Close Calls). Those particular mishaps or close calls, regardless of the amount of property damage or personnel injury, that the Administrator, Chief/OSMA, CD, AA/OIA, or the Center SMA director judges to possess a high degree of programmatic impact or public, media, or political interest including, but not limited to, mishaps and close calls that impact flight hardware, flight software, or completion of critical mission milestones.

Type A Mishap. A mishap resulting in one or more of the following: (1) an occupational injury or illness resulting in a fatality, a permanent total disability, or the hospitalization for inpatient care of 3 or more people within 30 workdays of the mishap; (2) a total direct cost of mission failure and property damage of \$1 million or more; (3) a crewed aircraft hull loss; (4) an occurrence of an unexpected aircraft departure from controlled flight (except high performance jet/test aircraft such as F-15, F-16, F/A-18, T-38, OV-10, and T-34, when engaged in flight test activities).

Type B Mishap. A mishap that caused an occupational injury or illness that resulted in a permanent partial disability, the hospitalization for inpatient care of 1-2 people within 30 workdays of the mishap, or a total direct cost of mission failure and property damage of at least \$250,000 but less than \$1,000,000.

Type C Mishap. A mishap resulting in a nonfatal occupational injury or illness that caused any days away from work, restricted duty, or transfer to another job beyond the day or shift on which it occurred, or a total direct cost of mission failure and property damage of at least \$25,000 but less than \$250,000.

Type D Mishap. A mishap that caused any nonfatal OSHA recordable occupational injury and/or illness that does not meet the definition of a Type C mishap, or a total direct cost of mission failure and property damage of at least \$1,000 but less than \$25,000.

Offsite. Location or facility **not** owned or controlled by MSFC.

ATTACHMENT J-3

Wage Determinations

Wage Determinations from the Department of Labor are attached.

NOTICE TO PROSPECTIVE OFFERORS:

The various Wage Determinations included in Attachment J-3 includes the individual labor classifications that may or may not apply to the effort specified in Attachment J-1, Performance Work Statement. Therefore, Offerors shall propose against the requirements of the PWS utilizing only those classifications that are relevant to the effort and the locations in which the effort is to occur.

SPECIAL NOTICE**Additional SERVICE CONTRACT ACT WAGE DETERMINATION REQUIREMENTS:**

The following job classifications were conformed by a predecessor contractor and approved by the U. S. Department of Labor (DOL) on February 19, 2004. These additional approved classifications and wage rates, as well as those contained in the Service Contract Act (SCA) wage determination 2005-2008, shall be applicable to the follow-on requirement.

In Addition, the minimum hourly wage rates listed below shall be “indexed” each time a new SCA contract wage determination is incorporated into the resulting contract and options in accordance with Title 29 Code of Federal Regulations Part 4.6(b)(2)(iv)(B). **These indexed rates shall be submitted to the contracting officer and the Contractor Industrial Labor Relations Manager for review and approval. In this regards the successor must furnish full rational for the adjusted rates in accordance with DOL requirements.**

The mandatory minimum wage rates for these classifications are listed below. The mandatory fringe benefits requirements shall be identical to those contained in wage determination No. 2005-2008 (Revision 12), dated 08/15/2009.

****Fringe Benefits Required Follow the Occupational Listing****

J-3-3

ATTACHMENT J-3

01320 - Service Order Dispatcher	13 .83
01410 - Supply Technician	21 .27
01420 - Survey Worker	16 .81
01531 - Travel Clerk I	10 .64
01532 - Travel Clerk II	11 .26
01533 - Travel Clerk III	12 .01
01611 - Word Processor I	13 .12
01612 - Word Processor II	14 .73
01613 - Word Processor III	16 .48
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	17 .50
05010 - Automotive Electrician	17 .94
05040 - Automotive Glass Installer	17 .10
05070 - Automotive Worker	17 .10
05110 - Mobile Equipment Servicer	15 .50
05130 - Motor Equipment Metal Mechanic	18 .77
05160 - Motor Equipment Metal Worker	17 .10
05190 - Motor Vehicle Mechanic	17 .14
05220 - Motor Vehicle Mechanic Helper	13 .43
05250 - Motor Vehicle Upholstery Worker	16 .32
05280 - Motor Vehicle Wrecker	17 .10
05310 - Painter, Automotive	16 .39
05340 - Radiator Repair Specialist	17 .10
05370 - Tire Repairer	12 .75
05400 - Transmission Repair Specialist	18 .77
07000 - Food Preparation And Service Occupations	
07010 - Baker	10 .84
07041 - Cook I	9 .14
07042 - Cook II	10 .27
07070 - Dishwasher	7 .57
07130 - Food Service Worker	8 .09
07210 - Meat Cutter	14 .21
07260 - Waiter/Waitress	7 .50
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	17 .56
09040 - Furniture Handler	13 .94
09080 - Furniture Refinisher	17 .56
09090 - Furniture Refinisher Helper	14 .41
09110 - Furniture Repairer, Minor	15 .98
09130 - Upholsterer	17 .56
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	9 .80
11060 - Elevator Operator	9 .44
11090 - Gardener	12 .11
11122 - Housekeeping Aide	9 .44
11150 - Janitor	9 .44
11210 - Laborer, Grounds Maintenance	10 .00
11240 - Maid or Houseman	7 .88
11260 - Pruner	9 .28
11270 - Tractor Operator	12 .08

ATTACHMENT J-3

11330 - Trail Maintenance Worker	10 .00
11360 - Window Cleaner	9 .97
12000 - Health Occupations	
12010 - Ambulance Driver	14 .41
12011 - Breath Alcohol Technician	14 .71
12012 - Certified Occupational Therapist Assistant	21 .24
12015 - Certified Physical Therapist Assistant	21 .24
12020 - Dental Assistant	15 .30
12025 - Dental Hygienist	22 .48
12030 - EKG Technician	23 .45
12035 - Electroneurodiagnostic Technologist	23 .45
12040 - Emergency Medical Technician	14 .41
12071 - Licensed Practical Nurse I	14 .07
12072 - Licensed Practical Nurse II	15 .81
12073 - Licensed Practical Nurse III	17 .71
12100 - Medical Assistant	11 .87
12130 - Medical Laboratory Technician	14 .07
12160 - Medical Record Clerk	12 .41
12190 - Medical Record Technician	14 .96
12195 - Medical Transcriptionist	13 .03
12210 - Nuclear Medicine Technologist	30 .65
12221 - Nursing Assistant I	9 .43
12222 - Nursing Assistant II	10 .61
12223 - Nursing Assistant III	11 .57
12224 - Nursing Assistant IV	12 .99
12235 - Optical Dispenser	15 .05
12236 - Optical Technician	11 .42
12250 - Pharmacy Technician	13 .36
12280 - Phlebotomist	12 .99
12305 - Radiologic Technologist	23 .95
12311 - Registered Nurse I	22 .94
12312 - Registered Nurse II	28 .08
12313 - Registered Nurse II, Specialist	28 .08
12314 - Registered Nurse III	33 .97
12315 - Registered Nurse III, Anesthetist	33 .97
12316 - Registered Nurse IV	40 .70
12317 - Scheduler (Drug and Alcohol Testing)	19 .18
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19 .07
13012 - Exhibits Specialist II	23 .50
13013 - Exhibits Specialist III	28 .73
13041 - Illustrator I	19 .07
13042 - Illustrator II	23 .50
13043 - Illustrator III	28 .73
13047 - Librarian	26 .02
13050 - Library Aide/Clerk	14 .49
13054 - Library Information Technology Systems Administrator	23 .50
13058 - Library Technician	16 .14
13061 - Media Specialist I	16 .95

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13062 - Media Specialist II	18 .97
13063 - Media Specialist III	21 .15
13071 - Photographer I	14 .72
13072 - Photographer II	17 .00
13073 - Photographer III	20 .36
13074 - Photographer IV	24 .89
13075 - Photographer V	30 .21
13110 - Video Teleconference Technician	16 .95
14000 - Information Technology Occupations	
14041 - Computer Operator I	14 .73
14042 - Computer Operator II	19 .13
14043 - Computer Operator III	20 .49
14044 - Computer Operator IV	26 .16
14045 - Computer Operator V	
14071 - Computer Programmer I	(see 1) 25 .00
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	14 .73
14160 - Personal Computer Support Technician	26 .16
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	29 .35
15020 - Aircrew Training Devices Instructor (Rated)	35 .52
15030 - Air Crew Training Devices Instructor (Pilot)	36 .76
15050 - Computer Based Training Specialist / Instructor	30 .38
15060 - Educational Technologist	30 .12
15070 - Flight Instructor (Pilot)	36 .76
15080 - Graphic Artist	21 .00
15090 - Technical Instructor	18 .91
15095 - Technical Instructor/Course Developer	23 .11
15110 - Test Proctor	17 .16
15120 - Tutor	17 .16
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	7 .98
16030 - Counter Attendant	7 .98
16040 - Dry Cleaner	10 .03
16070 - Finisher, Flatwork, Machine	7 .98
16090 - Presser, Hand	7 .98
16110 - Presser, Machine, Drycleaning	7 .98
16130 - Presser, Machine, Shirts	7 .98
16160 - Presser, Machine, Wearing Apparel, Laundry	7 .98
16190 - Sewing Machine Operator	10 .60
16220 - Tailor	11 .18
16250 - Washer, Machine	8 .65
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	22 .22
19040 - Tool And Die Maker	27 .11

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21000 - Materials Handling And Packing Occupations

21020 - Forklift Operator	14 .82
21030 - Material Coordinator	19 .18
21040 - Material Expediter	19 .18
21050 - Material Handling Laborer	10 .29
21071 - Order Filler	10 .87
21080 - Production Line Worker (Food Processing)	14 .82
21110 - Shipping Packer	12 .98
21130 - Shipping/Receiving Clerk	12 .98
21140 - Store Worker I	11 .36
21150 - Stock Clerk	15 .41
21210 - Tools And Parts Attendant	14 .82
21410 - Warehouse Specialist	14 .82

23000 - Mechanics And Maintenance And Repair Occupations

23010 - Aerospace Structural Welder	20 .61
23021 - Aircraft Mechanic I	22 .24
23022 - Aircraft Mechanic II	23 .35
23023 - Aircraft Mechanic III	24 .52
23040 - Aircraft Mechanic Helper	17 .44
23050 - Aircraft, Painter	19 .32
23060 - Aircraft Servicer	19 .34
23080 - Aircraft Worker	20 .27
23110 - Appliance Mechanic	18 .04
23120 - Bicycle Repairer	14 .66
23125 - Cable Splicer	19 .76
23130 - Carpenter, Maintenance	17 .56
23140 - Carpet Layer	17 .29
23160 - Electrician, Maintenance	23 .21
23181 - Electronics Technician Maintenance I	18 .65
23182 - Electronics Technician Maintenance II	25 .55
23183 - Electronics Technician Maintenance III	26 .62
23260 - Fabric Worker	16 .54
23290 - Fire Alarm System Mechanic	18 .79
23310 - Fire Extinguisher Repairer	15 .72
23311 - Fuel Distribution System Mechanic	18 .79
23312 - Fuel Distribution System Operator	16 .80
23370 - General Maintenance Worker	16 .43
23380 - Ground Support Equipment Mechanic	22 .24
23381 - Ground Support Equipment Servicer	19 .34
23382 - Ground Support Equipment Worker	20 .27
23391 - Gunsmith I	15 .12
23392 - Gunsmith II	16 .67
23393 - Gunsmith III	18 .38
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18 .38
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility)	19 .30
23430 - Heavy Equipment Mechanic	20 .22
23440 - Heavy Equipment Operator	17 .87
23460 - Instrument Mechanic	22 .82
23465 - Laboratory/Shelter Mechanic	17 .58

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23470 - Laborer	11 .36
23510 - Locksmith	18 .04
23530 - Machinery Maintenance Mechanic	23 .32
23550 - Machinist, Maintenance	18 .59
23580 - Maintenance Trades Helper	14 .41
23591 - Metrology Technician I	22 .82
23592 - Metrology Technician II	23 .80
23593 - Metrology Technician III	24 .74
23640 - Millwright	18 .79
23710 - Office Appliance Repairer	21 .83
23760 - Painter, Maintenance	17 .56
23790 - Pipefitter, Maintenance	18 .90
23810 - Plumber, Maintenance	18 .06
23820 - Pneudraulic Systems Mechanic	18 .79
23850 - Rigger	18 .79
23870 - Scale Mechanic	17 .29
23890 - Sheet-Metal Worker, Maintenance	18 .38
23910 - Small Engine Mechanic	16 .75
23931 - Telecommunications Mechanic I	18 .89
23932 - Telecommunications Mechanic II	20 .21
23950 - Telephone Lineman	19 .60
23960 - Welder, Combination, Maintenance	18 .38
23965 - Well Driller	18 .79
23970 - Woodcraft Worker	18 .79
23980 - Woodworker	16 .43
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8 .56
24580 - Child Care Center Clerk	10 .68
24610 - Chore Aide	9 .26
24620 - Family Readiness And Support Services Coordinator	12 .61
24630 - Homemaker	13 .55
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	18 .86
25040 - Sewage Plant Operator	18 .07
25070 - Stationary Engineer	18 .86
25190 - Ventilation Equipment Tender	14 .85
25210 - Water Treatment Plant Operator	18 .07
27000 - Protective Service Occupations	
27004 - Alarm Monitor	12 .57
27007 - Baggage Inspector	10 .85
27008 - Corrections Officer	15 .28
27010 - Court Security Officer	16 .82
27030 - Detection Dog Handler	13 .55
27040 - Detention Officer	15 .28
27070 - Firefighter	16 .82
27101 - Guard I	10 .85
27102 - Guard II	13 .55
27131 - Police Officer I	18 .35
27132 - Police Officer II	20 .41

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28000 - Recreation Occupations

28041 - Carnival Equipment Operator	9 .52
28042 - Carnival Equipment Repairer	10 .00
28043 - Carnival Equipment Worker	7 .89
28210 - Gate Attendant/Gate Tender	13 .76
28310 - Lifeguard	12 .21
28350 - Park Attendant (Aide)	15 .40
28510 - Recreation Aide/Health Facility Attendant	11 .24
28515 - Recreation Specialist	16 .31
28630 - Sports Official	12 .26
28690 - Swimming Pool Operator	15 .65

29000 - Stevedoring/Longshoremen Occupational Services

29010 - Blocker And Bracer	17 .70
29020 - Hatch Tender	17 .70
29030 - Line Handler	17 .70
29041 - Stevedore I	16 .90
29042 - Stevedore II	18 .56

30000 - Technical Occupations

30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	35 .65
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	24 .58
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	27 .07
30021 - Archeological Technician I	17 .26
30022 - Archeological Technician II	19 .32
30023 - Archeological Technician III	23 .94
30030 - Cartographic Technician	24 .23
30040 - Civil Engineering Technician	22 .83
30061 - Drafter/CAD Operator I	17 .26
30062 - Drafter/CAD Operator II	19 .55
30063 - Drafter/CAD Operator III	21 .11
30064 - Drafter/CAD Operator IV	25 .97
30081 - Engineering Technician I	14 .53
30082 - Engineering Technician II	17 .48
30083 - Engineering Technician III	21 .00
30084 - Engineering Technician IV	28 .62
30085 - Engineering Technician V	33 .81
30086 - Engineering Technician VI	40 .89
30090 - Environmental Technician	23 .45
30210 - Laboratory Technician	18 .92
30240 - Mathematical Technician	24 .23
30361 - Paralegal/Legal Assistant I	18 .54
30362 - Paralegal/Legal Assistant II	22 .98
30363 - Paralegal/Legal Assistant III	28 .11
30364 - Paralegal/Legal Assistant IV	34 .01
30390 - Photo-Optics Technician	24 .23
30461 - Technical Writer I	20 .96
30462 - Technical Writer II	25 .63
30463 - Technical Writer III	31 .02
30491 - Unexploded Ordnance (UXO) Technician I	22 .65
30492 - Unexploded Ordnance (UXO) Technician II	27 .41
30493 - Unexploded Ordnance (UXO) Technician III	32 .85

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30494 - Unexploded (UXO) Safety Escort	22 .65
30495 - Unexploded (UXO) Sweep Personnel	22 .65
30620 - Weather Observer, Combined Upper Air Or Surface Programs (see 3)	21 .11
30621 - Weather Observer, Senior (see 3)	23 .45
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	10 .71
31030 - Bus Driver	13 .94
31043 - Driver Courier	14 .96
31260 - Parking and Lot Attendant	10 .11
31290 - Shuttle Bus Driver	16 .25
31310 - Taxi Driver	10 .90
31361 - Truckdriver, Light	16 .25
31362 - Truckdriver, Medium	16 .82
31363 - Truckdriver, Heavy	17 .62
31364 - Truckdriver, Tractor-Trailer	17 .62
99000 - Miscellaneous Occupations	
99030 - Cashier	9 .30
99050 - Desk Clerk	7 .94
99095 - Embalmer	22 .65
99251 - Laboratory Animal Caretaker I	8 .61
99252 - Laboratory Animal Caretaker II	13 .46
99310 - Mortician	22 .65
99410 - Pest Controller	12 .65
99510 - Photofinishing Worker	11 .90
99710 - Recycling Laborer	14 .15
99711 - Recycling Specialist	16 .26
99730 - Refuse Collector	12 .79
99810 - Sales Clerk	11 .50
99820 - School Crossing Guard	12 .71
99830 - Survey Party Chief	17 .48
99831 - Surveying Aide	10 .77
99832 - Surveying Technician	14 .74
99840 - Vending Machine Attendant	12 .64
99841 - Vending Machine Repairer	14 .48
99842 - Vending Machine Repairer Helper	12 .64

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$3.35 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

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HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformance may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

- (1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- (2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- (3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
- (4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on

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sensitive ordnance, explosives and incendiary materials. All operations involving regarding and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition.

NOTE: These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}**Conformance Process:**

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined.

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Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

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WD 05-2234 (Rev.-11) was first posted on www.wdol.gov on 07/28/2009

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Shirley F. Ebbesen Division of
Director Wage Determinations

Wage Determination No.: 2005-2234
Revision No.: 11
Date Of Revision: 07/22/2009

State: Louisiana

Area: Louisiana Parishes of Jefferson, Lafourche, Orleans, Plaquemines, Saint
John The Baptist, St Bernard, St Charles, St Tammany, Terrebonne, Washington

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		12.10
01012 - Accounting Clerk II		14.23
01013 - Accounting Clerk III		15.92
01020 - Administrative Assistant		21.77
01040 - Court Reporter		19.08
01051 - Data Entry Operator I		10.88
01052 - Data Entry Operator II		12.64
01060 - Dispatcher, Motor Vehicle		17.93
01070 - Document Preparation Clerk		13.09
01090 - Duplicating Machine Operator		13.09
01111 - General Clerk I		10.32
01112 - General Clerk II		11.26
01113 - General Clerk III		13.26
01120 - Housing Referral Assistant		19.89
01141 - Messenger Courier		12.11
01191 - Order Clerk I		10.91
01192 - Order Clerk II		12.99
01261 - Personnel Assistant (Employment) I		13.09
01262 - Personnel Assistant (Employment) II		16.10
01263 - Personnel Assistant (Employment) III		17.95
01270 - Production Control Clerk		19.41
01280 - Receptionist		8.99
01290 - Rental Clerk		12.40
01300 - Scheduler, Maintenance		15.96
01311 - Secretary I		15.96
01312 - Secretary II		17.72
01313 - Secretary III		19.89
01320 - Service Order Dispatcher		15.85
01410 - Supply Technician		21.77
01420 - Survey Worker		13.07
01531 - Travel Clerk I		11.47
01532 - Travel Clerk II		12.17
01533 - Travel Clerk III		12.84
01611 - Word Processor I		12.70
01612 - Word Processor II		15.07
01613 - Word Processor III		17.13
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		19.97
05010 - Automotive Electrician		18.40
05040 - Automotive Glass Installer		17.20
05070 - Automotive Worker		17.20
05110 - Mobile Equipment Servicer		14.80
05130 - Motor Equipment Metal Mechanic		19.45

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05160 - Motor Equipment Metal Worker	17.20
05190 - Motor Vehicle Mechanic	19.45
05220 - Motor Vehicle Mechanic Helper	13.61
05250 - Motor Vehicle Upholstery Worker	16.02
05280 - Motor Vehicle Wrecker	17.20
05310 - Painter, Automotive	18.40
05340 - Radiator Repair Specialist	17.20
05370 - Tire Repairer	11.51
05400 - Transmission Repair Specialist	19.45
07000 - Food Preparation And Service Occupations	
07010 - Baker	10.70
07041 - Cook I	9.87
07042 - Cook II	11.48
07070 - Dishwasher	7.55
07130 - Food Service Worker	7.46
07210 - Meat Cutter	11.54
07260 - Waiter/Waitress	7.86
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	14.81
09040 - Furniture Handler	10.80
09080 - Furniture Refinisher	14.81
09090 - Furniture Refinisher Helper	10.95
09110 - Furniture Repairer, Minor	12.89
09130 - Upholsterer	14.81
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	8.91
11060 - Elevator Operator	8.78
11090 - Gardener	11.15
11122 - Housekeeping Aide	9.63
11150 - Janitor	8.91
11210 - Laborer, Grounds Maintenance	9.63
11240 - Maid or Houseman	8.67
11260 - Pruner	8.78
11270 - Tractor Operator	10.74
11330 - Trail Maintenance Worker	9.63
11360 - Window Cleaner	9.99
12000 - Health Occupations	
12010 - Ambulance Driver	15.93
12011 - Breath Alcohol Technician	17.20
12012 - Certified Occupational Therapist Assistant	21.49
12015 - Certified Physical Therapist Assistant	19.82
12020 - Dental Assistant	12.20
12025 - Dental Hygienist	29.85
12030 - EKG Technician	20.58
12035 - Electroneurodiagnostic Technologist	20.58
12040 - Emergency Medical Technician	14.94
12071 - Licensed Practical Nurse I	14.77
12072 - Licensed Practical Nurse II	17.20
12073 - Licensed Practical Nurse III	18.75
12100 - Medical Assistant	10.53
12130 - Medical Laboratory Technician	17.46
12160 - Medical Record Clerk	13.28
12190 - Medical Record Technician	16.38
12195 - Medical Transcriptionist	14.04
12210 - Nuclear Medicine Technologist	29.20
12221 - Nursing Assistant I	9.39
12222 - Nursing Assistant II	10.56
12223 - Nursing Assistant III	11.51
12224 - Nursing Assistant IV	12.92
12235 - Optical Dispenser	14.76
12236 - Optical Technician	12.46
12250 - Pharmacy Technician	13.41
12280 - Phlebotomist	12.92
12305 - Radiologic Technologist	21.60
12311 - Registered Nurse I	21.63

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12312	- Registered Nurse II	29.92
12313	- Registered Nurse II, Specialist	29.92
12314	- Registered Nurse III	36.08
12315	- Registered Nurse III, Anesthetist	36.08
12316	- Registered Nurse IV	43.23
12317	- Scheduler (Drug and Alcohol Testing)	18.05
13000	- Information And Arts Occupations	
13011	- Exhibits Specialist I	18.40
13012	- Exhibits Specialist II	22.61
13013	- Exhibits Specialist III	27.58
13041	- Illustrator I	18.40
13042	- Illustrator II	22.61
13043	- Illustrator III	27.58
13047	- Librarian	22.41
13050	- Library Aide/Clerk	13.00
13054	- Library Information Technology Systems Administrator	20.21
13058	- Library Technician	14.21
13061	- Media Specialist I	14.59
13062	- Media Specialist II	16.31
13063	- Media Specialist III	18.19
13071	- Photographer I	13.59
13072	- Photographer II	16.73
13073	- Photographer III	20.55
13074	- Photographer IV	25.07
13075	- Photographer V	30.40
13110	- Video Teleconference Technician	16.13
14000	- Information Technology Occupations	
14041	- Computer Operator I	13.97
14042	- Computer Operator II	15.71
14043	- Computer Operator III	18.13
14044	- Computer Operator IV	20.12
14045	- Computer Operator V	22.32
14071	- Computer Programmer I	(see 1) 21.09
14072	- Computer Programmer II	(see 1) 23.21
14073	- Computer Programmer III	(see 1)
14074	- Computer Programmer IV	(see 1)
14101	- Computer Systems Analyst I	(see 1)
14102	- Computer Systems Analyst II	(see 1)
14103	- Computer Systems Analyst III	(see 1)
14150	- Peripheral Equipment Operator	13.97
14160	- Personal Computer Support Technician	20.12
15000	- Instructional Occupations	
15010	- Aircrew Training Devices Instructor (Non-Rated)	25.32
15020	- Aircrew Training Devices Instructor (Rated)	33.42
15030	- Air Crew Training Devices Instructor (Pilot)	36.40
15050	- Computer Based Training Specialist / Instructor	25.56
15060	- Educational Technologist	20.52
15070	- Flight Instructor (Pilot)	36.40
15080	- Graphic Artist	19.58
15090	- Technical Instructor	18.81
15095	- Technical Instructor/Course Developer	23.02
15110	- Test Proctor	15.17
15120	- Tutor	15.17
16000	- Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010	- Assembler	7.91
16030	- Counter Attendant	7.91
16040	- Dry Cleaner	10.10
16070	- Finisher, Flatwork, Machine	7.91
16090	- Presser, Hand	7.91
16110	- Presser, Machine, Drycleaning	7.91
16130	- Presser, Machine, Shirts	7.91
16160	- Presser, Machine, Wearing Apparel, Laundry	7.91
16190	- Sewing Machine Operator	10.84
16220	- Tailor	11.57

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16250 - Washer, Machine	8.64
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	17.52
19040 - Tool And Die Maker	21.37
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	13.56
21030 - Material Coordinator	19.41
21040 - Material Expediter	19.41
21050 - Material Handling Laborer	14.29
21071 - Order Filler	10.32
21080 - Production Line Worker (Food Processing)	13.56
21110 - Shipping Packer	12.16
21130 - Shipping/Receiving Clerk	12.16
21140 - Store Worker I	8.63
21150 - Stock Clerk	12.47
21210 - Tools And Parts Attendant	13.56
21410 - Warehouse Specialist	13.56
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	23.40
23021 - Aircraft Mechanic I	22.35
23022 - Aircraft Mechanic II	23.40
23023 - Aircraft Mechanic III	24.45
23040 - Aircraft Mechanic Helper	15.63
23050 - Aircraft, Painter	17.35
23060 - Aircraft Servicer	18.39
23080 - Aircraft Worker	19.78
23110 - Appliance Mechanic	15.53
23120 - Bicycle Repairer	11.51
23125 - Cable Splicer	19.92
23130 - Carpenter, Maintenance	17.28
23140 - Carpet Layer	14.97
23160 - Electrician, Maintenance	20.53
23181 - Electronics Technician Maintenance I	23.27
23182 - Electronics Technician Maintenance II	24.50
23183 - Electronics Technician Maintenance III	25.94
23260 - Fabric Worker	13.84
23290 - Fire Alarm System Mechanic	17.57
23310 - Fire Extinguisher Repairer	13.65
23311 - Fuel Distribution System Mechanic	20.39
23312 - Fuel Distribution System Operator	15.07
23370 - General Maintenance Worker	14.74
23380 - Ground Support Equipment Mechanic	22.35
23381 - Ground Support Equipment Servicer	18.39
23382 - Ground Support Equipment Worker	19.78
23391 - Gunsmith I	13.65
23392 - Gunsmith II	16.06
23393 - Gunsmith III	18.50
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.50
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.70
23430 - Heavy Equipment Mechanic	18.40
23440 - Heavy Equipment Operator	16.88
23460 - Instrument Mechanic	18.82
23465 - Laboratory/Shelter Mechanic	17.28
23470 - Laborer	10.44
23510 - Locksmith	17.28
23530 - Machinery Maintenance Mechanic	20.93
23550 - Machinist, Maintenance	20.50
23580 - Maintenance Trades Helper	10.95
23591 - Metrology Technician I	18.82
23592 - Metrology Technician II	19.76
23593 - Metrology Technician III	20.75
23640 - Millwright	22.01
23710 - Office Appliance Repairer	17.35

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23760 - Painter, Maintenance	17.28
23790 - Pipefitter, Maintenance	18.50
23810 - Plumber, Maintenance	17.50
23820 - Pneudraulic Systems Mechanic	18.50
23850 - Rigger	16.88
23870 - Scale Mechanic	16.06
23890 - Sheet-Metal Worker, Maintenance	16.88
23910 - Small Engine Mechanic	15.93
23931 - Telecommunications Mechanic I	20.95
23932 - Telecommunications Mechanic II	22.04
23950 - Telephone Lineman	20.06
23960 - Welder, Combination, Maintenance	16.88
23965 - Well Driller	18.50
23970 - Woodcraft Worker	18.50
23980 - Woodworker	13.99
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.82
24580 - Child Care Center Clerk	11.57
24610 - Chore Aide	7.54
24620 - Family Readiness And Support Services Coordinator	10.77
24630 - Homemaker	14.78
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	17.40
25040 - Sewage Plant Operator	16.29
25070 - Stationary Engineer	18.50
25190 - Ventilation Equipment Tender	12.43
25210 - Water Treatment Plant Operator	16.29
27000 - Protective Service Occupations	
27004 - Alarm Monitor	12.46
27007 - Baggage Inspector	8.68
27008 - Corrections Officer	11.96
27010 - Court Security Officer	14.64
27030 - Detection Dog Handler	12.46
27040 - Detention Officer	11.96
27070 - Firefighter	13.65
27101 - Guard I	8.68
27102 - Guard II	12.46
27131 - Police Officer I	16.21
27132 - Police Officer II	18.02
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	9.86
28042 - Carnival Equipment Repairer	10.73
28043 - Carnival Equipment Worker	7.25
28210 - Gate Attendant/Gate Tender	12.73
28310 - Lifeguard	11.01
28350 - Park Attendant (Aide)	14.24
28510 - Recreation Aide/Health Facility Attendant	10.09
28515 - Recreation Specialist	12.20
28630 - Sports Official	11.34
28690 - Swimming Pool Operator	14.73
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	16.85
29020 - Hatch Tender	18.07
29030 - Line Handler	18.07
29041 - Stevedore I	15.05
29042 - Stevedore II	17.28
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	33.96
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	23.42
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	25.79
30021 - Archeological Technician I	14.84
30022 - Archeological Technician II	16.58
30023 - Archeological Technician III	22.39
30030 - Cartographic Technician	23.82

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30040 - Civil Engineering Technician	21.48
30061 - Drafter/CAD Operator I	17.19
30062 - Drafter/CAD Operator II	19.46
30063 - Drafter/CAD Operator III	21.46
30064 - Drafter/CAD Operator IV	25.76
30081 - Engineering Technician I	15.87
30082 - Engineering Technician II	17.53
30083 - Engineering Technician III	19.69
30084 - Engineering Technician IV	23.86
30085 - Engineering Technician V	29.19
30086 - Engineering Technician VI	32.57
30090 - Environmental Technician	22.92
30210 - Laboratory Technician	21.81
30240 - Mathematical Technician	25.67
30361 - Paralegal/Legal Assistant I	17.05
30362 - Paralegal/Legal Assistant II	22.52
30363 - Paralegal/Legal Assistant III	27.56
30364 - Paralegal/Legal Assistant IV	33.36
30390 - Photo-Optics Technician	24.56
30461 - Technical Writer I	20.11
30462 - Technical Writer II	24.59
30463 - Technical Writer III	32.00
30491 - Unexploded Ordnance (UXO) Technician I	21.58
30492 - Unexploded Ordnance (UXO) Technician II	26.11
30493 - Unexploded Ordnance (UXO) Technician III	31.30
30494 - Unexploded (UXO) Safety Escort	21.58
30495 - Unexploded (UXO) Sweep Personnel	21.58
30620 - Weather Observer, Combined Upper Air Or	(see 3) 19.59
Surface Programs	
30621 - Weather Observer, Senior	(see 3) 21.78
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	9.00
31030 - Bus Driver	13.80
31043 - Driver Courier	12.64
31260 - Parking and Lot Attendant	7.31
31290 - Shuttle Bus Driver	13.79
31310 - Taxi Driver	8.95
31361 - Truckdriver, Light	13.79
31362 - Truckdriver, Medium	15.10
31363 - Truckdriver, Heavy	15.66
31364 - Truckdriver, Tractor-Trailer	15.66
99000 - Miscellaneous Occupations	
99030 - Cashier	8.53
99050 - Desk Clerk	8.82
99095 - Embalmer	19.16
99251 - Laboratory Animal Caretaker I	8.42
99252 - Laboratory Animal Caretaker II	9.25
99310 - Mortician	25.81
99410 - Pest Controller	12.19
99510 - Photofinishing Worker	11.34
99710 - Recycling Laborer	11.54
99711 - Recycling Specialist	14.76
99730 - Refuse Collector	10.52
99810 - Sales Clerk	11.06
99820 - School Crossing Guard	9.76
99830 - Survey Party Chief	19.34
99831 - Surveying Aide	14.29
99832 - Surveying Technician	17.57
99840 - Vending Machine Attendant	11.07
99841 - Vending Machine Repairer	13.99
99842 - Vending Machine Repairer Helper	11.07

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

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HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$3.35 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by

ATTACHMENT J-3

laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor,

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for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

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ATTACHMENT J - 4
 PERFORMANCE REQUIREMENTS SUMMARY (PRS)
 Applicable to each 6-month performance evaluation period

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Weight
	4. Property Management	4. Maintain 99.95% accuracy rate.		17%
	5. Quality (ISO)	5. ≤1 non-conformances per audit cycle.		16%
	6. IT Security	6. 100% of eligible employees complete annual IT Security training, and no IT related breaches.		17%
				Total=100%
MISSION PERFORMANCE METRICS (25% of Fixed Performance Fee)				
WBS 3.0 IT Security (See Attachment J-5, section 2.3.1)	1. Incident Management 2. Service Restoration 3. Compliance	1. No late deliverables. 2. Within 24 hours of security Incident. 3. Compliant with MSFC and Agency direction 100% of the time.	Note: The following methods apply to all Standards of Performance in WBS 3.0. Management Plan (DRD 1292MA-001) and Quarterly and Monthly Self-Assessment Report (DRD 1292MA-011)	5% 5% 6%
				Total = 16%
WBS 4.0 IT Planning, Policy, Architecture & Integration (See Attachment J-5, section 2.3.2)	1. Accuracy 2. Timeliness 3. Integrated/Informed Products 4. Customer Support Center call response timeliness	1. 95% error free. 2. No late deliverables. 3. All products integrated/informed. 4. Contractor shall provide customer support ≤5 minutes of initial call	Note: The following methods apply to all Standards of Performance in WBS 4.0. Management Plan (DRD 1292MA-001) and Quarterly and Monthly Self-Assessment Report (DRD 1292MA-011) Customer Surveys	3% 2% 2% 5%

ATTACHMENT J - 4
PERFORMANCE REQUIREMENTS SUMMARY (PRS)
 Applicable to each 6-month performance evaluation period

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Weight
	5. Customer Support Center closeout accuracy	5. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	Trouble Ticket Reports Internal/External Audits	4% Total = 16%
WBS 5.0 Tele-communications Services (See Attachment J-5, section 2.3.3)	1. System Availability 2. Move, Add, Changes (MAC) 3. Mean Time to Repair for Radios 4. Return to Service for Telephones	1. All WBS 5.0 systems shall maintain an uninterrupted uptime of no less than 99.95%. (This excludes maintenance windows, outages beyond the contractor's control, e.g. force majeure, acts of terrorism, etc.) 2. <= 2 hours from approved Government schedule 3. <= 2 business days from report of failure 4. <= 2 hours after trouble ticket initiation	a) Monthly Review of DRD's 1292MA-005 Financial Management Report and DRD 1291MA-006 Reports b) Meetings documenting contractor actions (As Needed) c) Program Management Reviews (As Needed) d) Periodic Walkthroughs to ensure proper practices are being adhered to (as needed). e) Review of Contractor Performance against Kt Requirements (monthly)	10% 2% 2% 3% Total =17%
WBS 6.0 Applications and Web Services (See Attachment J-5, section 2.3.4)	1. Trouble Ticket Response/Resolution 2. Schedule Adherence Timeliness	1. The contractor shall provide trouble ticket response/resolution by application category as specified in Section J-5 paragraph 2.3.4.1. 2. The contractor shall meet all WBS 6.0 required product and service deadlines (as established by the COTR or designee).	a) Periodic Review of On-line Systems (As Needed) b) Monthly Review of DRD's (see distribution list) per ISO process against SOW and DRD requirements 1292MA-005 Financial Management Report 1291MA-006 Reports c) Documented contractor actions (As Needed)	7% 7%

ATTACHMENT J - 4
 PERFORMANCE REQUIREMENTS SUMMARY (PRS)
 Applicable to each 6-month performance evaluation period

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Weight
	3. Repository Services Availability	3. The contractor shall ensure that uninterrupted service availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.) for the period of 0700-01630 on normal duty days. Services to be monitored include: - EDMS - Directives Master List - Forms Master List - Technical Reports (MTRS)	d) Review of Contractor Performance against Kt Requirements (Monthly) e) Project Plans and schedules f) Availability Report (Monthly) g) Trouble Ticket Report (Monthly) Federal laws, Government and NASA policies regarding website development (As Needed). h) Customer Surveys	3%
				Total = 17%
WBS 7.0 Computing Services (See Attachment J-5, section 2.3.5)	1. System Availability	1. All WBS 7.0 systems shall maintain an uninterrupted uptime of no less than 99.8%. (This excludes maintenance windows, non business hours and outages beyond the contractor's control, e.g. force majeure, acts of terrorism, etc.)	a) Remedy (as needed) b) Reviews of DRD 1292RM-001, DRD 1292MA-001, and DRD 1292MA-008 (as needed)	6%
	2. Return-to-Service	2. The contractor shall provide return-to-service for all WBS 7.0 systems within four (4) business hours of trouble ticket initiation (with the exception of data corruption, hardware constraints and systems without hardware maintenance agreement)		6%

ATTACHMENT J - 4
 PERFORMANCE REQUIREMENTS SUMMARY (PRS)
 Applicable to each 6-month performance evaluation period

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method & Frequency	Weight
	3. Maintenance Requests	3. The contractor shall complete maintenance service requests within four (4) business hours of trouble ticket initiation.		5%
				Total=17%
WBS 8.0 Audio Visual Information Services (See Attachment J-5, section 2.3.6)	1. Schedule Adherence / Timeliness 2. Streaming Services Availability	1. The contractor shall meet agreed upon delivery of products and services as specified in J-5, Section 2.3.6.1 2. The contractor shall ensure that streaming servers, live streams and Desktop TV application are available at least 99.9 % during business hours and 95 % overall	a. Periodic Review of On-line Systems (As Needed) b. Monthly Review of DRD's 1292MA-005 Financial Management Report and DRD 1291MA-006 Reports c. Meetings documenting contractor actions (As Needed) d. Review of Contractor Performance against Kt Requirements (Monthly) e. Project Plans and schedules (As needed) f. Customer Surveys (Quarterly)	14% 3% Total = 17%

ATTACHMENT J-5

SURVEILLANCE AND COST PLUS FIXED PERFORMANCE FEE PLAN

The Contractor's performance for the MSFC Information technology Services (MITS), as explained in Attachment J-1, Performance Work Statement (PWS), and Section B, shall be evaluated using this Surveillance and Fixed Performance Fee Plan. The evaluation criteria and fee structure are outlined below. In accordance with clause B.6, the Government will evaluate contractor performance every six months to determine the fixed performance fee earned for that period.

1.0 Evaluation Criteria. This contract is performance based and utilizes various methods to calculate fee based upon the defined acceptable quality levels for the performance of this contract. The Contractor's Financial Management Report (DRD 1292MA-009), Contractor Monthly Self-Assessment Report (DRD 1292MA-011), and the PRS (Attachment J-4) will be used to assess Contractor performance and to determine fee. Problems with services will be identified through Government analysis and assessment, periodic inspections, customer and contract monitor surveys, and Contractor self-assessment.

2.0 Fixed Performance Fee. Fixed Performance Fee shall be weighted and distributed as shown in Attachment J-4 (PRS). Due to dynamic Center commitments and changing priorities, the Government may issue a contract modification to revise the PRS prior to the start of any 6-month evaluation period. The performance fee has three major components:

- Quality = 40%
- Program Management = 35%
- Mission Performance Metrics = 25%

Fee for performance of a service specified in column two of the PRS, is accepted and paid at the fee percentage indicated in column five of the PRS when the Acceptable Quality Level (AQL) meets or exceeds that indicated in column three. The Contractor shall submit a Monthly Self-Assessment Report (DRD 1292MA-011), along with rationale explaining any PRS area where performance deficiencies were noted. If the performance is below an AQL during a 6-month evaluation period, the Contractor shall submit a written corrective action plan to ensure these deficiencies do not occur in the future. The Contracting Officer (CO), with the support of the Contracting Officer's Technical Representative (COTR), will review the Monthly Progress Reports (DRD 1292MA-008), along with other evaluation criteria stated herein, and determine if there were any actions by the Government, or any other mitigating circumstances, that should be considered in the fee evaluation.

2.1 Quality Measurement (40%). The need for a high level of quality is important in the performance of this contract. Products and services produced have high visibility and play a vital role in communicating Marshall's roles and capabilities to internal and external stakeholders. In addition, products and services support numerous change initiatives that require the contractor to be flexible and proactive. Therefore it is important that the Contractor demonstrate competence, responsiveness, collaboration, integration, and the ability to recognize

ATTACHMENT J-5

critical problem areas and develop mitigation plans. These critical areas of performance are difficult to measure in a purely objective manner, unlike the program management or unique performance metrics discussed further in this attachment. To address these important areas of quality performance the OCIO will administer a Quarterly OCIO Monitor Survey to evaluate the competence and availability of contractor personnel, their responsiveness, the level of integration and collaboration accomplished within the team, and the recognition of (and improvement in) critical problem areas. A copy of the OCIO Monitor Survey Questionnaire is included at the end of this attachment.

The COTR shall, on a quarterly basis, distribute the OCIO Monitor Survey questionnaire to each of the contract monitors within OCIO. Each survey respondent will provide performance evaluation input using available information (e.g. surveillance, customer surveys) and forward the results to the COTR. This information will be used to assess Contractor performance and determine fee for each 6-month evaluation period. The fee for this measurement shall be based upon the average OCIO Monitor Survey score for the Mission and IDIQ segments of the PWS.

The Contractor must average a score of 3.0 or better (on a 5.0 scale) on the OCIO Monitor Survey to be eligible to receive fee for this element. Ratings of poor, fair, good, very good, and excellent will be assigned to the different performance areas which are shown below:

- Competence and availability of contractor personnel
- Responsiveness (unique requests, special assignments, change management, emergencies, etc.)
- Quality of deliverables (appropriateness, completeness, on message, comprehensive, integrated, etc.)
- Collaboration, integration and proactive communication among team members, OCIO, other contractors, and customers
- Recognition of, and improvement in, critical problem areas
- Cost control including accuracy of cost estimates and use of resources.

Ratings for each of these performance areas will be scored on a scale of 1-5 as follows:

ADJECTIVE RATING	DESCRIPTION	NUMERICAL SCORE
Excellent	Performance is consistently of high quality with only negligible issues. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor.	5
Very Good	Performance is generally above average with only minor issues. Performance exceeds standard; and although there may be several elements for improvement, these are more than offset by better performance in other elements.	4

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Good	Average performance level from a competent contractor with few issues noted. Performance is considered standard; and elements for improvement are approximately offset by better performance in other elements.	3
Fair	Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements.	2
Poor	Numerous performance issues noted. Performance is less than standard by a substantial margin; and there are many elements for improvement which are not offset by better performance in other areas.	1

The scored ratings will be averaged from all applicable inputs in any one rating period. Fee for this element will then be calculated based on the contractor's final average score applied to the following scale:

<u>Average Score on Monitor Survey</u>	<u>% of Fee paid</u>
≥ 4.75	100%
4.51 – 4.74	90%
4.0 – 4.50	80%
3.75 – 3.99	65%
3.51 – 3.74	55%
3.0 – 3.50	45%
0 – 2.99	0%

Contractor performance which scores an average monitor survey score below 3.0 eliminates the Contractor from eligibility for payment of this fee. Each technical monitor shall have an equal input into the overall Monitor Survey score. Specific comments or suggestions for performance improvement will be discussed with the Contractor by the COTR and Contracting Officer after each quarterly assessment.

2.2 Program Management Measurement (35%). The efficiency of the Contractor's Program Management is evaluated by the individual AQLs listed below:

2.2.1 Policy, Procedure, and Process Conformance (16%) The Contractor shall adhere to all NASA, Marshall, and OCIO policies, procedures and processes at all times in order to earn 100% of the available fee. To earn 80 percent of the fee, the Contractor shall have no more than 2 instances of non-compliance. If the Contractor has 3 or more instances of non-compliance, the Contractor shall receive 0 percent fee.

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Instances of Non-compliance	% of available fee
0	100%
1 – 2	80%
3 or more	0%

2.2.2 System Management (17%) The Contractor shall maintain all databases and systems under their control and ensure that the systems are current, accurate, and available 98% of the time to be eligible for 100% of the fee. This equates to not more than 3 instances (in a six-month rating period) when informational databases are not available, not current, or not accurate. To earn 75% of the available fee, the Contractor shall not have more than 6 instances in a six-month rating period. When the Contractor exceeds 6 instances during a 6 month evaluation period, the Contractor shall receive 0 percent fee.

Number of System Management non-compliance instances	% of available fee
3 or less	100%
4 – 6	75%
Greater than 6	0%

2.2.3 Timeliness/Schedule (17%) The Contractor shall meet all schedule milestones for submission of all reports, plans, Data Requirement Documents (DRD), or other deliverables (excludes deliverables otherwise noted in section 2.3) to receive 100% of the available fee for this requirement. To earn 75% of the fee available, the Contractor shall not miss the scheduled milestones for all deliverables more than 2 times. Where the Contractor missed the schedule milestones for deliverables more than 2 times during any evaluation period, 0 percent fee shall be earned for this requirement.

Number of schedule deliverables late	% of available fee
0	100%
1-2	75%
More than 2	0%

2.2.4 Property Management (17%) The Contractor shall manage all property under this contract in accordance with the Government Property Management Plan (DRD 1292LS-001) with a 99.95% accuracy rate to receive 100 percent of fee for this requirement. To earn 75% of the fee available, the Contractor shall not have greater than a 0.5% discrepancy rate. If the Contractor falls below the 99.5% accuracy rate, or is found in non-compliance with the Government Property Management Plan (DRD 1292LS-001) during the six-month rating period, 0 percent fee shall be earned for this requirement.

Property Accuracy Rate	% of available fee
≥ 99.95%	100%

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99.5% - 99.9499%	75%
< 99.499%	0%

2.2.5 Quality (ISO) (16%) The Contractor shall adhere to the MSFC Quality (ISO) System. The Contractor shall adhere to the ISO 9001 and Marshall Management System with one or less non-conformances (NCR's) assessed by internal or external auditors for the Contractor to earn 100 percent of fee. The Contractor shall adhere to the ISO 9001 and Marshall Management System with responsibility for no more than 2 NCRs for the Contractor to earn 75 percent of the available fee. Where the Contractor has more than 2 NCRs for which the Contractor is responsible, the Contractor shall receive 0 percent of fee for this requirement.

Number of non-conformances	% of available fee
0 - 1	100%
2	75%
More than 2	0%

2.2.6 IT Security Measures (17%) The Contractor shall ensure 100% of eligible employees complete required annual IT Security Training and have no contractor caused IT Security breaches to receive 100 percent of fee for this element. When the Contractor is determined to be the root cause of an IT Security breach or fails to complete 100% of required training (without Center ITSM approval), 0 percent fee shall be earned for this requirement.

Number of IT Security Breaches and/or instances of required training missed	% of available fee
0	100%
1	0%

2.3 Mission Performance Metrics Measurement (25%). The Contractor shall perform self-evaluation and report findings on the Quarterly and Monthly Technical Progress Reports (DRD 1140MA-003). The reported items shall include the standard of performance tasks outlined in Attachment J-4, PRS. Not all efforts under this contract are included in the PRS; however, lack of inclusion in the PRS in no way relieves the Contractor of the obligation to perform all delineated tasks as defined in the PWS. The progress report data will be reviewed and validated by COTR appointed technical monitors. The technical monitors will be responsible for reporting any discrepancies to the COTR. The Government will conduct random audits of the progress report to validate the accuracy of data submitted by the Contractor. Other surveillance techniques employed by the Government include use of the OCIO Quarterly Monitor Survey (described in paragraph 3.1 above), review of financial management data procurement documents (DRD 1140MA-002), and audits of the Contractor's Management Plan (DRD 1140MA-001).

As a measure of the quality of the services provided for the WBS Mission portions, unique

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metrics are listed for each functional area. The combined total of these unique metrics for the Mission (and any IDIQ tasks awarded) represent 35 percent.

2.3.1 IT Security Measures (16%) WBS 3.0 describes contractor efforts required to provide security planning and management, security architecture, security compliance, Continuity of Operations (COOP) and Disaster Recovery (DR), MAF Mobile Emergency Operations Vehicles (MEOV) and security operations. The efficiency of the Contractor's IT Security effort is evaluated by the individual AQLs listed below:

2.3.1.1 Incident Management (5%). The contractor shall isolate and report all Security Incidents within 1 hour of discovery and shall resolve and close all open Security Incidents within 30 days unless an extension is approved by the MSFC IT Security Manager. To earn 75 percent of the fee, the Contractor shall not exceed 2 instances of late deliverables. When the number of late deliverables exceeds 2 instances, the contractor shall receive 0 percent fee.

Number of Late Deliverables	% of available fee
0	100%
1 – 2	75%
> 2	0%

2.3.1.2 Service Restoration (5%). The contractor shall restore affected service and update the IT Security Plan for systems impacted by Security Incidents within 24 hours to earn 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not have more than 2 instances where the restoration was delayed beyond 24 hours within any 6-month evaluation period. When the contractor exceeds 2 instances, the contractor shall receive 0 percent fee.

Number of instances late/unavailable	% of available fee
0	100%
1 – 2	75%
> 2	0%

2.3.1.3 Compliance (6%). The contractor shall ensure that all IT Security services are compliant with Agency and MSFC direction and consistent with documented strategies, goals, and objectives 100% of the time to earn 100% of the fee available for this element. To earn 50 percent of the fee, the Contractor shall not exceed 1 instance where developed products are not consistent with Agency and/or Center strategies, goals, or objectives. If the number of instances exceeds one, the contractor shall receive 0 percent fee.

Number of Inconsistent Products	% of available fee
0	100%
1	50%
> 1	0%

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2.3.2 IT Planning, Policy, Architecture and Integration Measures (16%) WBS 4.0 describes contractor activities required to integrate and plan functions for the OCIO. Functional tasks include portfolio management, enterprise architecture, performance management, continuous risk management, project management, directive management, records management, and forms management. The efficiency of the Contractor's Communication Strategy Planning and Message Management effort is evaluated by the individual AQLs listed below:

2.3.2.1 Accuracy (3%). The contractor shall provide all products and services required in WBS 4.0 with a 95% or better error free rate (data input, content, grammar, style, etc.). To earn 80 percent of the fee, the Contractor shall provide all products and services with a 90% or better error free rate. Where the Contractor is unable to meet a 90% error free rate within any 6-month evaluation period, the contractor shall receive 0 percent fee. Accuracy is calculated as number of files produced minus number files in error divided by number of files produced ($\frac{\# \text{ files produced} - \# \text{ files in error}}{\# \text{ files produced}}$).

Accuracy Rate	% of available fee
$\geq 95\%$	100%
90 – 94%	80%
< 90%	0%

2.3.2.2 Timeliness (2%). The contractor shall meet all WBS 4.0 required product and service deadlines (as established by the COTR or designee) as established at issuance of task) to earn 100% of the fee available for this element. To earn 75 percent of the fee, the Contractor shall not exceed 5 instances of late deliverables. When the number of late deliverables exceeds 5 instances, the contractor shall receive 0 percent fee.

Number of Late Deliverables	% of available fee
0	100%
1-5	75%
> 5	0%

2.3.2.3 Integrated/Informed Products (2%). The contractor shall ensure that all communication strategies, plans, and reports are developed and updated based on the latest available strategic research and analysis results at all times to earn 100% of the fee available for this element. To earn 50 percent of the fee, the Contractor shall not have more than 1 instance where these communication strategies, plans, and messages are not developed and updated based on current strategic research and analysis results. If the number of instances exceeds one within any 6-month evaluation period, the contractor shall receive 0 percent fee.

Number of instances products not integrated/informed	% of available fee
0	100%
1	50%
> 1	0%

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2.3.2.4 Customer Support Center Call Response Timeliness (5%) The contractor shall provide a customer support center. To earn 100 percent of the fee, the Contractor shall respond to calls ≤ 5 minutes of initial call $> 95\%$ of the time. To earn 80% of the fee, call response time must be ≤ 5 minutes for 90-94% of the total calls. If the call response timeliness does not meet ≤ 5 minutes for 90% of the calls, the contractor shall receive 0 percent of the fee

Call Response Timeliness	% of available fee
$\geq 95\%$	100%
90 – 94%	80%
$< 90\%$	0%

2.3.2.5 Customer Support Center Ticket Closeout Accuracy (4%) The contractor shall provide a customer support center. To earn 100 percent of the fee, the Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification. To earn 50 percent of the fee, the contractor shall not have more than 1 instance where the closeout notification was sent before being closed with all entities. If the number of instances exceeds one within any 6-month evaluation period, the contractor shall receive 0 percent fee.

Ticket Closeout accuracy	% of available fee
0	100%
1	50%
> 1	0%

2.3.3 Telecommunications Services Measures (17%) WBS 5.0 describes contractor activities required to provide telecommunications services to support the MSFC customers. This service includes telephone, facsimile, Cable Plant, Radio Frequency (RF) Spectrum management, emergency telecommunication, MAF Facility Modeling and other services. The efficiency of the Contractor's Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.3.1 Systems Availability (10%). The contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc). To earn 100 percent of the fee, the Contractor shall provide all products and services required in WBS 5.0 with a 99.95% or better error free rate. To earn 75 percent of the fee, the Contractor shall provide all products and services with a 99.5% or better error free rate. Where the Contractor is unable to meet a 99.5% error free rate within any 6-month evaluation period, the contractor shall receive 0 percent fee.

Systems Availability	% of available fee
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$\geq 99.95\%$	100%
99.5% - 99.9499%	75%
$< 99.9499\%$	0%

2.3.3.2 Move Add Changes (MAC) (2%). The contractor shall provide MAC services ≤ 2 hour from Government approved schedule to meet WBS 5.0 required product and service deadlines to earn 100% of the fee available for this element. To earn 75 percent of the fee, the Contractor shall not exceed 10 instances of late deliverables. When the number of late deliverables exceeds 10 instances, the contractor shall receive 0 percent fee.

Number of Late Deliverables	% of available fee
0	100%
1-10	75%
> 10	0%

2.3.3.3 Mean Time to Repair for Radios (2%). The contractor shall provide in support of WBS 5.0 mean-time-to-repair for radios. The mean-time-to-repair is ≤ 2 days from report of failure and readily available at all times to earn 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not have more than 3 instances where these products and services are not available and/or current within any 6-month evaluation period. When the contractor exceeds 3 instances, the contractor shall receive 0 percent fee.

Number of instances late/unavailable	% of available fee
0	100%
1 – 3	75%
> 3	0%

2.3.3.4 Return to Service for Telephones (3%) In support of WBS 5.0, the contractor shall provide return-to-service for telephones within ≤ 2 hours of trouble ticket initiation. Ensure that all products and services in support of WBS 5.0, consistent with Agency direction and MSFC strategies, goals, and objectives at all times to earn 100% of the fee available for this element. To earn 50 percent of the fee, the Contractor shall not exceed 1 instance where developed products and services are not consistent with Agency and/or Center strategies, goals, or objectives. If the number of instances exceeds one, the contractor shall receive 0 percent fee.

Return to Service > 2 hours	% of available fee
0	100%
1	50%
> 1	0%

2.3.4 Applications and Web Services Measures (17%) WBS 6.0 describes contractor activities required to design, develop, maintain, and provide computer applications and web services for MSFC customers in compliance with established software and web standards. The

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efficiency of the Contractor's Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.4.1 Trouble Ticket Response/Resolution (7%). The contractor shall provide trouble ticket response/resolution by application category as specified in the following tables. Using the scoring methods outlined, the Contractor shall receive 100% of available fee for calculated trouble ticket resolution rate greater or equal to 95%. Calculated Trouble Ticket resolution rate between 90-94% shall receive 80% of the available fee. Calculated Trouble Ticket resolution rate of less than 90% shall receive a zero percent of available fee.

Trouble Ticket Resolution Rate	% of available fee
≥ 95%	100%
90 – 94%	80%
< 90%	0%

The following paragraphs describe how the Applications and Web Services technical performance metric of trouble ticket response and resolution will be counted and scored.

Users, including MITS support personnel, shall document Applications and Web Services problems or concerns through the trouble ticket system. If customers identify problems directly to MITS support personnel, the Contractor shall in turn open a trouble ticket.

Applications and Web Services are categorized as 1, 2, or 3 (reference PWS paragraph 6.0) for the purpose of counting trouble ticket Response Times and Resolution Times. The contractor shall further delineate trouble tickets by types (Critical/Major, Minor, Cosmetic, or Other) according to the definitions below. Target Response Times and Resolution Times by Service Category and for Trouble Ticket type are shown in the following table.

SERVICE CATEGORY		TROUBLE TICKET TYPE			
		CRITICAL / MAJOR	MINOR	COSMETIC	OTHER
1	Target Response Time	30 min	30 min	30 min	30 min
	Target Resolution Time	2 hrs	2 business days	Next scheduled release	2 hrs
2	Target Response Time	1 hr	1 hr	1 hr	1 hr
	Target Resolution Time	1 business day	3 business days	Next scheduled release	1 business day
3	Target Response Time	2 hrs	2 hrs	2 hrs	2 hrs

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	Target Resolution Time	2 business days	5 business days	Next scheduled release	2 business days
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Definitions of Types:

Critical or Major – Either (1) service is not operational or unavailable to critical users/many users, or (2) service is operational, but major features are unavailable or not functioning correctly.

Minor – Service is operational, but has nuisance problems causing inconvenience or work arounds.

Cosmetic – Errors or inconsistencies in appearance or presentation, but with no impact to functionality.

Other – Miscellaneous support, such as user assistance, password reset, application access, etc.

Target response times and target resolution times for each service will be determined by NASA in consultation with the contractor. Target times may be dependent upon coverage requirements. For example, target times for a given service may be category 1 during critical periods of operation, but may be category 3 at all other hours of normal operation. This would be coded as 1/3 and 3/2, where 3 represents periods of critical operation, and 2 represents normal hours of operation.

SCORING TROUBLE TICKET RESPONSE AND RESOLUTION MATRIX FOR APPLICATIONS AND WEB SERVICES

Assumptions:

- Total possible score is 100.
- If the total number of trouble tickets for the performance period is low, then the contractor is performing well and this will be reflected in the score.
- Trouble ticket resolutions are given more weight than response times. The weights are 60% and 40% respectively.

The score will be determined by the following formula, where

B = base value,

X = total of response time targets met for trouble tickets closed during the performance period,

Y = total of resolution time targets met for trouble tickets closed during the performance period, and

Z = total number of trouble tickets closed during the performance period:

$$\text{Score} = B + (100-B)(.4X + .6Y)/Z, \text{ for } Z > 0$$

$$\text{Score} = 100 \text{ for } Z = 0.$$

Example: If B= 0

X= 95

Y= 90

Z= 100

$$\begin{aligned}
 \text{Then score} &= 0 + (100-0) (.4 (95) + .6 (90)) / 100 \\
 &= 100 (38 + 54) / 100 \\
 &= 92
 \end{aligned}$$

The base values are determined according to the following table:

Number of Trouble Tickets Closed During Performance Period	Base Value
0	100
1	95
2	90
3	85
4	80
5	75
6	70
7	65
8	60
9	55
10	50
11	45
12	40
13	35
14	30
15	25
16	20
17	15
18	10
19	5
20 or more	0

Trouble ticket reporting requirements are defined in DRD 1292MA-008, Reports.

2.3.4.2 Schedule Adherence Timeliness (7%). The contractor shall meet all WBS 6.0 required product and service deadlines (as established by the COTR or designee) to earn 100% of the fee available for this element. To earn 90 percent of the fee, the Contractor shall not exceed average days late being one and no critical milestones missed. To earn 80 percent of the fee, the Contractor shall not exceed late delivery of services or products of more than two days with no critical milestones missed. The contractor shall receive 50% of available fee for schedule adherence when the following average days late and critical milestones are missed: Average days late “3” or “4” with “0” critical milestones missed, or average days late “0”, “1” or “2” with “1” critical milestone missed, or average days late “0” with “2” critical milestones missed. The

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contractor shall receive 0 percent of the available fee when services and products delivered per committed schedules with average days late/critical milestones missed as follows:
 average days late “5” with “0” critical milestones missed, or average days late “3”, “4” or “5” with “1” critical milestone missed, or average days late “1”, “2”, “3”, “4” or “5” with “2” critical milestones missed, or average days late \geq “0” with \geq “3” critical milestones missed.

Schedule Adherence/Timeliness	% of available fee
Services and products delivered per committed schedules with average days late being zero (0) and no critical milestones missed	100%
Services and products delivered per committed schedules with average days late being one (1) and no critical milestones missed	90%
Services and products delivered per committed schedules with average days late being two (2) days with no critical milestones missed	80%
Services and products delivered per committed schedules with average days late/critical milestones missed as follows: Average days late “3” or “4” with “0” critical milestones missed, or Average days late “0”, “1” or “2” with “1” critical milestone missed, or Average days late “0” with “2” critical milestones missed	50%
Services and products delivered per committed schedules with average days late/critical milestones missed as follows: Average days late “5” with “0” critical milestones missed, or Average days late “3”, “4” or “5” with “1” critical milestone missed, or Average days late “1”, “2”, “3”, “4” or “5” with “2” critical milestones missed, or Average days late \geq “0” with \geq “3” critical milestones missed	0%

2.3.4.3 Repository Services Availability (3%). The contractor shall ensure that uninterrupted service availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.) for the period of 0700-01630 on normal duty days. Services to be monitored include:

- EDMS
- Directives Master List
- Forms Master List

- Technical Reports (MTRS)

Number of instances late/unavailable	% of available fee
0	100%
1 – 3	75%
> 3	0%

2.3.5 Computing Services Measures (17%) WBS 7.0 describes contractor activities required to implement, operate and maintain computing services. The efficiency of the Contractor's Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.5.1 System Availability (6%). The contractor shall ensure that all computing services are available. To earn 100% of the fee for this element, the contractor shall not fall below 99.8% uptime. To earn 50 % of the fee, the Contractor shall not fall below 99.5% uptime. The contractor shall receive a 0 percent fee for total system uptime below 99.5%.

System Uptime Percentage	% of available fee
99.8 - 100	100%
99.5 - 99.7999	50%
<99.5	0%

2.3.5.2 Return-to-Service (6%). The contractor shall provide return-to-service for Computing Services systems. In order to earn 100% of the available fee for this element, the contractor must ensure that any problematic system is returned to service within 4 hours of trouble ticket initiation. To earn 50 % of the fee, the Contractor shall not exceed 1 instance of late return-to-service. When the number of late return-to-service instances exceeds 1, the contractor shall receive 0 percent fee.

Number of Late Return-to-Service	% of available fee
0	100%
1	50%
> 1	0%

2.3.5.3 Maintenance Requests (5%). In order to receive 100% of the evaluation fee for the element, the contractor shall not be late more than 2 times during the evaluation period. The contractor shall receive 50% of the evaluation fee for the element if there are 3 to 4 late requests. For 4 or more late requests, the contractor shall receive 0% of the fee.

Number of Late Requests	% of available fee
2 or less	100%
3-4	50%
> 4	0%

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2.3.6 Audio Visual Information Services Measures (17%) WBS 8.0 describes contractor activities required to provide management, operations, and production support for Audio Visual Information Services (AVIS). The efficiency of the Contractor's Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.6.1 Schedule Adherence / Timeliness (14%). The contractor shall meet WBS 8.0 required product and service deadlines (as established by the COTR or designee). This element will be measured using a percentage of missed schedules calculated as X/Y where X = # of Service Requests not delivered on time and Y = # of Service Requests closed during the reporting period. To earn 100% of the fee, the Contractor shall have missed delivery on $\leq .5\%$ of total Service Requests closed during the reporting period. To earn 90% of the fee, the Contractor shall have missed scheduled delivery $>.5\%$ but $\leq 1\%$ of total Service Requests closed in the reporting period. To earn 80% of the fee, the Contractor shall have missed scheduled delivery $>1\%$ but $\leq 1.5\%$ of total Service Requests closed in the reporting period. To earn 50% of the fee, the Contractor shall have missed scheduled delivery $>1.5\%$ but $\leq 2\%$ of total Service Requests closed in the reporting period. When the percentage of missed schedule deliveries is greater than 2% of total Service Requests closed in a reporting period, the contractor shall receive 0 percent fee.

Services and products not delivered per committed schedule	% of available fee
Percentage $\leq .5\%$ of total Service Requests closed during reporting period.	100%
Percentage $>.5\%$ but $\leq 1\%$ of total Service Requests closed in reporting period.	90%
Percentage $>1\%$ but $\leq 1.5\%$ of total Service Requests closed in reporting period.	80%
Percentage $>1.5\%$ but $\leq 2\%$ of total Service Requests closed in reporting period	50%
Percentage $>2\%$ of total Service Requests closed in reporting period.	0%

2.3.6.2 Streaming Services Availability (3%). The contractor shall ensure that streaming servers, live streams and Desktop TV application are available at least 99.9% during regular business hours and 95% overall to achieve 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not fall below 99% during normal duty hours and 95% overall. The contractor shall receive a 0 percent fee for total system uptime below 95%.

Streaming Services Availability	% of available fee
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$\geq 99.9\%$ during normal duty hours and $\geq 95\%$ overall	100%
99% - 99.899% during normal duty hours and $\geq 95\%$ overall	75%
$< 99\%$ during normal duty hours or $< 95\%$ overall	0%

3.0 Audit Reporting Integrity

If random audits by the COTR or appointed designee(s) detect self-surveillance reporting errors during any six month evaluation period, the Contractor's total performance fee for that period will be reduced as shown below. This deduction does not apply to reporting errors that have no effect on the performance fee.

Number of self-surveillance report errors	% of available fee
0	100%
1-2	98%
3-4	95%
5-6	90%
> 6	85%

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OCIO Monitor Survey**Date:****Monitor Name:****Functional Area:****Performance Area:**

1. Competence and availability of contractor personnel.
2. Responsiveness (unique requests, special assignments, change management, emergencies, etc.).
3. Quality of deliverables (appropriateness, completeness, comprehensive, integrated, etc).
4. Collaboration, integration and proactive communication among team OCIO, other contractors, and with customers.
5. Recognition of, and improvement in, critical problem areas.
6. Cost control including accuracy of cost estimates and use of resources.

	Poor	Fair	Good	Very Good	Excellent

To be completed by COTR

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Ratings:**Poor** = Numerous performance issues noted.**Fair** = Generally average performance but several performance issues (three or more).**Good** = Average performance level from a competent contractor with few issues noted.**Very Good** = Performance is generally above average with only minor issues.**Excellent** = Performance is consistently of high quality with only negligible issues.**[END OF ATTACHMENT J-5]**

ATTACHMENT J-6

Safety & Health Management Implementation Guide and Assessment Matrix

Score	Commitment and Involvement (Element 1)		Worksite System and Analysis (Element 2)	Hazard Prevention and Control (Element 3)	Safety and Health Training (Element 4)
	A. Management	B. Employee			
10	Benchmarking indicates "best in Class." In areas of visible management leadership, responsibility/accountability, meaningful metrics, and incentive/recognition systems.	Employees fully involved, safety committees functioning well, is a complete behavior process functioning at least one year, employees involved in process planning and risk assessment.	All sub-elements fully in place and functioning well for at least one year.	All programs and sub-elements fully functioning for one year, strong professional support.	All training processes functioning, all levels of personnel trained to identified needs, management training ongoing.
9	All sub-elements are in place and functioning well, but have as yet to reach full maturity.	All processes functioning but for limited time, employees involved to great extent.	All sub-elements in place, employees actively participating.	All programs and sub-elements in place and functioning.	All training processes established, management initial training complete.
8	One sub-element not fully in place but all are being implemented.	Most processes in place, employee involvement growing.	All sub-elements functioning, employee participation growing.	At least five sub-elements functioning and one in final stage of implementation.	Most personnel trained to identified needs, training recordkeeping and recall system functioning.
7	Two sub-elements not fully implemented. Implementation in process on all elements. Employee participation and commitment widespread.	Process activities expanding through organization. Committees and teams functioning.	At least five sub-elements functioning and remainder established.	At least four sub-elements functioning, remaining two developing.	Management and supervisor training in process specialized training in process.
6	All sub-elements in process or in place. Strong management leadership and commitment begun, metric systems in place, resourcing appropriate.	Employee representatives functioning, joint committees functioning, participating in risk assessment and accident investigation.	At least four sub-elements functioning and remaining three in process, employee participation beginning to spread through organization.	Medical and safety programs strengthening, emergency preparedness program established and exercised.	Management training in process developed, supervisor training developed, training recordkeeping and recall system developed.
5	Management commitment and leadership accepted by workers, worker participation and commitment begun, metric system.	Employee representatives appointed/elected, committees beginning to perform functions (investigation, analysis, process improvement).	All sub-elements established, employees beginning to participate.	Rules written, medical and safety programs developing Personal Protective Equipment adequate.	Training template completed for all personnel, training needs identified, process development begun, recordkeeping and recall system being developed.
4	Management commitment and leadership flowing down to workers, metric systems being developed, incentive/recognition system in process.	All processes being established, involvement and awareness enhancement growing.	At least five sub-elements initiated including self-assessment, hazard reporting, and mishap close call investigations.	Rules in process, emergency preparedness program being developed.	Training development in process, specialized training established, mandatory training in process
3	Generally good management commitment and leadership, implementation plans approved for all elements.	All process needs identified, awareness and involvement enhancement activities begun.	Job Hazard analysis established, investigations strengthened and include employees.	Medical program initiated safety and health program initiated.	Training needs evaluation complete, training templates in process, recordkeeping and recall system needs to be established
2	Management exhibits some aspects of leadership, accountability systems not well defined, employee participation framework defined, limited metrics.	Committees established, little activity, employee involvement beginning, awareness of process started.	Plans established to implement all sub-elements, at least two sub-elements beginning to function.	Personal protective equipment requirements established and being enforced, plans developed for other elements.	Training needs evaluation begun, training template forms developed.
1	Sub-elements have not been established to any significant extent, management leadership is lacking, little or no employee participation.	No committees, little or no employee involvement, no process, little process planning.	Two or fewer sub-elements established, no self-inspection, shallow accident investigation process.	Few or no programs or sub-elements established, few written rules, limited enforcement.	Training needs not established, no management training, limited or no supervisor training.

ATTACHMENT J-6

The MSFC Environmental Engineering and Occupational Health Office performs periodic environmental compliance inspections to assess contractor performance relative to the provisions of DRD 987SA-001. These findings are provided to MSFC senior management. In incidences of non-compliance, the contractor is liable for all clean-up expenses and all applicable fines.

SAFETY PERFORMANCE EVALUATION SUMMARY EVALUATION CRITERIA AND PERFORMANCE RECOGNITION

Evaluation Criteria

- Management Commitment and Employee Involvement
- System and Worksite Hazard Analysis
- Hazard Prevention and Control
- Safety and Health Training

Score	≥ 36 points (Annual Score)	≥ 28 points (Annual Score)	≤ 16 points (Quarterly Score)
LTC (Lost Time Case Report)	<p style="text-align: center;">and</p> <p>≤ 50% of the LTC Rate for the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC shall have no lost time injuries during the past year</p>	<p style="text-align: center;">and</p> <p>less than the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC shall have no more than one lost time injury during the past year.</p>	<p style="text-align: center;">or</p> <p>more than the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC. A Level III rating will be given when greater than two lost time injuries are reported during the past year.</p>
Grade Levels	I	II	III
Recognition	Formal award publicly recognized. Appropriate Past Performance referrals provided.	Formal letter of commendation – will impact contract evaluation and past performance. (Score must either be the same score or higher from the last evaluation.)	Formal letter expressing concern. Corrective Action Plan requested. Data placed in Past Performance Database. Failure to improve could result in Contract Options not being exercised.

NOTE: If the contractor's safety performance evaluation does not fall within one of the above categories, no recognition will be provided.

ATTACHMENT J-6

DEDUCTIONS

Failure to report information on all personnel and property mishaps that meet the criteria of NASA NPR 8621.1B, on a monthly basis will result in a deduction of \$1,000 for each occurrence of failure to report. Information to be reported includes items listed in paragraph 6 of the clause.

[END OF ATTACHMENT J-6]

ATTACHMENT J-7

RESERVED

ATTACHMENT J-8

Installation Provided-Property and Services

Installation Provided-Property and Services

In addition to the items specified in Clause G.7, the Government will provide property, equipment, and services as available and necessary for performance pursuant to the contract Sections. The following property, equipment, and services will be available for onsite effort on a no-charge for use basis. This list may not be all-inclusive and may change depending on the Government's assessment of need.

- a. Instrumentation, Calibration and Repair, and Metrology
Calibration and Metrology services for portable, commercial test equipment.
- b. Photography
Photographic support services.
- c. Transportation
Day shift taxi for office personnel transportation around MSFC.
- d. Reproduction - Printing
Reproduction services for black and white large engineering prints. Quick copying machines will also be provided.
- e. Security
Base security services.
- f. Medical
 - (1) Ambulance service.
 - (2) Physical examinations for certifications as required by NASA/MSFC regulations.
- g. Refuse Collection
Refuse collection.
- h. Food Service
In addition to normal-hour cafeteria privileges, snack bars and vending machines are available.
- i. Mail Service
On-post mail service will be limited to a single onsite location.

ATTACHMENT J-8

Installation Provided-Property and Services

- j. Safety Equipment
Special safety equipment will be provided; however, personal safety items, i.e., gloves, goggles, hats, coveralls, shoes, etc., will not be Government-furnished.
- k. Vehicle Maintenance
Maintenance and gasoline for Government-owned vehicles.
- l. Janitorial Services
Janitorial services and supplies for the Government provided facilities.
- m. Electrical Motors
Servicing and repairs, exclusive of controls.
- n. Supplies, Materials, and Spare Parts
From Government Stores Stock (MSFC Supply - Federal Groups 13 through 99) standard supplies and materials may be purchased by Contractors.
- o. Tools
Special tools and equipment as required. Hand tools will not be Government-furnished. (Personal tools will be provided by the Contractor.)
- p. Desktop Services
Workstations, networks, servers and supporting infrastructure.
- q. Installation Provided Property/Equipment
Attachment J-8, Installation Provided Property/Equipment can be obtained at the following MSFC website <http://mits.msfc.nasa.gov> and is hereby incorporated by reference.
- r. Government-Owned Vehicles
1 Ford F-700 Cable Reel Truck, Fleet No. GT-254693,
VIN No. 1FDPK74CF4PVA27541

1 GMC T-8500 Television Studio Production Truck, Fleet No.
GT-367399, VIN No. 1GDT7C4C8XJ507100

1 Communication Restoration and Recovery (CRR) Vehicle , VIN No.
1FTXW43R79EA42695, 1 CRR Trailer VIN No. 4J6TC16269B110507

1 Disaster Restoration and Recovery (DRR) Vehicle DRR
VIN No. 1FVACYBS19DAM5633

ATTACHMENT J-9
Applicable Regulations and Procedures

In addition to the regulations and procedures identified elsewhere in this Request for Proposal, the following regulations and procedures, and the latest revision thereto are applicable to the Contractor in performing this contract. This listing is not intended to relieve the Contractor of its responsibility for identification of applicable regulations and procedures and compliance therewith, when performing work for NASA under this contract.

CODE OF FEDERAL REGULATIONS

14 CFR 1221.1	NASA Seal, NASA Insignia, NASA Logotype, NASA Program Identifiers, NASA Flags, and the Agency's Unified Visual Communications System
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OMB CIRCULARS

Circular A-130	Management of Federal Information Resources
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NASA INTERIM DIRECTIVES

NID-9250 Identifying Capital Assets and Tracking Their Costs

NASA POLICY DIRECTIVES

NASA directives are available from the nasa online directives information system (nodis): http://nodis3.gsfc.nasa.gov/library/main_lib.html

NPD 1383.1	Release and Management of Audiovisual Products and Services
NPD 1383.2	NASA Assistance to Non-Government, Entertainment Oriented Motion Picture, Television, Video, and Multimedia Productions, Enterprises, and Advertising
NPD 1440.6	NASA Records Management
NPD 1490.1	NASA Printing, Duplicating, and Copy Management
NPD 1600.2	NASA Security Policy

ATTACHMENT J-9
Applicable Regulations and Procedures

NPD 2190.1	NASA Export Control Program
NPD 2200.1	Management of NASA Scientific and Technical Information
NPD 2521.1	Communications Material Review
NPD 2530.1	Monitoring or Recording of Telephone or Other Conversations
NPD 2540.1	Personal Use of Government Office Equipment including Information Technology
NPD 2570.5	NASA Electromagnetic (EM) Spectrum Management
NPD 2800.1	Managing Information Technology
NPD 2810.1	NASA Information Security Policy
NPD 2820.1	NASA Software Policies
NPD 4200.1	Equipment Management
NPD 4300.1	NASA Personal Property Disposal Policy
NPD 8610.6	Graphic Markings on Space Transportation Vehicles, U.S. Components of the International Space Station Component Systems, and Payloads
NPD 9501.1	NASA Contractor Financial Management Reporting System

NASA PROCEDURAL REQUIREMENTS

NPR 1040.1	NASA Continuity of Operations (COOP) Planning Procedural Requirements
NPR 1441.1	NASA Records Retention Schedules
NPR 1600.1	NASA Security Program Procedural Requirements
NPR 2190.1	NASA Export Control Program
NPR 2200.2	Requirements for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information (STI)
NPR 2800.1	Managing Information Technology
NPR 2810.1	Security of Information Technology
NPR 4100.1	NASA Materials Inventory Management Manual

ATTACHMENT J-9
Applicable Regulations and Procedures

NPR 4200.1	NASA Equipment Management Procedural Requirements
NPR 4200.2	Equipment Management Manual for Property Custodians
NPR 4300.1	NASA Personal Property Disposal Procedural Requirements
NPR 7120.5	NASA Space Flight Program and Project Management Requirements
NPR 8715.3	NASA General Safety Program Requirements
NPR 9501.2	NASA Contractor Financial Management Reporting

FEDERAL ACQUISITION REGULATIONS (FAR)

<u>FAR Part 39.2</u>	<u>Electronic and Information Technology (EIT) Accessibility, Section 508 of the Rehabilitation Act of 1973</u>
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NASA FAR SUPPLEMENT (NFS)

<u>NFS</u>	<u>NASA FAR Supplement</u>
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MARSHALL POLICY DIRECTIVES

MSFC Directories are available from the Directives Master List on the MSFC Integrated Document Library: <https://repository.msfc.nasa.gov/directives/>

MPD 1040.3	MSFC Emergency Program
MPD 1280.1	Marshall Quality Management System Manual
MPD 1380.1	Release of Information to News and Information Media
MPD 1800.1	MSFC Smoking Policy
MPD 1840.1	MSFC Environmental Health Program
MPD 1840.2	MSFC Hearing Conservation Program
MPD 2190.1	MSFC Export Control Program
MPD 2210.1	Documentation Input and Output of the MSFC Documentation Repository

ATTACHMENT J-9
Applicable Regulations and Procedures

MPD 2800.1	Management of Information Technology Systems and Services at MSFC
MPD 8500.1	MSFC Environmental Management Policy
MPD 8812.1	MSFC Facility Utilization Policy

MARSHALL PROCEDURAL REQUIREMENTS

MPR 1382.1	Protection of Privacy Act Information at MSFC
MPR 1410.2	Marshall Management Directives System
MPR 1420.1	MSFC Forms Management Program
MPR 1440.2	MSFC Records Management Program
MPR 1490.1	Printing, Reproduction, and Self-Service Copying Services
MPR 2220.1	Scientific and Technical Publications
MPR 2500.1	Marshall Telecommunications and Audio Visual Services
MPR 2800.2	Marshall information Technology Services
MPR 2800.4	Marshall Operational Readiness Review (MORR) for Center Applications and Web Sites

MARSHALL WORK INSTRUCTIONS

MWI 1380.1	Handling of Freedom of Information Act Requests
MWI 1500.1	Special Events Coordination
MWI 1520.1	Graphic and Publication Production Services
MWI 2210.1	MSFC Documentation Repository Input/Output and Data Management Project Requests
MWI 4200.1	Equipment Control
MWI 4300.1	Disposal Turn-Ins/Reutilization Screening

ATTACHMENT J-9
Applicable Regulations and Procedures

MWI 4520.1	Receiving
MWI 7120.2	Data Requirements Identification/Definition
MWI 7120.5	Data Management Plans, Programs/Projects
MWI 8540.2	Green Purchasing Program
MWI 8550.1	Waste Management
MWI 8621.1	Mishap and Close Call Reporting and Investigation Program
MWI 8715.1	Electrical Safety
MWI 8715.2	Lockout/Tagout Program
MWI 8715.3	Hazard Identification & Warning System
MWI 8715.4	Personal Protective Equipment (PPE) and Systems
MWI 8715.9	Occupational Safety Requirements for MSFC Contractors
MWI 8715.11	Fire Safety Program
MWI 8715.13	Safety Concerns Reporting System (SCRS)
MWI 8715.15	Operational Safety Assessment Program

ORGANIZATIONAL WORK INSTRUCTIONS

IS01-OWI-001	Document and Record Control
IS01-OWI-003	Contractor Evaluation Process and Contractor Interactions
IS01-OWI-007	Mission Readiness Review (MRR) Procedures
IS01-OWI-008	Information Technology Risk Management
IS01-OWI-009	Pricing and Delivery of CIO Services

ATTACHMENT J-9
Applicable Regulations and Procedures

STANDARD OPERATING PROCEDURES

Doc No.	New Doc. No.	Last Publication	Title
1b101		04/29/08	Processing Of Standard Operating Procedures
1b110		03/26/08	Facility Work
1b139		06/10/08	Scheduling And Operations Of Conference Facilities At Marshall Space Flight Center
1b203		04/29/08	Operation, Control, And Dispatch Of Vehicles
1b219		10/03/08	Reporting Movement of Contractor Controlled Property User Responsibilities
1b220		06/27/08	Sales Or Exchange Of Equipment
1b221		04/29/08	Equipment Condition Coding
1b223		08/26/08	Resetting Passwords And Lockouts For NDC And Office Of The CIO Managed Systems
302-001	3000-4622	07/31/07	Handling Security Violations
302-003	3000-4614	07/31/08	Roles And Responsibilities While On-Call
302-024	4000-FORM-047		<u>Encase Data Gathering Form</u>
302-025	4000-FORM-046		<u>Evidence Control and Chain of Custody Form</u>
302-031	3000-4633	08/01/07	<u>Entering Information into the Remedy Database</u>
302-032	3000-4634	08/01/07	<u>Hard-Closing Trouble Tickets</u>
302-033	3000-4627	07/31/07	<u>Transferring Trouble Tickets</u>
302-037	3000-4630	08/01/07	Intrusion Detection Systems
302-041	3000-4631	08/01/07	<u>Handling Trouble Tickets that are Transferred to IT Security</u>
302-053	3000-4632	08/01/07	<u>Release of IT Security Information</u>
302-061	3000-4617	03/12/07	Signature Guidelines for Intrusion Detection Systems
1B311	New	08/26/08	Service Restoration Team
1B312	New	05/15/08	Root Cause Analysis
1B313	New	06/27/08	MSFC Scientific and Technical Information (STI) Program
1B314	New	09/17/08	Unplanned Building Outage Notifications
2B9		06/10/08	Operations and Testing of the Emergency Warning System
2B18		03/26/08	Personnel Relocations
3B5		05/15/08	Operation and Maintenance of the Employee Television System
3B6	New	09/17/08	Applications and Web Services (A&WS) Test and Validation Process

ATTACHMENT J-9
Applicable Regulations and Procedures

4B3		07/10/08	Morris Auditorium Audio/Video Control
4B10		04/03/08	Duplicating Copyrighted Video Tapes, Optical Media and Films
4B17		07/10/08	Operations of Imaging Services
5B9		04/03/08	Marshall Space Flight Center Media Relations Mission Communications Support Requirements
5B21		07/31/08	Impoundment of Data
6B5		01/30/08	Fiber-Optics Outside Cable Plant Procedure
6B6	New	08/06/08	Installation and Acceptance Criteria for Intrabuilding/Cabling and Wiring
7B7		03/26/08	Mobile Radio Installations, Removals, Relocations and Frequency Changes at Marshall Space Flight Center and Michoud Assembly Facility
9B4		10/06/08	Telecommunications Manholes Entry
9B5		10/06/08	Safety Equipment and Usage
9B9		10/06/08	Hazardous Facilities, Operations, and Equipment
9B13		10/06/08	Fire Prevention Program
9B14		06/27/08	Severe Weather Emergencies
9B15		06/27/08	Material Handling and Equipment
9B16		04/29/08	Asbestos Hazardous Operations
9B17		10/06/08	Communications Towers Safety Criteria
9B26		10/06/08	Ergonomics Program
9B32		10/06/08	Safety Inspections and Remedial Action Plans
9B36		10/06/08	Confined Space Entry
9B37		10/06/08	Safety Criteria for Elevated Work Surfaces
9B39		02/13/08	Personnel Safety Training and Certification
9B40		02/13/08	Control of Hazardous Chemicals, Substances, and Materials
9B41	New	06/10/08	MSFC IT Security Incident Response
502.01	5000-4200	05/01/08	Service Order Control Desk
502.02	5000-4201	05/01/08	Still Photography
502.03	5000-4202	05/01/08	Still and Digital Laboratory
502.4	5000-4203	05/01/08	Instrumentation and Engineering
502.5	5000-1211	10/05/08	Test Area Video Documentation
502.8	5000-4204	05/01/08	Conference Facilities Support
502.10			SRS and ROM Procedures
502.11			Contingency Plan for Imaging Server
503.1	5000-4100	05/19/08	Live Shot
503.2	5000-4101	05/19/08	Video File
503.3	5000-4102	05/19/08	Tape Operations
503.4	5000-4103	05/19/08	POC Cut-in
503.6	5000-4104	05/19/08	Morris Auditorium
503.7	5000-4105	05/19/08	Mission Ops

ATTACHMENT J-9

Applicable Regulations and Procedures

10B201		03/06/08	Operations of the Marshall Space Flight Center Communications Message Center
10B211		02/13/08	Emergency Plan for Physical Security of the National Security Systems Enclave (NSSE)
10B213		06/10/08	Secure Facsimile Messages
10B214		10/03/08	Access and Control for the Marshall Space Flight Center National Security Systems Enclave (NSSE)
10B218		03/06/08	Handling of Classified Documents Within the National Security Systems Enclave (NSSE)
10B220		01/11/08	Maintenance and Configuration Control of Classified Equipment and Circuits
10B228		04/03/08	Destruction of Sensitive Applications Data
10B230		06/10/08	Flash Legacy (AUTODIN) Traffic Notification List
13B1	New	05/15/08	Operation and Maintenance of the All-Hands Teleconferencing System
13B503		07/10/08	Administrative Telephone Service at MSFC
13B504		11/17/08	Administrative Telephone Service at MAF
14B101		05/15/08	Processing Trouble Reports
14B102		01/24/08	Support of Facilities Outages Affecting Telecommunications at Marshall Space Flight Center
14B103	New	07/10/08	Major Outage Notifications and Escalations
14B120		01/24/08	Bomb Threats
16B101		05/15/08	Audio and Video Distribution, of Television Signals from the Central Distribution Center
16B103		07/10/08	Verification of Audio and Video Levels Within Marshall Space Flight Center Television System
16B104		07/10/08	Transmitting To or Receiving from the NASA Multichannel Systems
16B107		07/10/08	Acceptance of Video Signal to and from Common Carriers
16B114		07/10/08	Distribution of Television for Space Shuttle Missions
19B102		10/27/08	MSFC Telephone Switch Disaster Recovery Activities
19B105		08/26/08	NASA Information Support Center (NISC) Disaster Recovery
19B111		10/03/08	Midrange Data Center (Building 4663) Disaster Recovery Procedure

ATTACHMENT J-9
Applicable Regulations and Procedures

OTHER

General Records Schedules are available from the National Archives and Records Administration home page, “Records Management – Publications” at <http://www.nara.gov/records/index/html>

INFORMATION TECHNOLOGY SECURITY

Information Technology Security documentation is available at <http://www.nasa.gov/offices/ocio/itsecurity/index.html>

FIPS 199	Standards for Security Categorization of Federal Information and Information Systems
FIPS 200	Minimum Security Requirements for Federal Information and Information Systems
NIST SP 800-18	Guide for Developing Security Plans for Federal Information Systems
NIST SP 800-26	Security Self-Assessment Guide for Information Technology Systems
NIST SP 800-30	Risk Management Guide for Information Technology Systems
NIST SP 800-34	Contingency Planning Guide for Information Technology Systems
NIST SP 800-37	Guide for the Security Certification and Accreditation of Federal Information Systems
NIST SP 800-53	Recommended Security Controls for Federal Information Systems
NIST SP 800-61	Computer Security Incident Handling Guide

ATTACHMENT J-10

DOD FORM 254 CONTRACT SECURITY CLASSIFICATION AND SPECIFICATION

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING a. FACILITY CLEARANCE REQUIRED <div style="text-align: center; border: 1px solid black; padding: 2px;">SECRET</div> b. LEVEL OF SAFEGUARDING REQUIRED <div style="text-align: center; border: 1px solid black; padding: 2px;">NONE</div>	
2. THIS SPECIFICATION IS FOR: <i>(X and complete as applicable)</i>				3. THIS SPECIFICATION IS: <i>(X and complete as applicable)</i>	
		a. PRIME CONTRACT NUMBER		Date (YYMMDD)	
		b. SUBCONTRACT NUMBER		Date (YYMMDD)	
X		c. SOLICITATION OR OTHER NUMBER		Date (YYMMDD)	
		Due Date (YYMMDD)		Date (YYMMDD)	
		TBD		c. FINAL <i>(Complete Item 5 in all cases)</i>	
4. IS THIS A FOLLOW-ON CONTRACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under _____ <i>(Preceding Contract Number)</i> is transferred to this follow-on contract.					
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period _____					
6. CONTRACTOR <i>(Include Commercial and Government Entity (CAGE) Code)</i>					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
TBD		TBD		Defense Security Service Little John Road Redstone Arsenal, AL 35898	
7. SUBCONTRACTOR					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
8. ACTUAL PERFORMANCE					
a. LOCATION		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
NASA/MSFC Marshall Space Flight Center, AL 35812, and other NASA Centers		N/A		NASAMSFC Protective Services/AS50 Marshall Space Flight Center, AL 35812	
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT					
"MSFC Information Technology Services (MITS)"					
10. CONTRACTOR WILL REQUIRE ACCESS TO:					
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION		YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	
b. RESTRICTED DATA		X		a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	
d. FORMERLY RESTRICTED DATA			X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	
e. INTELLIGENCE INFORMATION			X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	
(1) Sensitive Compartmented Information (SCI)			X	e. PERFORM SERVICES ONLY	
(2) Non-SCI				f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	
f. SPECIAL ACCESS INFORMATION			X	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	
g. NATO INFORMATION			X	h. REQUIRE A COMSEC ACCOUNT	
h. FOREIGN GOVERNMENT INFORMATION			X	i. HAVE TEMPEST REQUIREMENTS	
i. LIMITED DISSEMINATION INFORMATION			X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	
j. FOR OFFICIAL USE ONLY INFORMATION		X		k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	
k. OTHER <i>(Specify)</i> Sensitive but Unclassified(SBU)		X		l. OTHER <i>(Specify)</i>	

12. PUBLIC RELEASE Any information (*classified or unclassified*) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

☐ Direct ☒ Through (*Specify*)

Public Affairs Office, CS20, George C. Marshall Space Flight Center, Marshall Space Flight Center, AL 35812
(must provide four (4) copies)

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.

*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. SECURITY GUIDANCE. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (*Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.*)

- a. The provisions of this contract are generally limited to the Marshall Space Flight Center (MSFC) area with the exception being those locations where equipment is installed, maintained and general support is required by the User Agency.
- b. Personnel security clearances will be issued only to those who have justifiable need.
- c. The contractor will be responsible for following all applicable NASA and NSA guidelines and directives, applicable directives of the Committee on National Security Systems (CNSS), and applicable Security Classification Guides, and for keeping abreast of changes to those directives. Other applicable guidelines are: DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM) and Supplement 1, NPR 1600.1, NASA Security Procedures and Guidelines, and MPR 1600.1, MSFC Security Procedures and Guidelines.
- d. Building 4207 (MSFC) is the designated Crypto facility.

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. (*If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.*)

☐ Yes ☒ No

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (*If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.*)

☒ Yes ☐ No

Inspections will be conducted by MSFC and the Defense Security Service as required.

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL

Michael D. Wilson

b. TITLE

Manager, Protective Services Office
Marshall Space Flight Center

c. TELEPHONE (*Include Area Code*)

(256) 544-5205

d. ADDRESS (*Include Zip Code*)

NASA/Marshall Space Flight Center
AS50
MSFC, AL 35812

e. SIGNATURE

17. REQUIRED DISTRIBUTION

☒

a. CONTRACTOR

☐

b. SUBCONTRACTOR

☒

c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR

☐

d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION

☒

e. ADMINISTRATIVE CONTRACTING OFFICER

☒

f. OTHERS AS NECESSARY

ATTACHMENT J-11

Safety, Health, and Environmental (SHE) Plan

(To be submitted with proposal, incorporated by reference.)

ATTACHMENT J-12**ACRONYMS AND ABBREVIATIONS**

A&WS	Applications and Web Services
ACA	Associate Contract Agreement
ACES	Agency Consolidated End-User Services
ACO	Administrative Contracting Officer
AIM	Applications Inventory Module
AO	Announcement of Opportunity
AQL	Acceptable Quality Level
AR	Acceptance Review
ASQ	American Society for Quality
AV	Audio/Visual
AVIS	Audio Visual Information Services
AVS	Audio Video Coding Standard
B&W	Black and White
BICE	Bureau of Immigration and Customs Enforcement
BLS	Bureau of Labor Statistics
BOE	Basis of Estimate
BY	Budget Year
C&A	Certification and Accreditation
CAITS	Center-wide Action Item Tracking System
CAO	Certification & Accreditation Official
CAOT	Cognizant Audit Office Template
CAS	Cost Accounting Standards
CAS	Corrective Action System
CASI	Center for Aerospace Information
CBA	Collective Bargaining Agreement
CCAIMS	Computing and Communications Asset Information Management System
CCS	Center Chief of Security
CCTV	Closed Circuit Television
CD	Compact Disk
CDC	Central Distribution Center
CDL	Commercial Driver's Licenses
CDR	Critical Design Review
CD-ROM	Compact Disk – Read Only Memory
CECSR	Contractor's Employee Compensation System Review
CERTRAK	MSFC Certification Database
CESR	Contractor's Estimating System Review
CF	Customer Feedback
CFC	Combined Federal Campaign

Attachment J-12**ACRONYMS AND ABBREVIATIONS**

CFR	Code of Federal Regulations
CIO	Chief Information Officer
CMMI	Capability Maturity Model Integration
CMMS	Computerized Maintenance Management System
CMP	Configuration Management Plan
CMR	Communication Material Review
CO	Contracting Officer
COM	Cost of Money
COOP	Continuity Of Operations Plan
COSS	Center Operations Support Services
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off The Shelf
CPR	Core Process Requirement
CPSR	Contractor's Purchasing System Review
CRM	Customer Relationship Management
CRR	Communications Restoration and Recovery
CSO	Corporate Security Officer
CUB	Compliance and Usability Board
DA	Data Administration
DAA	Document Availability Authorization
DABO	Design, Acquire, Build and Operate
DAR	Data at Rest
DCAA	Defense Contract Audit Agency
DCB	Directives Control Board
DCL	Document Change Log
DDRL	Documentation Distribution Requirements List
DELMIA	Digital Enterprise Lean Manufacturing Interactive Application
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Service
DoD	Department of Defense
DOL	Department of Labor
DOT	Department of Transportation
DPD	Data Procurement Document
DR	Disaster Recovery
DR	Decommissioning Review
DRD	Data Requirement Document
DRL	Data Requirements List
DRR	Data Communications and Recovery

ATTACHMENT J-12**ACRONYMS AND ABBREVIATIONS**

DTIC	Defense Technical Information Center
DTV	Digital Television
DVC	Digital Video Camera
DVCAM	Digital Video Camera
DVD	Digital Video Disc
EA	Enterprise Architecture
EACC	Enterprise Application Competency Center
EAR	Export Administration Regulations
EAST	Enterprise Applications Service Technologies
ECP	Engineering Change Proposal
EDC	Engineering Design Challenge
EDMS	Repository Electronic Documentation Management System
EDP	Electronic Data Processing
EIT	Electronic and Information Technology
EM	Electromagnetic
EMC	Electromagnetic Compatibility
EMI	Electromagnetic Interference
eMRPT	electronic MSFC Resources Planning Tool
EMS	Electronic Meeting System
EPM	Excel Pricing Model
ePORT	electronic Project Online Risk Tool
ERC	Educator Resource Center
ERSA	Electronic Records Staging Area
ET	External Tank
ETPS	Electronic Test Preparation Sheet
EWS	Emergency Warning System
FAR	Federal Acquisition Regulation
FAS	Financial Accounting Standard
FASB	Financial Accounting Standard Board
FCO	Field Change Order
FEAC	Federated Enterprise Architecture Certification
FEMA	Federal Emergency Management Agency
FGE	Federal Grade Equivalency
FIPS	Federal Information Processing Standards Publication
FISMA	Federal Information Security Management Act
FMD	Financial Management Division
FPRA	Forward Pricing Rate Agreement
FSO	Facility Security Officer
FSS	Fire Surveillance System

Attachment J-12**ACRONYMS AND ABBREVIATIONS**

FTS	Federal Telecommunications System
GAO	Government Accountability Office
GBC	General Binding Corporation
GPO	Government Printing Office
GRAM	Global Reference Atmospheric Model
HOSC	Huntsville Operations Support Center
HPGL	Hewlett-Packard Graphic Language
HSPD-12	Homeland Security Presidential Directive-12
HVAC	Heating, Ventilation, Air Conditioning
ICD	Interface Control Document
ID	Identification
IDMS	Identity Management System
IEC DDMS	Integrated Engineering Capability, Design and Data Management System
IEM	Integrated Enterprise Management
IEMP	Integrated Enterprise Management Project
IES	Integrated Engineering System
IFR	Infrastructure Review
IPAM	IP Address Management
IPO	Industrial Property Officer
IRIS	Incident Reporting Information System
IRT	Incident Response Team
ISCB	Center Information Systems Change Board
ISO	International Organization for Standard
IT	Information Technology
ITAR	International Traffic and Arms Regulations
ITEP/IM	IT Evaluation Planning and Innovation Management
ITPM	IT Portfolio Management
ITSC	IT Security Center
ITSM	Information Technology Security Manager
JCP	Joint Committee on Printing
JD/Q	Job Description/Qualification
LAN	Local Area Network
LTC	Lost Time Case
MAF	Michoud Assembly Facility
MAMS	Marshall Asset Management System
MAPTIS	Materials and Processes Technical Information System
MCDAS	Measurement and Controls Data Acquisition System
MCR	Management Community Resource

ATTACHMENT J-12**ACRONYMS AND ABBREVIATIONS**

MCS	MSFC/Marshall Computing Services
MEKM	Marshall Engineering Knowledge Management System
MEOV	Mobile Emergency Operations Vehicle
MFD	Multifunctional Device
MICS	Management Information and Control System
MIT	Marshall Information Technology Services
MIW	Management Information Warehouse
MiX	Marshall Image Exchange
MNI	MSFC NAMS Integration
MOA	Memorandums of Agreement
MORR	Marshall Operational Readiness Review
MOU	Memoranda of Understanding
MPIS	Marshall Personnel Information System
MRR	Mission Readiness Review
MSFC	Marshall Space Flight Center
MSFOC	Manufacturing Support and Facility Operations Contract
MSR	Mission Support Room
MTRS	Marshall Technical Report Server
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NAICS	North American Industry Classification System
NAIS	NASA Acquisition Internet Service
NAMS	NASA Account Management System
NAR	Needs Assessment Reports
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NASIRC	NASA Incident Response Center
NASTRAN	NASA Structural Analysis
NCIC	National Crime Information Center
NDC	NASA Data Center
NEDC	NASA Enterprise Data Center
NESS	NASA Electronic Submission System
NETWORK	GSA Networks Contract
NF	NASA Form
NFNMS	NASA Foreign National Management System
NFS	NASA FAR Supplement
NICS	NASA Integrated Communications Services
NID	NASA Interim Directive
NISC	NASA Information Support Center

Attachment J-12**ACRONYMS AND ABBREVIATIONS**

NISN	NASA Integrated Services Network
NISPOM	National Industrial Security Program Operating Manual
NIST	National Institute of Standards and Technology
NiX	NASA Image Exchange
NLRB	Number of National Labor Relations Board
NOAA	National Oceanic & Atmospheric Administration
NODIS	NASA Online Directives Information System
NPD	NASA Procedure Directive
NRA	NASA Research Announcement
NRRS	NASA Records Retention Schedule
NSMS	NASA Supply Management System
NSSC	NASA Shared Services Center
NSSE	National Security Systems Enclave
NSSTC	National Space Science and Technology Center
NTSR	New Technology Summary Report
OATS	Outside Activity Tracking System
OCI	Organizational Conflict of Interest
OCIO	Office of Chief Information Officer
ODIN	Outsourcing Desktop Initiative
OHCM	Office of Human Capital Management
OMB	Office of Budget and Management
OPM	Offeror Pricing Model
OPM	Office of Personnel Management
OPX	Off-Premise Extensions
OS	Operating System
OSAC	Office of Strategic Analysis and Commutations
PABX	Private Automatic Branch Exchange
PACS	Physical Access Control System
PAI	Privacy Act Information
PBX	Public Branch Exchange
PCI	Personal Identity Verification Card Issuance
PCR	Project Completion Review
PDF	Portable Document Format
PDR	Preliminary Design Review
PDWS	Procurement Data Warehouse System
PKI	Public Key Infrastructure
PL	PatchLink
PM	Preventative Maintenance

ATTACHMENT J-12**ACRONYMS AND ABBREVIATIONS**

PM	Program Manager
PMC	Performance Measurement Criteria
PMDS	Problem Management and Dispatch System
PO	Purchase Order
POA&M	Plan of Actions & Milestones
POC	Point of Contact
POLARIS	Program/Project Online Library and Resource Information System
PPBE	Programming, Planning, Budgeting, Execution
PPE	Personal Protective Equipment
PPM	Principle Periods of Maintenance
PRI	Primary Rate Interface
ProHD	JVC Professional High Definition
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QATAP	Quality Assurance Through Attributes Program
RAS	Remote Access Service
RF	Radio Frequency
RFI	RF Interference
RFP	Request for Proposal
RM	Remedial Maintenance
RMES	Retired Marshall Employee System
RMO	Resources Management Office
RMT	Risk Management Team
RSA	Records Staging Area
RT	Representative Task
S&MA	Safety and Mission Assurance
SAIC	Science Applications International Corporation
SAN	Storage Area Network
SAT	Simplified Acquisition Threshold
SATERN	System for Administration, Training and Educational Resources
SBA	Small Business Administration
SBIR	Small Business Innovation Research
SBU	Sensitive but Unclassified
SCA	Service Contract Act
SCDT	SATERN Content Development Team
SCI	Sensitive Compartmented Information
SCR	System Concept Review
SCRS	Safety Concerns Reporting System
SDLC	Software Development Lifecycle

Attachment J-12**ACRONYMS AND ABBREVIATIONS**

SEA	Special Events Administrator
SEB	Source Evaluation Board
SEF	Software Engineering Framework
SEI	Software Engineering Institute
SEMO	Supply and Equipment Management Officer
SEO	Systems Engineering and Operations
SESASS	Sustaining Engineering Support for Agency-wide Admin. Systems
SF	Standard Form
SHE	Safety, Health and Environmental
SHETrak	Safety, Health, and Environmental Finding Tracking System
SIM&S	System Integration/Modeling & Simulations, Inc.
SLA	Service Level Agreement
SLC	Standard Labor Classification
SLTMAS	Structural Load Test Measurement Acquisition System
SO	Service Orders
SOA	Service Oriented Architecture
SOC	Security Operations Center
SPA	Simplified Purchase Acquisition
SRR	System Requirements Review
SRS	Service Request System
SSA	Source Selection Authority
SSF	Integrated Space Station Freedom
SSN	Social Security Number
SSWP	Supervisors Safety Web Page
STI	Scientific and Technical Information
TBD	To Be Determined
TBP	To Be Proposed
TCP	Total Compensation Plan
TCP/IP	Transmission Control Protocol/Internet Protocol
TM	Task Monitor
TRIR	Total Reportable Injury Rate
TRR	Test Readiness Review
UAH	University of Alabama in Huntsville
UCS	Utility Control System
UNITeS	Unified NASA Information Technology Services
USML	U.S. Munitions List
UXO	Unexploded Ordnance
VCRS	Video Conferencing Reservation System

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ACRONYMS AND ABBREVIATIONS

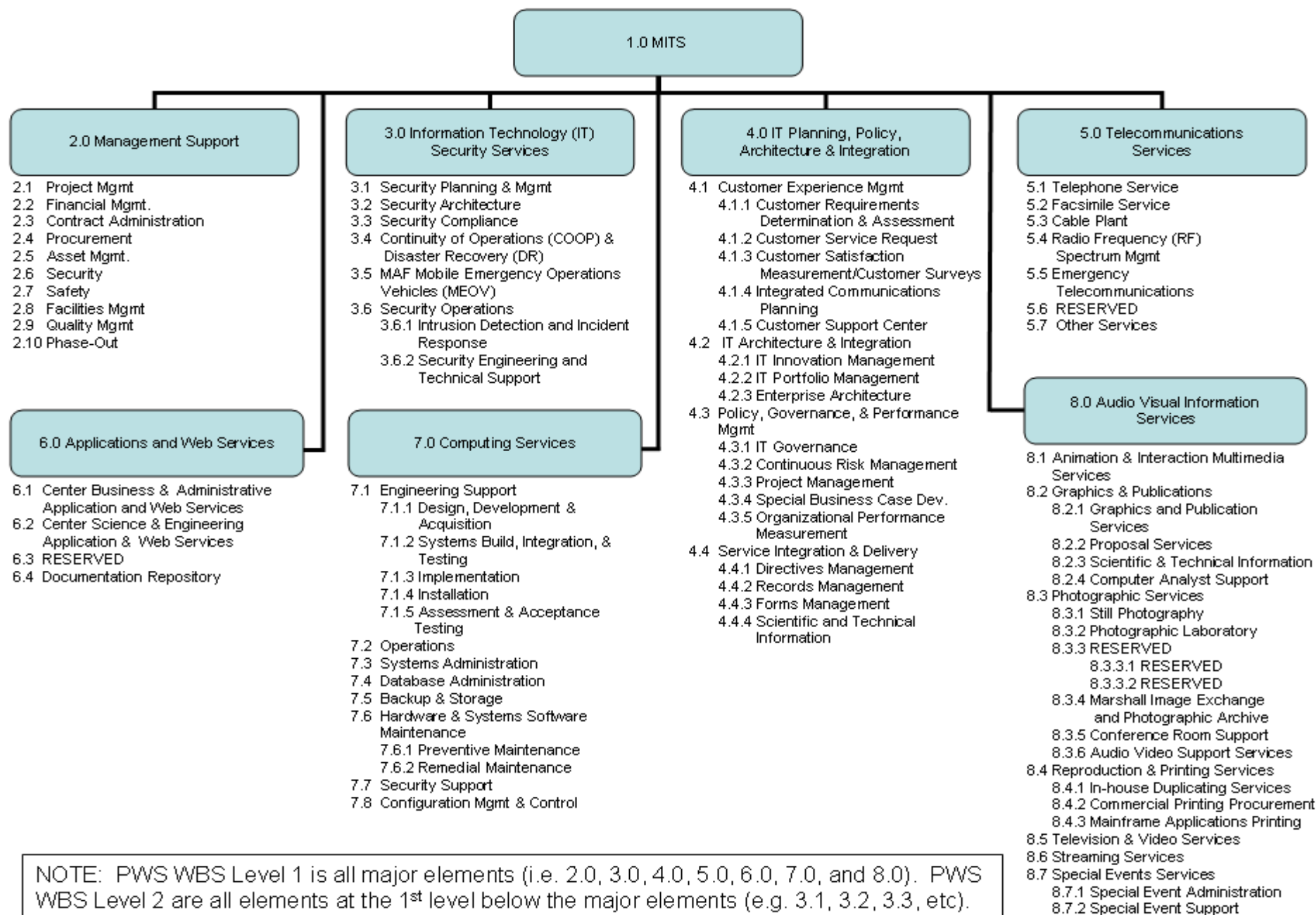
VoIP	Voice over Internet Protocol
VoTS	Voice Teleconferencing System
WAN	Wide Area Network
WBS	Work Breakdown Structure
WDOL	Wage Determinations On-Line
WebTADS	Web Time and Attendance Distribution System
WYE	Work Year Equivalent

ATTACHMENT J-13
PWS Work Breakdown Structure (WBS)

The PWS Work Breakdown Structure (WBS) diagram is on the following page.

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PWS Work Breakdown Structure (WBS)



ATTACHMENT J-14

PERSONAL IDENTITY VERIFICATION PROCEDURES

PIV Card Issuance Procedures (in accordance with FAR Clause 52.204-9, Personal Identity Verification of Contractor Personnel, and Clause G.8, Personal Identity Verification of Contractor Personnel):

FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

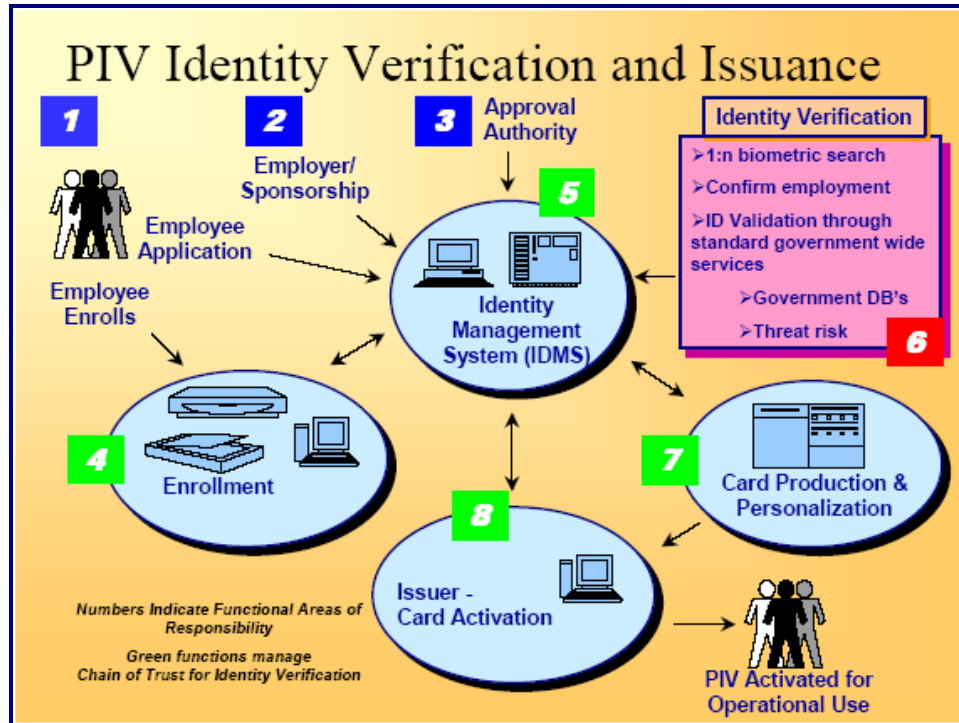


Figure A-1, FIPS 201, Appendix A

The following steps describe the procedures for the NASA Personal Identity Verification Card Issuance (PCI) of a PIV credential:

Step 1:

The Contractor's Corporate Security Officer (CSO), Program Manager (PM), or Facility Security Officer (FSO) submits a formal letter that provides a list of contract employees (applicant) names requesting access to the NASA Contracting Officer's Technical Representative (COTR). In the case of a foreign national applicant, approval through the NASA Foreign National Management System (NFMMS) must be obtained for the visit or assignment before any processing for a PIV credential can take place. Further, if the foreign national is not under a contract where a COTR has been officially designated, the foreign national will provide the information directly to their visit/assignment host, and the host sponsor will fulfill the duties of the COTR mentioned herein. In each case, the letter shall provide notification of the contract or foreign national employee's (hereafter the "applicant") full name (first, middle and last), social

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security number (SSN) or NASA Foreign National Management System Visitor Number if the foreign national does not have a SSN, and date of birth. If the contract employee has a current satisfactorily completed National Agency Check with Inquiries (NACI) or an equivalent or higher degree of background investigation, the letter shall indicate the type of investigation, the agency completing the investigation, and date the investigation was completed. Also, the letter must specify the risk/sensitivity level associated with the position in which each applicant will be working (NPR 1600.1, §4.5 is germane) Further, the letter shall also acknowledge that contract employees may be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication. .

After reviewing the letter for completeness and concurring with the risk/sensitivity levels, the COTR/host must forward the letter to the Center Chief of Security (CCS). The CCS shall review the OPM databases (e.g., DCII, PIP, et al.), and take appropriate steps to validate the applicant's investigation status. Requirements for a NACI or other investigation shall be initiated only if necessary.

Applicants who do not currently possess the required level of background investigation shall be directed to the e-QIP web site to complete the necessary background investigation forms online. The CCS shall provide to the COTR/host information and instructions on how to access the e-QIP for each contract or foreign national employee requiring access.

Step 2

Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal¹ or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

When the applicant appears, the registrar will electronically scan the submitted documents; any document that appears invalid will be rejected by the registrar. The registrar will capture electronically both a facial image and fingerprints of the applicant. The information submitted by the applicant will be used to create or update the applicant identity record in the Identity Management System (IDMS).

Step 3:

Upon the applicant's completion of the investigative document, the CCS reviews the information, and resolves discrepancies with the applicant as necessary. When the applicant has appeared in person and completed fingerprints, the package is electronically

¹ A non-PIV government identification badge, including the NASA Photo Identification Badge, **MAY NOT BE USED** for the original issuance of a PIV vetted credential

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submitted to initiate the NACI. The CCS includes a request for feedback on the NAC portion of the NACI at the time the request is submitted.

Step 4

Prior to authorizing physical access of a contractor employee to a federally-controlled facility or access to a Federal information system, the CCS will ensure a National Crime Information Center (NCIC) with an Interstate Identification Index check is/has been performed. In the case of a foreign national, a national check of the Bureau of Immigration and Customs Enforcement (BICE) database will be performed for each applicant. If this process yields negative information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

Step 5

Upon receipt of the completed NAC, the CCS will update IDMS from the NAC portion of the NACI and indicate the result of the suitability determination. If an unsatisfactory suitability determination is rendered, the COTR will advise the contractor that the employee is being denied physical access to all federally-controlled facilities and Federal information systems.

Based on a favorable NAC and NCIC/III or BICE check, the CCS will authorize the issuance of a PIV federal credential in the Physical Access Control System (PACS) database. The CCS, based on information provided by the COTR/host, will determine what physical access the applicant should be granted once the PIV issues the credential.

Step 6:

Using the information provided by the applicant during his or her in-person appearance, the PIV card production facility creates and instantiates the approved PIV card for the applicant with an activation date commensurate with the applicant's start date.

Step 7:

The applicant proceeds to the credential issuance facility to begin processing for receipt of his/her federal credential.

The applicant provides to the credential issuing operator proof of identity with documentation that meets the requirements of FIPS 201 (DHS Employment Eligibility Verification (Form I-9) documents. These documents **must** be the same documents submitted for registration.

The credential issuing operator will verify that the facial image, and optionally reference finger print, matches the enrollment data used to produce the card. Upon verification of identity, the operator will locate the employee's record in the PACS database, and modify the record to indicate the PIV card has been issued. The applicant will select a PIN for use with his or her new PIV card. Although root data is inaccessible to the operator, certain fields (hair color, eye color, et al.) may be modified to more accurately record the employee's information.

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The applicant proceeds to a kiosk or other workstation to complete activation of the PIV card using the initial PIN entered at card issuance.

**ALTERNATIVE FOR APPLICANTS WHO DO NOT HAVE A COMPLETED
AND ADJUDICATED NAC AT THE TIME OF ENTRANCE ON DUTY**

Steps 1 through 4 shall be accomplished for all applicants in accordance with the process described above. If the applicant is unable to appear in person until the time of entry on duty, or does not, for any other reason, have a completed and adjudicated NAC portion of the NACI at the time of entrance on duty, the following interim procedures shall apply.

1. If the documents required to submit the NACI have not been completed prior to EOD, the applicant will be instructed to complete all remaining requirements for submission of the investigation request. This includes presentation of I-9 documents and completion of fingerprints, if not already accomplished. If the applicant fails to complete these activities as prescribed in NPR 1600.1 (Chapters 3 & 4), it may be considered as failure to meet the conditions required for physical access to a federally-controlled facility or access to a Federal information system, and result in denial of such access.
2. Based on favorable results of the NCIC, the applicant shall be issued a temporary NASA identification card for a period not-to-exceed six months. If at the end of the six month period the NAC results have not been returned, the agency will at that time make a determination if an additional extension will be granted for the temporary identification card.
3. Upon return of the completed NAC, the process will continue from Step 5.

[END OF ATTACHMENT J-14]

ATTACHMENT J-15

Organizational Conflict of Interest (OCI) Mitigation Plan

(To be submitted 30 days prior to full assumption of contract responsibilities)