

WCC- Procedure	Title: Electronic Work Request System Processing			Number: WCC-P-2023	
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PURPOSE

This procedure details the process to input, track and receive approvals on new work using the Electronic Work Request System (EWRS) that was developed for the Firm Fixed Price Base Operations and Spaceport Services (BOSS) Contract.

SCOPE AND APPLICABILITY

This process applies to anyone with an NDC user account.

PROCESS

Anyone with an NDC account is able to access and input an Electronic Work Request (EWR) into the EWRS.

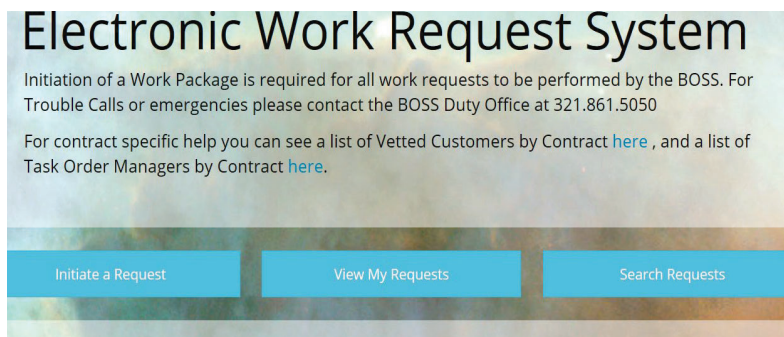
There are two types of requestors: Vetted Requestors and Non-Vetted Requestors. A Vetted Requestor is a person with an NDC login that is deemed to have technical/operational, system or facility knowledge. They are approved by Management to enter work requests into EWRS. A NAMS request is required to request assignment of this role. There are three types of Vetted Requestors. Refer to Functional Roles and Responsibilities. A Non-Vetted Requestor is a user who does not have an assigned role, but enters work requests for BOSS support. Both types of requestors shall have required fields that must be completed for the EWR to be submitted (refer to section 1.1).

Work Control Center(WCC), and Engineering/Project Management shall create procedures defining processes associated with the system. For example, the Task Order process with roles and responsibilities defined.

The system can be accessed at the following location: <https://ewrs.ksc.nasa.gov/>.

1. SUBMITTING NEW ELECTRONIC WORK REQUEST

The requestor shall log-in to the EWRS using their NDC credentials. Once in the system, the requester selects "Initiate a Request". The EWR form will appear on the screen. The requestor shall complete all required fields, denoted on the form with asterisks.



1.1. Standard Required Fields for All Requestors

Both Non-Vetted and Vetted Requestors are required to complete the following:

- Agency

- NASA
- Air Force
- Project Title
 - Title summary of work being requested
- Maximo Location
 - Location as defined in Maximo of work to be completed
- Job Description
 - Detailed description of work to be completed
- Effect of Delay
 - Identify issues which will result if the work is not completed by the need date
- Need Date
 - Date the requestor needs to have the work completed

Example:

The screenshot shows the EWR form with the following fields and red arrows indicating required information:

- RequestType***: Dropdown menu.
- FiscalYR**: Dropdown menu (2017).
- Customer**: Dropdown menu.
- Air Force JON**: Text field.
- Government Tracking Number**: Text field.
- Originating WON**: Text field.
- PAT Score**: Text field.
- FCA**: Dropdown menu.
- Project Title***: Text field (red arrow points to this field).
- Need Date (Work Completed)***: Text field (red arrow points to this field).
- Agency***: Dropdown menu (red arrow points to this field).
- Agency TOM**: Dropdown menu.
- Vetted Requestor**: Dropdown menu.
- Requestor***: Text field (red arrow points to this field).
- Agency System Engineer**: Text field.
- Maximo Location***: Text field (red arrow points to this field).
- Facility Manager**: Text field.

The form also includes contact information for the Requestor and Agency System Engineer, such as LastName, FirstName, Title, Company, Email, Optional CC Email, Phone, and MailCode.

Example:

Room Number	Warranty	Title
		Company
Location Comment	WUC	Email
		Phone
		MailCode

Job Description*

← [Redacted]

Effect of Delay*

← [Redacted]

Outage Required TBD	Scheduling TBD	OMD or MAR Required* TBD
Utility Locate TBD	Sharp Team TBD	CCB Required* TBD
Heavy Equipment TBD	Traffic Control TBD	Safety Required TBD
Access Required TBD	Site Plan TBD	Environmental Required TBD

Save as Draft

Submit

Cancel

1.2. Required Fields for Vetted Requestor

The Vetted Requestor shall complete the required fields as noted in Section 1.1 as well as the following fields:

- Request Type
 - Baseline ETC – Emergency Trouble Call
 - Requires immediate action to eliminate hazards
 - Baseline RTC – Routine Trouble Call
 - An unplanned request for work of a one-time nature – not to exceed \$2,000
 - Baseline BRR – Baseline Repair and Replacement
 - Work to existing infrastructure that is essential to protect, preserve, or restore FSEU; typically work is to a specific mission, milestone or code requirement
 - There are 11 types of BRRs
 - BRR A – Less than \$1K
 - BRR B – Greater than \$1K but less than \$2K
 - BRR C – Greater than \$2K but less than \$8K
 - BRR-D – Greater than \$8K but less than \$15K
 - BRR-E – Greater than \$15K but less than \$20K
 - BRR-F – Greater than \$20K but less than \$25K
 - BRR-G – Greater than \$25K but less than \$30K
 - BRR-H – Greater than \$30K but less than \$35K

- BRR-I – Greater than \$35K but less than \$40K
- BRR-J – Greater than \$40K but less than \$45K
- BRR-K – Greater than \$45K but less than \$50K
- Baseline SO – Service Order
 - Work that is essential to protect, preserve, or restore FSEU; typically, new work that is not tied to a specific mission, milestone or code requirement
 - There are 10 types of Service Orders
 - SO-1 – dollar value less than \$250
 - SO-2 – dollar value greater than \$250 but less than \$500
 - SO-3 – dollar value greater than \$500 but less than \$1K
 - SO-4 – dollar value greater than \$1K but less than 5K
 - SO-5 – dollar value greater than \$5K but less than \$10K
 - SO-6 – dollar value greater than \$10K but less than \$15K
 - SO-7 – dollar value greater than \$15K but less than \$20K
 - SO-8 – dollar value greater than \$20K but less than \$25K
 - SO-BOX – A request to move one box associated with a personnel move. Does not include freestanding furniture moves with the exception of office chairs, which shall be equivalent to one box.
- Baseline SO-ENG – A request for four hours of total engineering support.
- Baseline SO-INT – Internal Service Order to BOSS issued to perform non-maintenance work for BOSS entities
- Baseline Com – Commercial
 - Work to be performed for vetted commercial customers
- Non-Baseline TO-BRR
 - BRRs purchased on a pre-price Task Order
- Non-Baseline TO-ETC
 - ETCs purchased on a pre-price Task Order
- Non-Baseline TO- RTC
 - RTCs purchased on a pre-price Task Order
- Non-Baseline TO- SO
 - SOs purchased on a pre-price Task Order
- Non-Baseline TO-SO-ENG
 - SO-ENG counts purchased on a pre-price Task Order
- Non-Baseline TO-PPR-DBT
 - Use of a Pre-Price item
- Task Order NASA-TO-FFP – Fixed Firm Price
 - Task Order work for NASA Facilities that has not been adequately defined as baseline work
- Task Order NASA-TO-FFP-STR - Streamlined
 - Used when adding a Request (ADD REQ) to an existing NASA FFP task order. Bypasses ROM and RFP phase. Flows from PIO to ICO to TOM to NASA CO, then approved. Typically used for descopes and POP changes.
- Task Order NASA TO-PPR – Pre-Price
 - Pre-Price items to be purchased for use at NASA Facilities

- Task Order NASA TO-PPR-Streamlined
 - Used when adding a Request (REQ) to an existing NASA PPR Task Order. Flows from PIO to ICO to TOM to NASA CO, then approved. Typically used for all types of PPR added Requests (ADD REQs)
- Task Order USAF-TO-FFP – Fixed Firm Price
 - Task Order work for Air Force Facilities that has not been adequately defined as baseline work
- Task Order USAF TO-FFP-STR – Streamlined
 - Used when adding a Request (ADD REQ) to an existing USAF FFP task order. Bypasses ROM and RFP phase. Flows from PIO to ICO to TOM to USAF CO, then approved. Typically used for descopes and POP changes.
- Task Order USAF-TO-PPR – Pre-Price
 - Pre-Price items to be purchased for use at Air Force Facilities
- Task Order USAF-TO-PPR-STR – Streamlined
 - Used when adding a Request (REQ) to an existing USAF PPR Task Order. Flows from PIO to ICO to TOM to USAF CO, then approved. Typically used for all types of PPR added Requests (ADD REQs)
- TO Support FFP TO Support
 - Support required associated with a FFP TO. Typically used for EOs
- Unknown – TBD
 - Work that is submitted and submitter is unsure of type

Example:

RequestType*

- (Baseline) BSLN BRR
- (Baseline) BSLN COM
- (Baseline) BSLN ETC
- (Baseline) BSLN LAB-NDE
- (Baseline) BSLN RTC
- (Baseline) BSLN SO
- (Baseline) BSLN SO-INT
- (Non-Baseline) TO BRR
- (Non-Baseline) TO ETC
- (Non-Baseline) TO RTC
- (Non-Baseline) TO SO
- (Non-Baseline) TO-PPR-DBT
- (Task Order) CDB TO Support
- (Task Order) NASA TO-FFP
- (Task Order) NASA TO-PPR
- (Task Order) USAF TO-FFP
- (Task Order) USAF TO-PPR
- (TO Support) FFP TO Support
- (Unknown) TBD

2017

Air Force JON

Agency TOM

- Maximo Asset Number
 - Asset number assigned in Maximo to the equipment/system/facility if known.
- Customer
 - Agency Customer providing the funding
- Requestor
 - Automatically populated based on NDC account of user

1.3. Optional Fields for Vetted Requestor

The following fields are available to the Vetted Requestor to complete on the EWRS submittal form. These fields are not mandatory but assist in helping the

WCC to determine the appropriate Work Flow Type and unique requirements for processing.

- PAT Score – Priority Assessment Tool Score assigned by system engineering and utilized to prioritize baseline and task order work
- FCA – Requirements resulting from a Facility Condition Assessment
- Technical Contact – Person having technical knowledge of the issues
- Agency System Engineer – BOSS, NASA or Air Force Engineer responsible for an identified system
- Facility Manager
- Room Number
- Warranty – Warranty information if known
- Location Comment – Used to clarify location
- WUC – A ten character code used to uniquely identify the functional location of a system down to component level
- Outage Required
- Scheduling
- Utility Locate
- Sharp Team – Identify applicable Sharp Team
- OMD or MAR Required – Input provided by configuration management regarding operations and maintenance documentation or maintenance action request requirements
- CCB Required – Configuration Control Board requirements
- Heavy Equipment
- Traffic Control
- Safety Required
- Access Required – Indicate whether access must be coordinated prior to implementation of the work
- Site Plan
- Environmental Required

Example:

Outage Required TBD	Scheduling TBD	OMD or MAR Required* TBD
Utility Locate TBD	Sharp Team 	CCB Required*
Heavy Equipment TBD	Traffic Control TBD	Safety Required TBD
Access Required TBD	Site Plan TBD	Environmental Required TBD

1.4. Attachments

Attachments may be added to an EWR prior to submission of the EWR. Each attachment is required to be assigned a sensitivity level depending on the content of the attachment. There are four levels of sensitivity as follows:

- Non-Sensitive: May be used for non-sensitive, non-company proprietary communication that all Vetted Requestor have access to
- BOSS Sensitive: Company proprietary information that only BOSS Finance, Contracts, and ENG/PM have access to
- Gov Sensitive: Company proprietary information that only BOSS Finance, Contracts, ENG/PM and the Government have access to
- BOSS Shop Sensitive: Forms associated with Conversions or Estimates that have dollars and hours that only specific BOSS Shop personnel, Finance and ENG/PM have access to

1.5. Add Request

Add Request functionality is available to add additional requests to the applicable EWR. This may be required when additional associated baseline scope has been identified, requiring a separate WON, or as required by Task Order Processing.

This functionality is currently available to selected roles within EWRS. Add Request populates the following fields on the EWR submittal page:

- Request Type
- Fiscal YR
- Authorized Request (if applicable TO-PPR-DBT or FFP TO Support)
- Customer
- Agency
- Need Date
- Maximo Location

Fields can then be updated as required to reflect the scope and requirements of the new request.

2. EWR PROCESS FOR WCC

Upon submission of a new EWR, requests are routed to the WCC – Tier 1, for review and modification, if required. Exceptions are request types of NASA-TO-FFP and USAF-TO-FFP which are routed to WCC TOP for review, modification and processing and NASA-TO-PPR, USAF-TO-PPR which are routed directly to estimating.

Based on the information provided by the requestor, Tier 1 shall select one of the following options:

- Cancel Request
 - Request is no longer required
- Reject
 - If the request is not being accepted by BOSS
- Request for Correction
 - Flow back to submitter for additional information
- Request for Vetted Assistance
 - Flow to a vetted requester for additional information
- Send to WCC Management Representative
 - Review by Management
- Send to WCC Task Order Processing
 - Review for Request Types of NASA-TO-FFP and USAF-TO-FFP identified following initial submission
- Send to WCC Tier 2
 - Any request that is identified as a PM discrepancy, BRR-C and greater, SO-4 and greater, ENGWO/BSLN or unidentified request types requiring further research and information
- Stage Baseline work order number (WON) (Assign Tier 1)
 - Leads to Staging Screen where Tier 1 personnel complete remaining fields necessary to generate a WON in Maximo
 - Tier 1 stages RTC/BRR-A, RTC/BRR-B, SO-1, SO-2, SO-3.
- Stage Baseline WON (Assign Tier 2)
 - Lead to Staging Screen where Tier 2 personnel complete remaining fields necessary to generate a WON

2.1. Staging Screen

WCC personnel shall complete the following fields required to generate a Maximo WON.

- Work Type – Auto-populated from EWR submittal screen
 - ENGWO
 - ETC
 - OPS-CC

- OPS-GEN
- OPS-UP
- PGM
- PM
- PM-PTI
- PMI-RI
- PM-SPT
- REP
- REP-PM
- REP-RI
- ROI
- RTC
- SO
- SO-BOX
- SO-ENG
- SO-INT
- SWO
- TC
- Work Flow Type – Auto-populated from EWR submittal screen
 - BRR-A
 - BRR-B
 - BRR-C
 - BRR-D
 - BRR-E
 - BRR-F
 - BRR-G
 - BRR-H
 - BRR-I
 - BRR-J
 - BRR-K
 - BSLN
 - COM
 - DM
 - REM
 - SO-1
 - SO-2
 - SO-3
 - SO-4
 - SO-5
 - SO-6
 - SO-7
 - SO-8
 - SO-BOX
 - SO-ENG
 - TO-DES
 - TO-IMP

- TO-OMD
 - TO-PCD
 - TO-PPR
 - TO-OMD
 - TO-PPR-DBT
 - TO-STD
- Crew
 - BOSS shop responsible for the work
- Priority – Auto-populated
 - Based on Work Flow Type timelines with the ability to be changed
- Job Plan
 - If Known
 - TC
 - SO
- Class Structure ID (PWS)
 - As defined by contract requirements
- Outage Required
- Maximo Asset
- Calibration Required
- Quality Required

Example:

Max Location* KSCJ7-0286	Max Asset* J7-0286STR	JON ▼
WorkType* REP - Repair (REP) ▼	WType* BRR-D - Baseline Repair and Replacement >\$8k and <=\$15k ▼	WOPriority* 3 - Priority - Fixed completion date to meet customer requirement ▼
QualityReq* No ▼	CalibrationReq* No ▼	OutageReq* No ▼
CrewID* BOILER - Boiler Plant ▼	PWSID* BRR ▼	JobCategory* N/A - Not Applicable ▼

DescriptionLongDesc*
 *** JOB DESCRIPTION ***
 CORROSION CONTROL - PREP/PAINT BLAST DOORS, 3'X10', 3'X10', 10'X10', 10'X10' AND 5'X10', PRESSURE CLEAN, INSIDE AND OUTSIDE, HAND TOOL CLEAN CORRODED AREAS, SCRAPE, SAND APPLY RUST TREATMENT, CAULK WITH NP1, APPLY 231 MASTIC, APPLY GRAY TOP COAT URETHANE, HAND TOOL CLEAN 6 BOLLARDS, APPLY 201 EPOXY PRIMER AND TOP COAT YELLOW URETHANE OR ENAMEL - 80hrs
 *** EFFECT OF DELAY ***
 NONE

Note: Customer field should not be changed without direction from the WCC Management/Business Office.

After completing information in the Staging Screen, Tier I shall select one of the following buttons/options:

- WON Create
 - ETCs, Urgents, and routine requests where the Job Plan and Work Flow Type are known.
 - When a WON is created, Tier 1 personnel shall access Maximo to validate Maximo data and workflow the WON
- Save for Later
 - Unable to complete at a given point in processing.

For Tier 2 staging, Tier 2 shall select one of the following buttons/options:

- Create Baseline WON
 - When a WON is created, Tier 2 personnel shall access Maximo to validate Maximo data and workflow the WON
- Send back to WCC Tier 2
 - Unable to complete at a given point in processing.

2.2. SO Approval Process

EWRs identified as SO-4 through SO-8, SO-ENG and SO-BOX workflow types require Vetted approval prior to being processed. Tier 1 routes an EWR that has the possibility of being one of these workflow types to Tier 2 for review. Once Tier 2 has completed the review, Tier 2 routes to the BOSS SO Approver.

BOSS SO Approver has the following options

- Approve as nondiscretionary SO-2
 - BOSS SO- Approver, approves the SO for Tier 2 re-review/WON creation
- Cancel Request
 - Requestor is notified via automated email
- Return to WCC Tier 2 (not approved)
- Submit to Agency SO Approver
 - Select appropriate Agency approver from the drop-down list

If Returned to WCC Tier 2 the following options are available:

- Cancel Request
 - Requestor is notified via automated email
- Resubmit to BOSS SO-2 Approver
- Stage baseline WON

If sent to Agency SO Approver for approval the following options are available:

- Approve and Return to WCC
 - Same options as above
- Reject and Return to WCC
 - Same options as above
 - Requestor is not notified via automated email
- Return to WCC (no action taken)
 - Same options as above
- Submit to another Agency SO Approver
 - Add Agency SO Approver's name from the drop-down

2.3. SO Conversion Process

WCC personnel will:

- Reset the SO-1 EWR to the status/stage of (BOSS SO Review – Submit to Agency SO Approval)
- WCC personnel will select the BOSS SO approver from the drop-down list

BOSS SO Approver will:

- Reject and Return to WCC
- Return to WCC (no action taken)
- Submit to Agency SO Approver

Agency SO Approver has the following options:

- Select “Approve and Return to WCC”, if approved
- Select “Submit to Another Agency Approver” if the correct approver
 - Add correct Agency SO-2 approver from the drop-down list
- Select “Reject and Return to WCC” if not approved
- Select “Return to WCC – No action taken” if additional information is required

WCC personnel will:

- Reset request to the status/stage of WON created/BSLN WON Created(Baseline WON verify(WCCT1 or WCCT2)
- In the comment field, annotate “SO conversion approved; reset back to current status/stage
- Select “Admin Correct”
 - Change Work Flow Type to reflect the approved Type
 - Save

2.4. Use of TO-PPR-DBT

TO-PPR-DBT Work Flow type is selected for use of counts purchased via Pre-Priced Task Orders. When the Request Type of TO-PPR-DBT is selected the Authorizing Task Order field appears. WCC will then select the Task Order EWR/REQ under which the counts were purchased. Once the initial screen is completed, WCC will be directed to select the counts to be used from a Pre-Price Use Form (PPUF) and select submit.

WCC will process the EWR as a non-baseline work order.

2.5. Use of (TO Support) FFP TO Support

TO Support EWR's used to create “child” WONs against an approved Task Order WON. TO Support EWRs utilize the same initiation screen as a new EWR with one exception; the FFP AuthRequestID will be completed using the applicable Task Order.

Tier 1 will create the work order FFP Support WON.

2.6. Conversion

Individual REQs may be converted from Baseline to Task Order or Task Order to Baseline based on input received during processing.

For conversions from Baseline to Task Order, the following options are available for APP ADMIN roles.

Select Cancel/Convert

- Converted/BSLN converted to TO (with credit)
 - This option is selected when there are no costs associated with the baseline WON. The baseline WON is cancelled, returning the customer count.
- Converted/BSLN converted to TO (without credit)
 - This option is selected when there are costs associated with mitigation or assessment efforts which will remain on the baseline WON. The baseline WON is completed with costs and the customer count is debited.

WCC TOP will then assign a Vetted Requestor to complete the RDA and submit for Task Order processing.

For conversions from Task Order to Baseline, the following will be selected

- Converted/Task Order converted to BSLN

Then select “Add Request” to create a new request under the same EWR. Refer to step 1.1 thru 1.3 for completion of the request.

3. TASK ORDER PROCESS

3.1. Task Order Determination

If a Non-Vetted Requestor submits a request that is determined by the WCC - Tier 1 to fall within the scope of a Task Order, the WCC - Tier 1 shall assign a Request Type of NASA-TO-FFP or USAF-TO-FFP, as applicable. Tier 1 will then route the EWR to WCC TOP Review. WCC TOP Review shall add the applicable Vetted Requestor (if not populated) and select “Request for Vetted Assistance – Create Requirement Definition Agreement (RDA).” The Vetted Requestor will receive an email and URL link to complete the RDA.

The Vetted Requestor shall completed the following fields (all fields are required fields)

- Purpose
 - What is the Purpose of the Project
- Major Objectives
 - Cost savings, enhancements, etc.
- Project Scope
 - Detailed scope of the Project
- Related Items
 - Any related items to the Project
- Does this system affect a Configured System
 - Are any Configured System affected
- Operational Constraints
 - Any constraints to current operation
- Risk
 - Are there any risks associated with the Project

Example:

The screenshot displays a form with the following sections, each containing a redacted area and a blue arrow pointing left:

- Purpose***
- Major Objectives***
- Project Scope***
- Related Items***
- Configured Systems Affected***
- Operational Constraints***
- Risk***

Once all fields on the RDA are complete, the Vetted Requestor shall select "Submit."

EWR is then routed to WCC TOP Review.

WCC TOP Review, shall select "Stage for Estimating".

WCC TOP Review shall create a Level 5 Rough Order of Magnitude (ROM) WON.

PIO role is notified of the WONs being created and has the action to assign a Project Manager and Estimator

The assigned Estimator and Project Manager are notified via automated email notification from the EWRS

The assigned Estimator shall complete the following on the Basis of Estimate (BOE) form:

- Assumed Method of Implementation (MOI)
 - ENG
 - BOSS Shop
 - Other
 - Sub-Contractor
- Total Cost (ROM Estimate)
 - Dollar figure
- Basic of Estimate (BOE)
- Constraints and Risks
- Next Recommended Step
 - Study
 - Design
 - Implement
 - Design/Build
- Next Step ROM Amt (portion of Total ROM)
- Comment (justification for recommended next step)

Example

The screenshot displays the 'Request for Information' (ROM) form within the Electronic Work Request System. The form is titled 'TO-ROM: Request for Bid price to Install Rocket Guy Wires in the KSCVC Rocket garden'. The form includes the following fields and sections:

- Assumed MOI***: A dropdown menu with a blue arrow pointing to it.
- FiscalYR**: A dropdown menu with the value '2017' selected.
- Total Estimated Costs (ROM Amount)***: A text box with the value '\$0.00' and a blue arrow pointing to it.
- Basis of Estimate(BOE)***: A text box with a blue arrow pointing to it.
- Constraints and Risks***: A text box with a blue arrow pointing to it.
- Next Recommended Step***: A dropdown menu.
- Next Step ROM Amt (portion of Total ROM)**: A text box with the value '\$0.00'.
- Comment***: A large text area.
- Review Action***: A dropdown menu.
- Review Comment**: A text box.

Once the Estimator completes the BOE one of the following is selected

- Request for ROM Information (if selected the EWR is returned to the assign screen, so that the Estimator Supervisor can route back to the Vetted Requestor)
- Submit to PM

If the ROM is approved by the PM, BOSS Project Manager shall click "submit to WEB".

PIO Planning determines if sufficient information exists (has SHARP concurrence, PAT is valid, sufficient justification, etc.) to allow a review by the WEB.

PIO Planning shall select one of the following:

- Add to WEB Agenda
- Park
- Submit to Task Order Manager (TOM) for Request for Proposal (RFP)

If “Add to WEB Agenda” is selected the EWR Package is sent to the Work Evaluation Board (WEB) for disposition. Based on the decision made at the WEB, PIO Planning shall select one of the following:

- Cancel Request
- Current FY
- Hold for TOM
- IRB
- NASA Direct
- Park
- Pending
- SHARP
- Reset to Estimating
- Submit to TOM for RFP
- Evolve to CDB

The following fields on the RFP shall be completed by the Agency TOM:

- Previous Task Orders Related
 - Any known
- Type of Task Order
 - FFP Construction (Invokes Davis Bacon Act)
 - FFP Performance Based (Invokes Service Contract Act)
- Government Inspection Required
 - Yes/No
- Phase
 - Design
 - Implementation
 - Implementation (OMD Only)
 - Study
- Performance Standards
 - Any standards that need to be followed
- Period of Performance Start and End dates
 - When work is to start and end
- Initial Need Date for Physical Work Completion

Example:

The screenshot displays a web form for an Electronic Work Request System. The form is organized into several sections:

- Contract***: NNK08OC01C
- Agency***: NASA, T2
- Customer***: S2 - ISS Task Order Work
- Previous Task Orders Related to this Project**: A blue arrow points to a redacted field.
- Type of Task Order***: A blue arrow points to a redacted field.
- Final Gov Inspection***: A blue arrow points to a dropdown menu.
- Purchase Request Number**: A redacted field.
- For Force JON**: A redacted field.
- Fill out the Task Order Number and Modification Number only if this is a change request to an existing Task Order**: A note in orange text.
- Task Order Number**: A redacted field.
- Revision Number**: A redacted field.
- Project Title***: Perform Facility Condition Assessments on M7-0505 Payload Support Bldg.
- Phase***: A blue arrow points to a dropdown menu.
- Description of Work, Objectives and Desired Results***: A text area containing detailed project information: "Perform Facility Condition Assessment (FCA) on M7-0505 Payload Support Building in accordance with NPR 8831.2F Section 10.6- 'Each facility shall have an FCA every five years, as a minimum.' FCAs will be performed/documented/reported through our asset management and lifecycle analysis program. The procedure will consist of: pre-assessment data collection (e.g., as-builts, past work history, future work requirements, etc.); interviews with key personnel; field assessments of civil, structural, architectural, mechanical, electric, and plumbing assets; and compilation of a final report noting all defects found. Recommendations will be provided for required maintenance, repairs, future projects, documentation deficiencies, and maximo updates. Industry standard UNIFORMAT II classifications will be followed for entering, analyzing, and reporting photographs and field data. Sorted photos, asset details, and the FCA final report will be transmitted to the NASA Facility Information Center (FIC.KSC.NASA.gov). These deliverables and".
- Performance Standards***: A blue arrow points to a redacted field.
- Comment***: A large text area for additional comments.
- Initial Need Date for Physical Work Completion ***: A date field.

The Agency TOM shall review and select "Submit RFP to Contracting Officer (CO)" or select Return to WEB if the RFP cannot be completed.

The Agency CO will review/approve and select one the following:

- Submit RFP to WCC (Approve) – Goes directly to WCC TOP Review
- Reject for TOM Correction
- Return to WEB
- Cancel Request

WCC TOP Review shall proceed with Task Plan WON creation by assigning Work Type, Work Flow Category, and Work Flow Type.

Email notification will be sent to the PIO Management group for assignment of the the Task Plan. Also the applicable EWR will be in the PIO Management group's Queue for assignment and disposition. ENG Project Controls identified the applicable FFP Proposed Schedule Due Date, based on required BOSS Performance Metrics.

The Project Manager shall complete the following fields on the Task Plan:

- Enter Prior Amount for any Task Order that is being revised on the applicable EWR
- Total Firm Fixed Price
 - Amount of any Prior Amount and Current Amount
- Invoicing
 - Construction: Subcontractor will implement Davis Bacon & URS will submit Performance Based invoices at completion of Task Order
 - Construction: Subcontractor will implement Davis Bacon & URS will submit Performance Based invoices at completion of Milestones
 - Performance Based at Completion of Task Order
 - Performance Based at Completion of Milestones
- Certificate of Current Cost or Pricing Data
 - Required (total price inclusive of option is $\geq \$2M$)
 - Not Required (total price inclusive of option is $< \$2M$)
- Final Government Inspection
 - Yes/No
- Craft Labor Execution
 - Yes/No
- Technical Approach (Includes BOE)
- Period of Performance
 - Start Date
 - End Date
- Latest Revised Need Date for Physical Completion
- Assumed MOI
- Milestones

Once the Project Manager is complete with the Task Plan, select “submit to Task Plan for Cost Review”.

After the Estimating Manager has reviewed one of the following will be selected:

- Reject for PM Correction
- Submit to BO Analyst ($< 100K$)
- Submit to BO Manager ($\geq 100K$ to $< 250K$)
- Submit to PIO DM ($\geq 250K$)
- Submit to PM Manager Review (negotiated)

If sent to the PIO DM or PM Manager for Review once complete they would select:

- Submit to BO Analyst ($< 100K$)
- Submit to BO Manager ($\geq 100K$ to $< 250K$)
- Submit to BO DM ($> 250K$)

The Business Office reviews/approves and selects “submit to BOSS CO for review”. The BOSS CO reviews/approves and submits to the TOM for review. Once the TOM approves, he submits to the Government COR.

The Contracting Office Representative (COR) reviews/approves and selects “Submit Task Order to CO”. CO reviews/approves and selects “Initiate Task Order”. CO shall complete the following fields on the Task Order

- Enters Task Order Number
 - Optional Fields
 - CO Comments
 - Other Authorized Resources
 - Accounting and Appropriation Data

CO then selects “Submit Task Order to BOSS CO”.

BOSS CO Accepts, and sends to BOSS BO. The BOSS Business Office (BO) creates a Project String in CostPoint and selects “Send to WCC TOP”.

WCC TOP creates the WON, the JON is populated based upon the project string assigned to the approved task order in the EWR REQ. (Refer to section 2.1 of this document for WON staging).

4. PRE-PRICED TASK ORDERS

4.1. Pre-Price Task Order Process

Pre-Price Task Orders are assigned the Request Type of NASA TO-PPR or USAF TO-PPR. Submission of a Pre-Price Task Order is either by a Vetted Requestor or NASA Task Order Manager.

Applicable submitter will complete the EWR and Pre-Price Selection Form (PPSF). EWR is completed in accordance with Section 1. PPSF the following fields shall be completed:

- Prior Total (only required) if modifying a previous approved Task Order
- Period of Performance Start
- Period of Performance End
- Final Inspection Required
 - Yes/No
- Requestor Pre-Price items by completing
 - Phase
 - ESA
 - FID
 -
 - Fiscal Year
 - QTY

Note: *List of Pre-Priced Items available on the PPSF*

Once the applicable submitter completes the EWR and PPSF select the option and hit submit. Then the EWR and PPSF are routed to PIO Management group for assignment of Project Manager, Estimator and Work Type. If the PPSF needs corrections or completion the PIO Estimating Manager has the ability to route back to the requestor.

The Project Manager completes the following fields on the Draft Task Order

- Type of Task Order
- Invoicing
- Craft Labor Execution
- Certificate of Current Cost or Pricing Data
- Phase
- Performance Standards

After the Estimator and Project Manager have completed all required fields the Draft Task Order is submitted for Task Plan Cost Review. The Estimating Manager has the following choices during review.

- Reject for Correction
- Submit Draft TO to NASA TOM(<100K)
- Submit to PIO DM Review (>250K)
- Submit to PM Mgr Review (100K to 250K)

The Agency TOM will review the Draft Task Order and if approved submit to the Agency CO for approval. The Agency TOM has the following choices if they do not approve.

- Cancel Request
- Reject to PIO

The Agency CO shall review the Draft Task Order and if approved initiate a Task Order. The Agency CO shall fill in the Task Order Number and Revision Number (if applicable) and select submit Task Order to BOSS CO.

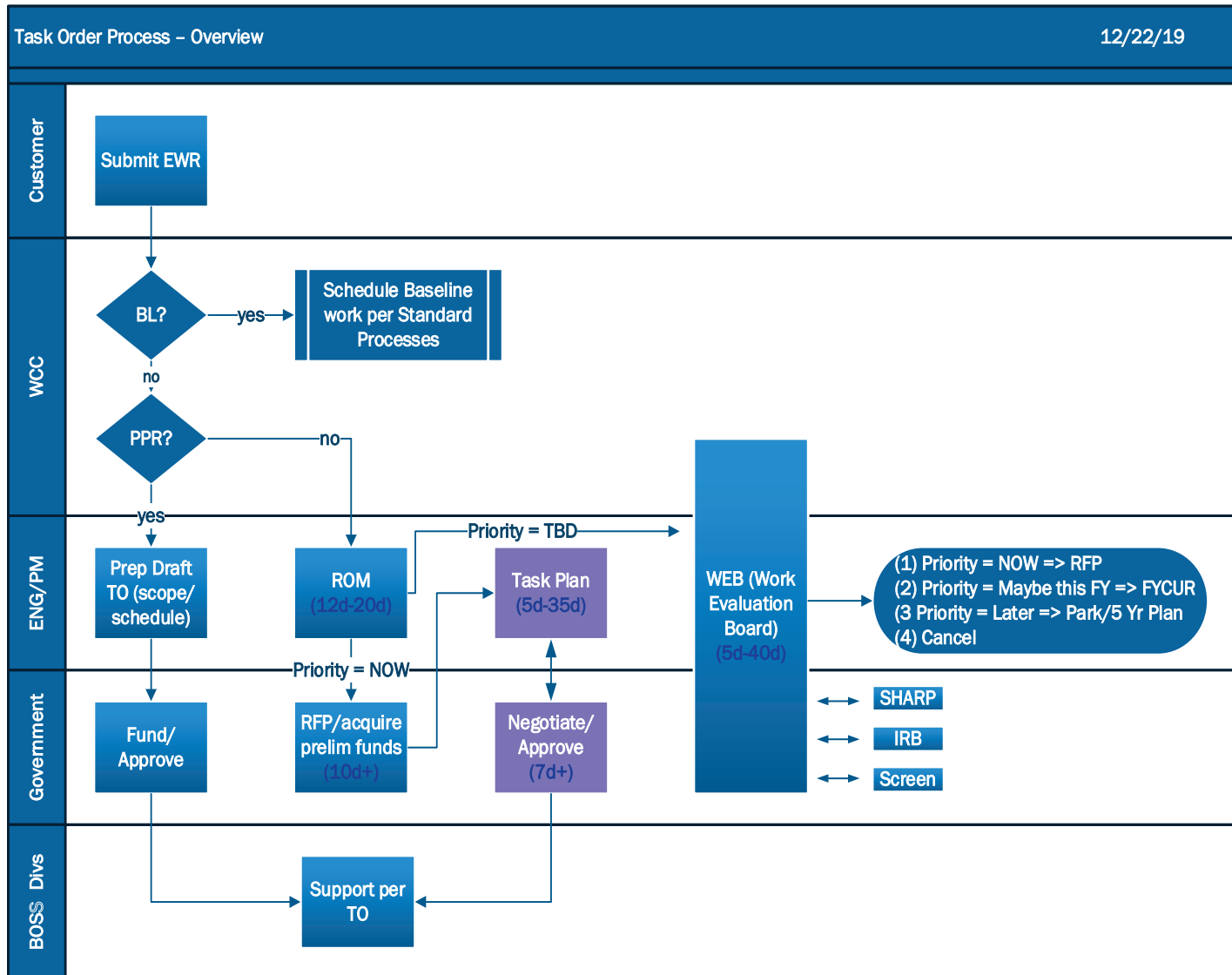
The Agency CO has the following choices if not approved.

- Cancel Request
- Reject to NASA TOM
- Reject to BOSS Contracts

BOSS Contracts receives the Task Order and selects, Accept and Submit to BOSS BO. This will log the signature of BOSS Contracts.

The Business Office creates the associated Project String and selects, submit to WCC for WON Staging.

The WCC TOP will continue staging the Task Order as defined in section 2.1 of this document.

APPENDIX**Task Order Process Flow**

RECORDS

The following records are retained by the organizations listed below:

Record	Responsible Organization
WCC-F-2003A EWRS Vetted Requestor Submittal	WCC
WCC-F-2003B EWRS Non-Vetted Requestor Submittal	WCC
WCC-F-2003C Requirement Definition Agreement (RDA)	WCC
Electronic Work Requests	WCC

ROLES AND RESPONSIBILITIES

Department Manager: Ensures compliance within the Department to the requirements stated in this procedure.

Shop Supervisor: Ensures compliance at the working level to the requirements stated in this procedure.

Program Specific (PS) Vetted Requestors:

- The PS requestor is the CLIN customer internal advocate who has the role to ensure dBOSSretionary EWRs submitted by customer requestors

Maintenance Related Vetted Requestors:

- Any O&M generated EWR has a System Engineer (either BOSS or NASA) vetted requestor who has the role to ensure O&M related EWRs submitted are:
 - Technically acceptable
 - Clearly scoped so as to be price able with a ROM
 - Approved by the applicable SHARP team

Launch Support and Ancillary Support to Project By Others (PBO), Vetted Requestor:

- Ensure EWRs are, specific as to schedule requirements/need dates, clearly scoped so as to be price able with a ROM and approved by the funding customer as a near term expectation to fund

WCC Tier 1:

- First review for incoming work types, excluding those identified as task orders, Processes baseline work requests/WONs for workflow types RTC, ETC, BRR-A and SO-1

WCC Tier 2:

- Reviews/processes baseline work requests/WONs for PM DBOSSrepancy, BRR-B, SO-2, ENGWO/BSLN or unidentified request types requiring further research and information.

WCC TOP:

- Review/process task order request types of NASA-TO-FFP and USAF-TO-FFP
- Generates TO_PPR WONs for request types NASA-TO-PPR and USAF-TO-PPR following processing by PIO.

PIO Planning shall:

- Create WEB agenda, disposition EWRs from WEB to “Park” or “submit for RFP”.

PIO PM/Estimating shall:

- Create ROM and Task Plan route for applicable approvals.

Estimating Supervisor shall:

- Review the ROM, Task Plan and approve/rejects if <\$100K, if >\$100K route to applicable management.

Department Manager (Estimating) shall:

- Approves/rejects ROM and Task Plan >\$500K.

BOSS Business Office shall:

- Validate Pricing
- Create Project Strings
- Validate milestones
- Analyst – approve or reject to Estimating Supervisor
- Department Manager – approve or reject to Estimating Supervisor
- Prepare/submit Certificate of Current Cost or Pricing Data for submittals over \$72M

BOSS Contracts shall:

- Approves/rejects RFP, Task Plan and Task Sign the Task Plan and route to Agency CO for final disposition/approval
- Approve the TO following CO signature of the Task Plan with a cc to the agency TOM and COR
- Route approved TO for signature approval by the CO

Agency Contracting Officer shall:

- Approves/rejects RFP, Task Plan and Task Order
- Provide signature approval/disposition of the Task Plan and return to BOSS Contracts Office
- Sign/approve TO following signature by BOSS Contracts
- Final approval by the CO completes the TO

Agency Contracting Officer Representative shall:

- Approves/rejects Task Plan

Agency TOM shall:

- Submit EWR request, complete and submit RFP to CO for approval
- Provide review/action for any RFPs returned by the CO
- Approve Task Plan

BOSS Engineering/Project Management shall:

- Assign action for task plan creation to PM/Estimator

BOSS Project Manager/Estimator shall:

- Develop Task Plan Proposal and submit to Estimating Supervisor for review
- Provide review/action for rejected Task Plan Proposals

BOSS Engineering Estimating Supervisor shall:

- Review and provide disposition/signature for Task Plan Proposals less than \$100K
- Approve and submit to BOSS business office or reject to PM/Estimator
- If greater than \$100K, forward to PM Manager for disposition/signature
- Provide review/action for rejected task plans

BOSS Project Management Manager shall:

- Review and provide disposition for Task Plan Proposals \$100 - \$250K
- Approve and submit to BOSS Business Office or reject to Estimating Supervisor
- If greater than \$250K forward to Engineering Division Manager for review

BOSS Engineering Division Manager shall:

- Review and provide disposition/signature for Task Plan Proposals greater than \$250K
- Approve and submit to BOSS Business Office or reject to Estimating Supervisor

REFERENCE DOCUMENTS

The following documents are applicable to this procedure:

Document Number	Title
PIO-P-WEB1	Work Evaluation Board
WCC-F-2003A	EWRS Vetted Requestor Submittal
WCC-F-2003B	EWRS Non-Vetted Requestor Submittal
WCC-F-2003C	Requirement Definition Agreement (RDA)

ACRONYMS

BO	Business Office
BOE	Basis of Estimate
BRR	Baseline Repair
BRR-A	Baseline Repair – Level A
BRR-B	Baseline Repair – Level B
BRR-C	Baseline Repair – Level C
CCB	Configuration Control Board
CLIN	Contract Line Item Number
CM	Configuration Management
CO	Contracting Office
COR	Contracting Office Representative
DM	Department Manager
ESA	Elective Service Agreement
ETC	Emergency Trouble Call
EWR	Electronic Work Request
EWRS	Electronic Work Request System
FCA	Facility Condition Assessment
FFP	Firm Fixed Price
FID	Financial Identification
IDIQ	Indefinite Delivery Indefinite Quantity
BOSS	Base Operations and Spaceport Services Contract
MOI	Method of Implementation
NAMS	NASA Access Management System
NASA	National Aeronautics and Space Administration
NDC	NASA Domain Credentials
O&M	Operation and Maintenance
PIO	Project Integration Office
PM	Project Manager
PPR	Pre-Priced
PPSF	Pre-Price Selection Form
PPUF	Pre-Price Use Form

PS	Program Specific
PWS	Performance Work Statement
QTY	Quantity
RDA	Requirement Definition Agreement
REQ	Request
RFP	Request for Proposal
ROM	Rough Order of Magnitude
RTC	Routine Trouble Call
SHARP	System Health and Readiness Program
SO	Service Order
SO-1	Service Order – Level 1
SO-2	Service Order – Level 2
SO-INT	Service Order – Internal
SO-BOX	Service Order - Box
TC	Trouble Call
TO-FFP	Task Order – Firm Fixed Price
TOM	Task Order Manager
TO-PPR	Task Order – Pre-Priced
WCC	Work Control Center
WEB	Work Evaluation Board
WON	Work Order Number
WUC	Work Unit Code

DEFINITIONS

RTC (Trouble Call) – An unplanned request for work of a one-time nature typically issued to correct, repair, or restore assigned FSEU, requiring little detailed management control, and which is not projected to exceed \$2,000 in total labor and material cost

Baseline Repair and Replacement (BRR) – A BRR is a request for work to existing infrastructure that is essential to protect, preserve, or restore Facilities, Systems, Equipment, Utilities (FSEU). Work requests of this type may include measures to prevent, minimize and correct the effects of corrosion on FSEU.

Emergency Trouble Call (ETC) – ETCs are issued for situations that require immediate action to eliminate hazards to personnel, FSEU, or environment, prevent loss of or damage to Government property, or to restore essential services that have been interrupted by an unplanned event.

- Respond immediately to all ETCs for all assigned FSEU and be on the job site and working within thirty (30) minutes following notification from JSTC.
- Stabilize the situation, assuring the emergency will not recur and restore essential services that have been interrupted. Permanent repairs shall be completed within seven (7) calendar days of notification, unless otherwise coordinated with the COR or authorized representative.

- Perform work under a single ETC until the WCC Manager notifies the COR that the work is estimated to exceed the TC limit specified. The ETC shall not be cancelled or closed but shall be recoded as a BRR-B.
- If the TC limit is reached during emergency corrective actions, immediately notify the COR and continue work up to the point at which the emergency situation is stabilized to eliminate personnel hazards and further damage to Government property, and to assure the emergency will not recur.
- Respond to all TCs at the KSC Child Development Center (CDC), M6-0883, as ETCs unless otherwise coordinated with the Facility Manager or approved by the COR.

ROM (Rough Order of Magnitude) – This is a work order used to plan and schedule the development of a Level 5 ROM for a task order. It is tied to Baseline Cost Center.

SO (Service Order) - A Service Order (SO) is defined as a request for new work that is not essential to protect, preserve, or restore FSEU; typically, new work that is not tied to a specific mission, milestone, or code requirement. Service orders are not maintenance items, but are so often performed by facilities maintenance organizations that they become a part of the baseline. Work requests of this type may include installing a white board, nameplates (minimum of 25 per service order), installing a convenience power receptacle, hanging a projector, installing task lighting or signage.

Service orders are requests for facilities-related work that is new in nature and, as such, should be funded by the requesting organization. There are no restriction for entry of these requests.

SO-Box – Baseline non-maintenance work orders for box moves of up to 3,000 individual boxes. These requests shall be a metered service, consisting of a fixed amount of 3,000 boxes excluding freestanding furniture per year. Upon exceeding 3,000 boxes, Pre-Priced IDIQ in increments of 100 boxes, will be purchased coded as TO-PPR Work Flow Type.

TO-FFP (Task Order Firm Fixed Price) – Task Order work for NASA and Air Force facilities that has not been adequately defined as baseline work

TO-PPR (Task Order Pre-Priced) – Pre-Price items to be purchased for use for work at NASA and Air Force facilities

REVISION RECORD

The following revisions have been applied to this document:

Revision Number	Change Description	Date
0	Initial Release	5/12/2017
1	Revision to add Records and Affected Divisions Sections	8/29/2017
2	Updated to BOSS.	2/24/2020

DOCUMENT APPROVALS

2/24/2020

X Anne Schlawiedt

Anne Schlawiedt
Supervisor, Work Receipt
Signed by: Anne Schlawiedt (affiliate)

2/24/2020

X Richard P Tully

Richard P Tully
Work Control Center Manager
Signed by: cards