

ATTACHMENT A

STATEMENT OF WORK

**GODDARD LOGISTICS AND
TECHNICAL INFORMATION CONTRACT**

October 2016

RFP NNG16569107R

CONTRACT 80GSFC17C0010

MISSION STATEMENT AND CONTRACT OVERVIEW

The purpose of the Goddard Logistics and Technical Information Contract (GLTIC) is to support the Centerwide mission responsibilities of the Information and Logistics Management Division (ILMD) by providing logistics support, technical information management and other services to the National Aeronautics and Space Administration (NASA), Goddard Space Flight Center (GSFC), at its Greenbelt, MD location, including some on-site tenant organizations and near off-site Government and contract locations. Selected logistics services will also be provided through the GLTIC to GSFC at its Wallops Island, VA location and NASA Headquarters. Additionally, work is occasionally performed supporting GSFC at other locations (e.g., the NASA Independent Verification and Validation Facility (IV&V) in WV and the Goddard Institute for Space Studies in NY) or supporting other NASA Centers and government agencies.

Unless specifically stated otherwise, the requirements of this SOW shall apply to GSFC - Greenbelt. These services shall be provided to both institutional and technical programs/projects, and include: project support, supply management, transportation, equipment management, management services, creative services, and audio visual services. Appendix A contains a Work Breakdown Structure of the functions performed in this SOW. Appendix B identifies those services provided for GSFC (Greenbelt and Wallops) and NASA HQ.

All requirements listed in this SOW are considered either “core” services or “reimbursable” services or a combination of both. Core services are services that are provided at no cost to customers. Reimbursable services are services that are paid for by the customer. The majority of the reimbursable services will focus on project mission work. However, the contractor shall pursue opportunities for additional work in all service areas that can potentially and efficiently be performed on a reimbursable basis. The contractor shall provide analysis and recommendations on ways of expanding reimbursable services, in many cases working directly with customers. Reimbursable services may also be provided to other NASA Centers and other U.S. Government agencies when approved by ILMD. Appendix C identifies those services that are core or reimbursable services or both. The workload data associated with the requirements in this SOW are contained in a separate document.

The contractor will be involved with ILMD in a variety of policy and operational activities. However, as a U.S. Government organization, ILMD has overall responsibility for those activities. These ILMD management functions and responsibilities include, but are not limited to:

- a. Policy and program planning,
- b. Review and approval of Work Instructions,
- c. Approval of management systems,
- d. Quality management/quality assurance policy,
- e. Interagency and intra-agency agreements,
- f. Interpreting federal laws and regulations,

- g. Contract budgeting and funding and allocation of resources,
- h. Direction to support new customers or cease supporting existing customers,
- i. Marketing of services,
- j. Contractor performance evaluation,
- k. Contract management system review and operational audits,
- l. Determining customer service levels, and
- m. Approval of cost reimbursement support to customers.

The intent of this procurement is to obtain logistics and technical information services in an environment in which the contractor manages the daily operations while achieving: maximum cost-effectiveness, highest customer satisfaction; and compliance with applicable federal laws, regulations, and ILMD procedures. The contractor shall establish and administer a joint ILMD-GLTIC quality management program as described in the SOW. The contractor shall maintain a cost accounting system that is also capable of recording and reporting cost by function, by responsible Government organization and by individual GLTIC customer.

The contractor shall manage the day-to-day operations of the GLTIC at GSFC (Greenbelt, Maryland, and Wallops Island, Virginia) and NASA HQ. The contractor shall designate a Program Manager, located at Greenbelt, as the full-time manager responsible for overall administration and supervision of this contract at Greenbelt, Wallops, and NASA HQ. In performing the work of this SOW, the contractor shall coordinate directly with customers and other contractors (e.g., the Wallops Institutional Consolidated Contract at Wallops). Additionally, the contractor shall actively market the services provided in this SOW to potential customers located at GSFC.

1.0 PROGRAM MANAGEMENT

The contractor shall institute and maintain an effective, efficient, and responsive program management organization which is responsible for management and oversight of contractor personnel, other contract resources, and contract performance, deliverables, and cost. The contractor shall promptly alert the Contracting Officer's Representative and/or Contracting Officer of any problems which may adversely impact the timely and cost-effective delivery of quality products or services under this contract.

1.1 Program Management

The contractor shall maintain adequate staffing levels to meet contract requirements, analyze future needs, and develop specific operational procedures and documentation as required. As GLTIC support requirements and workload change, the contractor shall develop plans, communicate analyses and impact assessments to ILMD, and take action to respond to these changes as necessary. All activities shall be appropriately coordinated across functional areas or with other contractors, and all operational issues shall be resolved expeditiously. The quality and timeliness of support to customers shall meet or exceed requirements.

1.1.1 Management Reviews

The contractor shall participate in the following management reviews at GSFC:

Program Review - The contractor shall conduct a program review on a quarterly basis. The program review shall cover all aspects of GLTIC operations, both technical and business, including a summary of accomplishments in each functional area. The contractor shall also discuss the status of any on-going studies and analyses, as well as any proposed continuous improvement efforts. The review shall be attended by the ILMD and GLTIC management team, and other division or contractor representatives as required.

Logistics Staff Meeting - The contractor shall provide an overview of GLTIC operations, including accomplishments, problems, corrective actions and other details. The meetings will be held monthly, or as otherwise scheduled, and shall be attended by cognizant contractor and ILMD personnel. The contractor shall also provide current status on achieving the performance requirements.

Project Support Meeting - The contractor shall conduct a review for ILMD management on a bi-monthly basis to report on the status of support activities for each project supported by the contractor. The contractor shall provide an updated project support matrix at the review, which includes pertinent information about the project, including type of support being provided, points of contact, schedule dates, and changes since the last review.

Division Staff Meetings - The contractor shall attend these weekly staff meetings with the ILMD managers, and provide status as necessary on current activities/problems that are important to the management team.

1.1.2 Program Analysis

The contractor shall establish the expertise and capabilities to perform in-depth studies and analyses for each major functional area. This activities shall be required for, but not limited to, the following reasons: responding to changes in laws, regulations or policies; changing or improving operations; taking corrective action resulting from audits, surveys, or other reviews; implementing new programs and activities, and expanding reimbursable services. The contractor shall conduct ongoing analysis and conduct studies on logistics and technical information concepts, policies, procedures and application of information technology to enhance processes for each of the major functional areas, and provide reports of findings, conclusions, and recommendations to ILMD. Schedules for completion of these studies and analyses shall be approved by ILMD.

1.1.3 Personnel Management

The contractor shall provide personnel management capability to maintain the necessary GLTIC staff to meet the requirements of this SOW. Personnel with a “Secret” security clearance are required to perform work supporting export control and NASA HQ records management.

1.1.4 Reporting Requirements

The contractor shall prepare and forward the reports listed in the deliverables clause of the contract schedule as well as those contained in Appendix D.

1.1.5 Hours of Operation

Unless otherwise specified in this SOW, the contractor’s hours of operation (normal business hours) for the GLTIC shall be 8:00 a.m. - 4:30 p.m., Monday through Friday (i.e., the operation shall be continuously open including lunch and break periods, excluding Federal holidays). When the Center is closed, the contractor operation will also be closed, except for those employees identified as emergency personnel. Contractor personnel shall also be available to meet emergency overtime work requirements.

1.1.6 Policies, Directives, and Publications

The contractor shall comply with all applicable federal/local laws and regulations, and NASA and GSFC policies and directives during performance of this contract. A list of the applicable documents for this contract is in Appendix E. The most current version of the documents shall be used.

1.1.7 Property Control

The contractor shall establish controls and procedures to ensure the proper control, use and maintenance of government property provided to support GLTIC operations. In accordance with government regulations, serve as the Property Custodian for all Installation Accountable Property provided to the GLTIC.

The contractor shall establish and administer a program for the prevention of losses of Government equipment and supplies managed under the GLTIC or in the custody of the contractor (e.g., property in delivery vehicles or warehouse space). The emphasis shall be on the security of property within all GLTIC operations.

1.1.8 Health and Safety Program

The contractor shall establish and administer a health and safety program in accordance with GPR 1700.1, *Occupational Safety Program at Goddard Space Flight Center*. This program shall stress safety in the work place through strict adherence to all applicable health and safety regulations and the development of new procedures, as required. The contractor shall designate

Assistant Facilities Operation Managers (FOMs) for Building 35 and other facilities, as specified by ILM. The contractor shall designate Building Managers or FOMs for offsite leased space, as specified by ILM. The contractor shall arrange and coordinate general maintenance and facilities modifications with appropriate GSFC organizations and outside vendors for all office space, warehouse and storage facilities, and other operational areas used or maintained by the contractor. The contractor shall ensure that maintenance contracts, service contracts or other provisions are in place to ensure that required equipment is maintained and available.

Alternately

The contractor shall develop and maintain processes and procedures for the safe handling of hazardous materials during all contract operations. These may be written in a standalone plan or as part of other documents (e.g., the Safety and Health Plan or work instructions). Areas to address include, but are not limited to: procuring, receiving, storing, issuing, delivering, shipping, disposing, and maintaining appropriate data (e.g., Safety Data Sheets (SDS) and Hazardous Materials Management System (HMMS) records or other documentation). The contractor shall incorporate into its plan actions for protecting the health and safety of personnel handling and storing hazardous materials. The contractor shall maintain inspection records of safety devices and stations, and actively participate in the NASA Alerts Program.

1.1.9 Material Handling

Material handling activities occur throughout the contract operations, including: pickup and delivery operations, warehousing and storage activities, and transportation of spaceflight hardware. The contractor shall provide complete material handling support. Activities include, but are not limited to: performing material handling using trucks, cranes, slings, forklifts, pallets, jacks, conveyors, and hands; certifying handlers of hazardous materials as required by Title 49 CFR; shipping and handling NASA Class I, II, III and IV category equipment, as well as, other categories of equipment; certifying equipment and handlers of program critical hardware as required by GPR 8719.1; performing handling and transportation in accordance with MIL-STD 2073-1 and NPR 6000.1. The contractor shall ensure that all items packaged for storage by the customer are adequately protected from the environment before the item is accepted into storage. The contractor shall ensure items needing additional packaging and/or protection are routed through the packing and crating shop for that purpose before being sent into storage.

1.1.10 Work Order Tracking

The contractor shall develop a work order tracking process for managing customer service requests and work activities under the contract. This process shall include the capability to track status of requests (as appropriate) and provide workload data. The overall process is not required to be a single integrated information system and may consist of multiple independent systems and processes (including the existing work tracking system used for the Customer Service Office, as well as the various IT systems identified in Appendix F.).

1.1.11 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, in preparation for, or in response to 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.

1.2 Quality Management

The contractor shall participate with the Government in developing and implementing a joint quality management program, which incorporates the basic elements of quality management in all aspects of GLTIC management and operations. The contractor shall implement GSFC's Management System (including ISO 9001 and AS9100) as described in GPR 1280.1, *The GSFC Quality Manual*. The contractor shall have an associated quality control (QC) program. This QC program shall provide for simple and practical inspection techniques which provide an effective measure of contract performance, and which encourages working level identification and control of deficiencies, appropriate corrective action, and documentation.

1.2.1 Continuous Improvement

The contractor shall propose to ILMD changes or new ways of doing business that will result in efficiencies, eliminate obsolete or unduly high cost efforts, or provide enhancements or program changes to anticipate future requirements and to improve services to GLTIC customers.

1.2.2 Work Instructions

The contractor shall write, maintain, and revise work instructions (WIs) for appropriate functional areas and operations and deliver them to the Government for approval. The contractor and Government will collectively determine what WIs are required. These WIs shall document the processes and procedures followed for accomplishing the requirements of this SOW, and shall comply with the ISO 9001 or AS9100 Quality Assurance Standard as implemented by GSFC's Management System. The existing work instructions shall be followed until the new/updated WIs have been approved. Once approved by the Government, the contractor shall operate in accordance with the WIs. During the contract, the contractor shall maintain and revise the WIs, when required, using relevant current procedures as appropriate under this contract. The contractor-developed work instructions shall address the handling of electrostatic sensitive material, to include but not limited to: receiving, inspecting, packing, shipping, and storing.

1.3 Cost Control

1.3.1 Supply Financial Management

The contractor shall perform supply financial management functions necessary to support the supply operation. This requires daily interaction between numerous personnel: customers, NASA financial and resources personnel, GLTIC and ILMD supply personnel, supply vendors and others. These supply financial management functions include, but are not limited to, the following: processing vendor invoices for inventory pool purchases; ensuring that the Advanced Materials Management System (AMMS) general ledger is balanced and daily extracts of the supply transactions to SAP are correct and reconciled; researching discrepancies between AMMS, Funds Control System (FCS), Business Objects (BOBJ) and the NASA Systems, Applications, and Products in Data Processing (SAP) financial system; and analyzing supply transactions to ensure compliance with NASA and government policies and procedures.

1.3.2 Inventory Pool Management

The contractor shall provide inventory pool management support to the GSFC. The contractor shall be responsible for working with customers on collection of funds and reconciliation efforts. If a customer is non-responsive after three documented attempts to collect funding or information, the contractor shall notify the ILMD Government Resources Analyst for assistance.

The contractor shall be responsible for providing status reports to the ILMD Government Resources Analyst on a bi-weekly basis and communicating any issues/concerns with funding regularly.

The contractor shall gain access to NASA financial systems (e.g., BOBJ, SAP and FCS) to run the above listed reports and any other reports that may be necessary to ensure appropriate operation of the inventory pool.

1.3.3 Cost Reimbursement Support to Customers

The contractor shall be prepared to provide support in all areas of the SOW to GSFC, HQ and other NASA Center customers on a cost reimbursement basis (i.e., either through dedicated work years or via a fee-for-service approach). The contractor shall work with customers to find cost effective ways of providing support. Support provided with dedicated work years will require a reimbursable agreement with the customers detailing the level of support to be provided in the required areas, estimated hours and cost, identification of how to request the support, and a customer Resources Analyst point of contact. The contractor shall have a cost accounting system that will also calculate and track customer charges (identifying both the organizations and individuals) for work performed, and provide proper identification and reporting of customer charges for each area of requested support. These customer charges shall include all direct and indirect charges such as labor, warehouse leases, supplies, equipment and facility usage fees/costs, and other items.

The contractor shall provide monthly NF 533 reports to identify hours charged in each support area, any associated other direct costs (ODCs), and any other information to facilitate the financial transactions required and reporting of the costs. The contractor shall provide analysis and recommendations on ways of expanding reimbursable services, in many cases working directly with customers. Implementation of these reimbursable services will come at the approval of ILMD.

1.4 Customer Service Office

The GSFC Management Operations Directorate (MOD) has a Customer Service Office that serves as the point of entry for requesting many of its services at the GSFC Greenbelt location. These services also include those for Wallops customers that are performed by Greenbelt organizations. The MOD provides support in the following areas: procurement; facilities management; protective services; environmental management; logistics; library services; and technical information services.

The contractor shall operate and maintain the Service/Work Reception Desk, which shall operate during GSFC business/core hours. The contractor shall provide a wide range of services from customer work intake to work tracking and productivity measurement, support concerning forms, data entry and retrieval, work status reporting, handling of customer inquiries, and delivery of work to customers. The Service/Work Reception Desk staff shall be knowledgeable in the services provided by the Directorate in order to provide customers with informed responses to their questions. It is the role of Service/Work Reception Desk staff to provide support to Center users by answering questions and tracking workflow through various computer information systems. These systems include, but are not limited to: the electronic Management Operations Directorate (eMOD), Maximo, SAP, BOBJ, and AMMS. All data entered into the eMOD work tracking database remains the property of the Government.

The contractor shall provide support in the planning and execution of marketing and outreach activities to heighten Center awareness and will play an instrumental role in training Center employees on the use of the web-based ticketing system.

The contractor shall provide Service/Work Reception Desk Support that includes, but are not limited to: answering customer inquiries and providing work status; submitting work requests; processing work tickets; providing data entry and routing tickets; and providing immediate technical and training support to customers as needed. All eMOD Daily Escalation Reports shall be entered into eMOD the same day of receipt.

2.0 INFORMATION SYSTEMS

The contractor shall operate, maintain, and upgrade existing information systems necessary to support the requirements of this SOW. The contractor shall develop or purchase additional systems through the contract to support new requirements, automate existing requirements, and

pursue opportunities to utilize information systems to enhance integration across functions. The contractor shall ensure that any purchased systems or equipment is in compliance with federal, NASA, and GSFC policies and procedures (e.g., medium and high risk IT, IPv6, and Sustainable Acquisition).

The contractor shall use and provide support for the hardware and software contained in Appendix F. This support shall include the preparation, maintenance, and issuance of original and revised documentation, such as user's manuals, operator's manuals, system generated forms and reports, and user guides and training materials. The contractor shall prepare and distribute all documents generated by the supported systems. Any programs or source code developed under the contract shall belong to the Government. The contractor shall support and participate in MOD's configuration management process.

The contractor shall ensure that products and services that use the Internet Protocol provide full feature functionality in both dual stack (IPv4 and IPv6) and IPv6-only environments in compliance with NIST USGv6 Testing Program, see <http://www-x.antd.nist.gov/usgv6/docs/usgv6-v1.pdf>. (Special Publication 500-267) *A Profile for IPv6 in the U.S. Government – Version 1.0*. The contractor must notify the Contracting Officer of all contract specifications that do not comply with providing full feature functionality for IPv6 and act in accordance with the instructions of the Contracting Officer.

2.1 Advanced Materials Management System (AMMS) Operations

The contractor shall operate and perform AMMS security, maintenance; hardware and software installation; upgrades, systems design and programming actions as required to efficiently and effectively improve and manage AMMS. The contractor shall develop, maintain and update as changes occur the AMMS users and technical guides. The contractor shall recommend automated system enhancements to the System Administrator and configuration control board. The recommendations shall include a cost benefit analysis, implementation schedule, and milestones. The contractor shall ensure the recommended interfaces include all associated costs; software, hardware requirements; applicable flowcharts, narrative descriptions and explanations. The contractor shall ensure system is in compliance with federal, NASA and GSFC policies, and procedures. The contractor shall ensure AMMS provides customers a method to order materiel, check status of backorders, inquiry capabilities, and view and search stock. The contractor shall develop a series of reports for internal and external users that provides, but is not limited to: daily/monthly customer funding information, back order status, document register that shows transactions processed against each customer account and as required reports. The contractor shall process customer access requests; notify customers when access is established, validate user request updating and maintaining customer account information; publishing, maintaining and distributing an AMMS Web Order Entry User's Manual; and providing specific immediate technical and training support to customers as needed.

2.2 Goddard Directives Management System (GDMS) Operations

The contractor shall operate, maintain, and upgrade GDMS. The GDMS is a web-based system and serves as the GSFC repository for Center Level directives, organizational directives, and other technical documents. Various GDMS reports and other related functions are included. The GDMS facilitates the review of draft policy documents, document tracking and archival processes. There are approximately 120 Center-level directives and 650 organizational directives in the GDMS library. The contractor shall provide day-to-day maintenance, system development, programming changes as directed by the Center Directives Manager, and sustaining engineering for the GDMS. The contractor shall process user account requests (User ID and password assignments).

2.3 Hazardous Materials Management System (HMMS) Operations

The contractor shall act as the HMMS Help Desk for GSFC customers and coordinate with information systems personnel (external to the contract) to resolve HMMS technical problems. Additionally, the contractor shall propose and test enhancements to HMMS. Other activities include, but are not limited to: processing customer access requests and advising new customers when they have access to HMMS; updating and maintaining customer account information and passwords; publishing, maintaining and distributing HMMS user's manuals; and providing specific immediate technical and training support to customers as needed.

2.4 Information Systems Development and Operations

The contractor shall identify and propose, as appropriate, any system improvements and enhancements that benefit operations or provide cost savings achievable through further automation, interfacing with other ILMD or government systems, software development/acquisition or innovation. The contractor shall acquire, develop, and implement improvements in a timely manner. The contractor shall assure adequate, cost effective, efficient and timely computerized support of all functions, elements and requirements specified or implied within this SOW.

The contractor shall ensure complete systems coordination within ILMD and shall ensure that ILMD receives all required management information whether generated manually or by computer. The contractor shall be responsible for interface and coordination of program changes with other elements of GSFC, particularly the Regional Finance Office. The contractor shall implement appropriate security for information systems in accordance with NPR 2810.1, *Security of Information Technology*, and coordinate all information technology security activities with the ILMD computer security official.

The contractor shall ensure that all information systems comply with the requirements of the following Section 508 standards (electronic and information technology accessibility standards):

Section 1194.21 - Software applications and operating systems

Section 1194.22 - Web-based intranet and internet information and applications

Section 1194.23 - Telecommunications products

Section 1194.24 - Video and multimedia products

3.0 PROJECT LOGISTICS

The contractor shall provide the necessary expertise and capabilities required to support GSFC (Greenbelt and Wallops) in all phases of acquisition and operational logistics services, including planning, coordinating, and implementation, for NASA programs and projects. Requirements include, but are not limited to: development, coordination, evaluation, and execution of logistics plans and engineering analyses and studies; life cycle cost analysis, and logistics support analysis, in accordance with specified program policies and procedures, work instructions or other guidance provided by ILMD or ILMD customers. The contractor shall provide support to ILMD in the development and review of logistics support sections of project plans. The major categories of project logistics support provided include: logistics planning and coordination, transportation engineering, packing and crating, project storage, and export control.

3.1. Logistics Planning and Coordination [Reimbursable only]

The contractor shall apply various elements of logistics and transportation engineering to GSFC's flight project and engineering offices. These elements are described in NPR 7120.5, *NASA Program and Project Management Processes and Requirements*, NPD 7500.1, *Program and Project Logistics Policy*, and general logistics literature. Logistics and transportation engineering elements supported include, but are not limited to:

- a. Transportation and Traffic Management;
- b. Flight Hardware Shipping Container Design, Fabrication and Modification;
- c. Hardware Instrumentation for Shock, Vibration, Humidity and Temperature;
- d. Packing and Crating; and
- e. Project Storage.

3.1.1 Logistics Management [Reimbursable only]

The contractor, in coordination with ILMD, shall act as the Logistics Manager and focal point for assigned projects. This includes, but is not limited to: identifying support requirements, coordinating logistics support activities with the project customer, ILMD and other GLTIC activities, and ensuring an integration and efficient implementation of support activities. Logistics/transportation plans, memorandums of understanding and trip (or after action) reports shall be prepared for critical moves in accordance with 270-WI-7060.0.1, *Project Logistics Support* and will be provided to project customers and ILMD for review and approval. These documents include roles and responsibilities, equipment lists, detailed schedules, and descriptions of activities to be accomplished. Trip reports include a synopsis of events, descriptions of any significant unplanned events, and "lessons learned."

3.1.2 Logistics Support for Critical Moves [Reimbursable only]

The contractor shall provide support in the movement of space flight hardware and ground support equipment (“critical moves” as defined by the Government). These moves include both domestic and international locations and are generally between GSFC, contractor test facilities, and launch sites. The contractor shall provide functional representatives familiar with packaging, handling, and transportation support of space related hardware to each NASA critical move team, and support the development of logistics/transportation plans, subject to Government approval. The Government will maintain overall approval authority of the logistics/transportation plan and the actual move.

3.2 Transportation Engineering [Reimbursable only]

The contractor, in coordination with ILMD, shall act as the focal point for transportation engineering reviews and analyses for space flight projects.

3.2.1 Transportation Engineering and Consulting Services [Reimbursable only]

The contractor shall provide transportation engineering and consulting services to support ILMD and space flight projects and conduct studies for GSFC for safe and efficient movement of space flight material. The contractor shall maintain concurrency with state-of-the-art mechanical engineering functional areas and provide guidance to internal organizations that affect or benefit operations. Support shall also be provided for spaceflight hardware shipping container (including environmental control system and isolation system) design, fabrication and modification.

The contractor shall provide mechanical engineering support to ILMD to accomplish space flight project objectives. This includes development and/or technical review of transportation plans, instrumentation (shock and vibration) plans, and other documents associated with the physical movement of space flight material.

3.2.2 Hardware Instrumentation for Shock and Vibration [Reimbursable only]

The contractor shall install monitoring equipment on shipping containers and other items to record shock, vibration, and/or temperature data. The contractor shall also store and maintain this monitoring equipment. The contractor shall provide technical oversight of the instrumentation of shipping containers and space flight vehicles during transportation and on-site movements, escort the shipment in transit, and provide detailed analysis of the instrumentation data. Instrumentation plans and associated instrumentation analysis reports may also be required depending on the customer's requirements. These plans define roles and responsibilities, instrumentation procedures, and provide configuration information and acceptance criteria. Reports contain an analysis of the instrumentation data recorded during the shipment.

3.3 Packing and Crating

The contractor shall manage overall packing and crating activities at Greenbelt and Wallops to include assigning priorities, scheduling, monitoring activities and handling extraordinary requirements. The contractor shall manage and ensure the following general requirements are followed: Code of Federal Regulations (CFR), Title 49; foreign shipping requirements; International Air Transport Association (IATA); International Maritime Dangerous Goods (IMDG) Code; and NASA Class I, II, III, and IV requirements, per NPR 6000.1.

The contractor shall ensure that packaging shall withstand and protect Government material and equipment from all foreseen climatic and environmental conditions; stacking weights; modes of shipment (rail, surface, air, and water); and long term storage.

The contractor shall plan for consolidation of materials and equipment for shipments to like destinations. When consolidation of items in single containers is possible, the contractor shall ensure that dimension and weight of container contents are compatible.

The contractor shall stencil, mark and label crates, boxes, and other containers in accordance with MIL-STD-129 and NPR 6000.1. The contractor shall label all critical items as identified in NPR 6000.1 with NASA Form 1368. In certain cases, which will be specified by the Government, shipment to NASA or related facilities in foreign countries may require deviations from the marking and labeling specifications.

The contractor shall test packaging of critically sensitive/fragile items, at the Government's discretion, in accordance with MIL-STD-2073-1 and FED-STD-101. The contractor shall develop, process, and maintain appropriate packaging and shipping documentation in accordance with MIL-STD-2073-1.

3.3.1 Container Design and Fabrication

The contractor shall design, fabricate, and/or modify crates, boxes, cartons, and other containers as required to facilitate damage-free worldwide shipment by various carriers. These containers must protect many diverse types of material and equipment, which include, but are not limited to: highly sophisticated and fragile spacecraft components and instrumentation, as well as, other electronic, optical, and hazardous materials and equipment. The contractor shall perform an environmental analysis prior to designing packaging as required. Cushioning requirements shall be in compliance with the latest edition of MIL-HDBK-304. The packaging process of cleaning, drying, preserving, packing, marking, and unitization, shall be in accordance with MIL-STD-2073-1, MIL-E-17555, and NPR 6000.1.

Specifically identified special design packaging shall be screened through the Air Force Container Design Retrieval System (CDRS). The contractor shall design, in accordance with NPR 6000.1 and MIL-STD-2073-1, special design packaging not available through CDRS.

3.3.2 Hazardous Materials Packaging [Reimbursable only]

The contractor shall package hazardous materials for military aircraft shipments in accordance with AFJM 24-204 and package hazardous materials shipped on commercial carriage in accordance with Title 49 CFR/Bureau of Explosives Tariff B.O.E. 6000-T/IATA. The contractor shall package material sensitive to electro-static discharge in accordance with MIL-PRF-81705. The contractor shall also package radioactive material in compliance with Title 49 CFR, Title 14 CFR, and Title 10 CFR requirements.

All hazardous materials packaging shall comply with applicable Performance Orientated Packaging (POP) requirements or industry best practices. Items requiring packaging under POP guidelines shall be in POP certified packaging. POP certified containers for shipping hazardous materials shall be purchased off-the-shelf from Department of Transportation certified manufacturers.

The contractor shall certify handlers and certifiers of hazardous materials as required by CFR Title 49, parts 171-177. The contractor shall prepare and certify the "Shipper's Declaration for Dangerous Goods" used to identify and accompany all shipments of hazardous cargo transported by the military transportation system.

3.4 Project Storage

The contractor shall operate the Center's Project Storage program (Greenbelt and Wallops), and maintain both on-site and off-site storage facilities (presently located in Laurel, MD) for technical and scientific equipment, traveling exhibits, materials and other property. The program contains an inventory of stored items, which includes sensitive, space flight hardware and associated ground support equipment requiring special handling and temperature controls.

Activities involve shipping/receiving and data entry for equipment and materials and providing customer support for site visits. Activities also include, but are not limited to: initiating, processing, and receiving storage requests; coordinating transportation of storage items to and from warehouses at Greenbelt local off-site and on-site locations; initiating, processing, and coordinating withdrawal requests; coordinating the withdrawal and return of temporary storage removals; inspecting and inventorying property as required; providing research for customer inquiries about stored equipment for reutilization or transfer; initiating survey actions on property lost, damaged or destroyed; coordinating facility repairs and/or modifications with on-site contractor or off-site landlord; planning new facilities and locating additional off-site facilities for specialized storage requirements. Project storage items shall be inspected, labeled, and located within 3 workdays of receipt.

The Storage Information Management System (SIMS) provides information and tracking data for all items of project storage. Data entry into SIMS shall be completed within 2 workdays

from receipt of the source document. The contractor shall maintain and update, as necessary, Storage Warehouse Layout Plans, the *SIMS User's Guide*, and the storage work instruction for the handling, movement, inventory, receipt and issue of material in the GSFC Project Storage Program. Additionally, the contractor shall provide analysis and recommendations to reduce storage space requirements and costs.

3.5 Export Control

The contractor shall provide support to the Center Export Administrator (CEA) in all aspects of export and import matters. This includes, but is not limited to, the following activities:

- a. Supporting GSFC employees and contractors, when requested, in determining the requirements of U.S. Government regulations for export and import of hardware, software, and technical data/technology to and from foreign destinations.
- b. Providing training and interpretation of export and import regulations, and NASA and GSFC policies and procedures.
- c. Identifying appropriate justification, classification, and authority for export and import of NASA hardware, software and technical data/technology, under the provisions of U.S. Government regulations, and in conjunction with NASA cooperative agreements as required.
- d. Providing support to the GSFC community for both limited and public dissemination of NASA Scientific and Technical Information (STI), NASA software, and other documents.
- e. Providing technology transfer review and assessment of proposed foreign visitors to GSFC.
- f. Providing support to GSFC transportation personnel in ensuring that the necessary procedures are in place to facilitate movement of material to and from foreign locations.

All activities and reviews shall be conducted in accordance with the *Export Administration Regulations*, the *International Traffic in Arms Regulations*, and the NPR 2190.1, *NASA Export Control Program*.

4.0 SUPPLY MANAGEMENT

The contractor shall perform all supply management functions to include acquisition, purchasing, inventory, order fulfilment, stock control, receiving, demand planning, kitting, inspection and test, distribution, life cycle and warehouse management for GSFC (Greenbelt) and NASA HQ in accordance with NASA NPDs, NPR, GPRs, PGs, and agreements. The contractor shall order

parts and perform backorder management for NASA HQ and Greenbelt. The contractor shall purchase initial orders and resupply stocked material processed through AMMS for Wallops. The contractor shall purchase, requisition, stock, inventory, receive, inspect and test electrical, electronic, and electromechanical (EEE) parts, and flight grade fasteners for Greenbelt and geographically separated locations as required. The contractor shall manage the EEE Parts Laboratory in accordance with NASA and GSFC policy and procedures and GSFC's Management System requirements. The contractor shall ensure personnel meet the NASA and GSFC ESD training and certification requirements to operate in and manage the EEE Parts Laboratory in accordance with NASA, GSFC and GSFC Management System requirements.

The contractor shall purchase non-emergency office/administrative supplies through Federal Strategic Sourcing Initiative (FSSI) GSA awarded Blanket Purchase Agreements (BPA) when feasible. The contractor shall purchase all fuel through Defense Logistics Agency (DLA) Energy. The contractor shall manage electronic components, cables, connectors, hydraulic system components, vehicle parts, administrative supplies, forms, publications, and other commodities as required to support GFSC. The contractor shall perform all aspects of order management to include but not limited to requisition processing, status development and update; research and cataloging.

The contractor shall operate the AMMS supply system in accordance with all applicable government regulations, policy documents, procedure issuances and formal instructions governing NASA and GSFC supply management operations. The contractor shall make maximum use of Government supply sources, except when doing so will prevent meeting specified priorities or delivery deadlines, or when non-Government sources provide material of equal or better quality at equivalent price. The material inventories shall be carefully controlled and their use shall be limited to controlled (documented) issuances to authorized customers, as determined by NASA, and GSFC policies and procedures.

4.1 Requisition Processing

The contractor shall be responsive to customer requirements at all times, including periods outside normal business hours, and shall have a supply process for responding to requirements outside normal business hours. The contractor shall develop supply processes to expedite purchasing and delivery of material and supplies to support emergencies and urgent customer requests. These upgraded priorities shall be coordinated with the customer and ILMD. Other high priority or special requirements (e.g., "just-in-time" (JIT) deliveries) may be identified by ILMD. JIT items shall be delivered within 2 workdays after electronic customer order is received by AMMS. For non-emergency requisitions, the material shall be delivered to GSFC within 5 weeks of the receipt of the requirement in the purchasing section (Does not include JIT items and project parts).

4.1.1 Backorder Management

The contractor shall develop, implement, and maintain an automated backorder management function that includes, but not limited to, the following capabilities: backorder establishment, status reporting and estimated delivery dates and a process for expediting the requirement and documenting follow-up actions on overdue orders. An automated customer backorder report shall be developed and provided to the customer that shows National Stock Number (NSN) ordered, noun, quantity ordered, price, status, current delivery date and previous delivery date, and remarks. Stores stock backorders shall not be more than 60 calendar days old.

4.2 Inventory Management

The contractor shall perform inventory management at Greenbelt, utilizing AMMS, of all commodities designated by ILMD. Establish and maintain inventory record with identification data, on-hand quantity data, records of all dues-in and dues-out, stock levels and reorder points, demand history, location information, customer and end-item information, sources of supply, cross references, specialized controls required, and other data as necessary to manage the item. The system shall include the financial and accounting and management data to operate a customer-funded requisitioning system. The contractor shall add, delete, review and adjust stock levels, as necessary to meet requirements and increase efficiency and cost effectiveness, in accordance with policy, regulation, and budgetary guidance provided. The contractor shall manage stores, program and standby stock in accordance with NASA and GSFC policies and procedures.

The contractor shall be required to manage Grade 1 and 2 NASA standard EEE parts. NASA standard EEE parts are listed in the NASA Parts Selection List. GSFC preferred parts are listed in the GSFC Qualified Parts List Directory. Grade 1 parts are higher quality, Government specification controlled parts intended for critical applications, including space flight. Grade 2 parts are high quality, Government specification controlled parts for use in applications not requiring Grade 1 parts.

The contractor shall acquire testing and certification of Flight Fasteners for the GSFC Advanced Manufacturing Branch. The contractor shall inspect and test EEE parts in accordance with GSFC policies and procedures. The contractor shall manage and track designated EEE parts by manufacturer's lot number and manufacturing date. The contractor shall use an X-Ray Fluorescence Spectrometer to detect and identify prohibited materials in EEE parts when requested by the customer.

4.2.1 Separate Stock Rooms [Reimbursable only]

The contractor shall staff and manage warehouse stock rooms as directed for all commodities stored that include, but are not limited to: EEE parts, flight fasteners, and cryogenics. The contractor shall warehouse incoming stock, assign locations, delete unused locations, issue stock to fill customer orders, prepare for physical inventories; validate warehouse locations, resolve and report warehouse refusals and coordinate inventory adjustments when shortages are found.

The contractor shall perform housekeeping to keep warehouse clean and free of hazards, to prevent damage and deterioration of assets and secure material to prevent pilferage and theft. The contractor shall ensure stocked hazardous material is warehoused in accordance with NASA, GSFC, and federal standards.

4.2.2 Physical Inventory

The contractor shall conduct physical inventories of materials in accordance with NPR 4100.1, work instructions, and policy provided by ILMD. Physical inventories will be of two types, sample and complete inventories. The contractor shall perform sample inventories at intervals and using the technique in NPR 4100.1. The contractor shall annually submit an inventory plan to the Supply Team Lead for approval.

The contractor shall conduct inventories, prepare inventory adjustment vouchers, and conduct causative research for those adjustments in accordance with NPR 4100.1. The contractor's causative research shall determine the root cause of inventory adjustments and recommend corrective action. The contractor shall submit inventory adjustment vouchers and documented causative research to the Supply Team Lead within 30 calendar days after inventory completion.

4.2.3 Shelf-Life Management

As part of the annual inventory plan, the contractor shall include a separate shelf-life management plan. The contractor shall ensure that critical material that is time sensitive or subject to deterioration with age is closely monitored for serviceability upon use. Shelf-life data for the Greenbelt and Wallops locations are maintained in AMMS. The contractor shall ensure shipment times and stockage requirements at remote customer sites are incorporated into GLTIC shelf-life planning.

4.2.4 Supply Support for Precious Metals

The contractor shall purchase precious metals for direct turnover to customers and subsequent management in program stock rooms, in accordance with applicable Government procedures and policies.

4.2.5 Supply Support for Gasoline and Diesel Fuel

The contractor shall purchase fuel for Greenbelt and Wallops from DLA Energy. The contractor shall order, manage, store and distribute gasoline and diesel fuel for Greenbelt.

4.2.6 Supply Support for Compressed Gases and Cryogenics [Reimbursable only]

The contractor shall purchase compressed gases for all portable and stationary Government-owned and leased containers. The contractor shall arrange for replenishments at both the

Greenbelt and Wallops locations. The contractor shall purchase liquid nitrogen, liquid helium, and gaseous helium from the NASA contract. The contractor shall purchase other compressed gas and cryogenics requirements from suppliers as identified by the customer.

4.2.7 Vendor and Government-Owned Compressed Gas Cylinders and Containers [Reimbursable only]

The contractor shall order, issue, return and stock Government-owned and vendor-owned (leased) containers for compressed gases in accordance with NPR 4100.1. The contractor shall have a process to track these containers while they are in the possession of the GLTIC or its customers. The contractor shall track vendor-owned cylinders from the time of receipt to the time of return to the vendor. The contractor shall track Government-owned cylinders from the time of receipt to the time of disposal or deletion from inventory. The contractor shall ensure that all leased and owned cylinders are tested for safety, in accordance with Government regulations. The contractor shall charge customers for leasing (“demurrage”) costs of vendor-owned cylinders and containers and shall recommend to customers that they convert to Government-owned cylinders when it is technically and economically desirable to make this conversion. The contractor shall conduct a physical inventory of all cylinders as outlined in NPR 4100.1.

4.2.8 Hazardous Materials Management

The contractor shall manage the Hazardous Materials Management Office (HMMO) located in Greenbelt Central Receiving and perform the following activities:

- a. Administer and maintain the HMMS including data input (e.g., cataloging and issue) and data update when advised by the hazardous material (HM) user (e.g., location update and disposition).
- b. Maintain an acquisition process for HM.
- c. Attach an inventory barcode sticker to each HM container processed through Greenbelt Central Receiving and arrange delivery to the customer. Exceptions are allowed if stickers cannot be attached to the containers.
- d. Establish and support additional issue points where customers have agreed to update the HMMS database to create the inventory and indicate issue of HM previously cataloged by the HMMO, and print and attach a barcode sticker to each HM container.
- e. Attach a unique barcode sticker to each HM container when notified by HM users of unlabeled containers found in an area where the HMMS implementation inventory has been completed.

- f. Produce and distribute a *Materials Data Validation Date Pending and Passed Report*, including a list of container serial numbers, chemical name, and data validation date, to supervisors every six months;
- g. Update data validation dates in accordance with data validation date extension requests received from supervisors (limit extensions to five years);
- h. Maintain records of data validation date extension requests;
- i. Forward reports received from supervisors of missing materials to the Medical and Environmental Management Division;
- j. Produce semiannually a report of *Hazardous Materials Six Months Past Data Validation Date*.
- k. Process empty HM containers: Pickup containers as designated through eMOD, Maintain related HMMS data and dispose of containers.

The HMMO staff is also responsible for labeling, data entry and SDS archiving of any HM not entering the Center through Central Receiving and reported by HM users or custodians as “found on station.” The HMMO also provides technical support, HMMS reports and special data products support to GSFC and Wallops HM users and custodians.

4.3 Research and Cataloging

The contractor shall research and catalog in accordance with NPR 4100.1. for Greenbelt, Wallops and NASA HQ. New items shall be cataloged and posted to the stores stock catalog within 3 workdays. Activities include, but are not limited, to the following:

- a. Identifying, establishing and maintaining, in accordance with NASA, DoD, and federal regulations, Military or Federal Specifications and Standards, cataloging data, including: sources of supply for all items requisitioned and all items for which the contractor shall provide research and cataloging support; interchangeability, substitutability, and next higher or lower assembly and those items which qualify as controlled property. The contractor shall provide cataloging, inventory management, inspection, warehousing, and distribution services in support of the Center projects as required.
- b. Screening, via the GSA or the Defense Logistics Information Systems Center (DLISC), to determine whether or not an item of supply or equipment has been assigned a National Stock Number (NSN) or an integrated material manager; and assigning local stock numbers (LSNs) as required.
- c. Providing technical and cataloging support for new systems, supplies and equipment

being acquired by or updated by authorized customers.

- d. The contractor shall participate in the Federal Cataloging System in accordance with NPR 4100.1, *NASA Materials Inventory Management Manual*. The requirements of this program include, but are not limited to: complying with Defense Logistics Information System procedures; collaborating, when requested, on proposed data changes with other registered federal users of an item of supply; registering, via GSA, of GSFC as Primary Inventory Control Activity or Secondary Inventory Control Activity; and forwarding those items which meet demand criteria specified by NASA for registration in the Federal Cataloging System, and assignment of NSNs.
- e. Providing electronic stores stock catalogs for the Greenbelt and NASA HQ locations. The system shall contain listings of stocked items and instructions on how to use the catalog, as a minimum. If requested by ILMD, the contractor shall prepare catalogs and brochures for specific supplies and/or programs or projects.

4.3.1 Technical Review (“Screening”) of Purchase Requests (PRs)

4.3.1.1 Screening for Consumable Items of Supply

The contractor shall collect demand data for all items of supply, and shall initiate cataloging or stockage action when demand exceeds thresholds specified by ILMD. When an item is found to be available under a multiple award Federal Supply Schedule, the contractor shall annotate the PR with three sources identified from the schedule.

4.3.1.2 Screening for Equipment

The contractor shall access SAP on a daily basis to check for pending purchase requests. A purchase request for new equipment having an acquisition value of \$25,000 shall be screened across all NASA centers via the DISPOSAL system.

The contractor shall also screen all DD Forms 1419 “DOD Industrial Plant Equipment Requisitions,” that are received from NASA contractors and contain equipment items, regardless of value, to determine if the items or appropriate substitutes are available via the DISPOSAL system. If the model number from the DD Form 1419 is not located the contractor shall sign and add a certification number on the form, indicating the purchased was screened in accordance with NASA policy. The contractor shall maintain appropriate logs and records in the execution of those activities, in accordance with direction from ILMD and NPR 4200.1, *NASA Equipment Management Procedural Requirements*.

4.4 Purchasing

The contractor shall utilize the Government-provided supply system (the Advanced Materials

Management System) at the Greenbelt site to support supply operations at Greenbelt, Wallops, NASA Headquarters and other locations supported through this contract. The supply system shall be used to provide institutional and project supplies, parts, equipment and services. This includes providing stores, program and standby stock inventories, compressed gases, and other materials, equipment (including real property equipment) and services from commercial sources. The contractor shall only purchase equipment and services required to support its activities on this contract unless prior approval has been obtained from the Contracting Officer.

This system shall be capable of incorporating general and special provisions, including but not limited to: requisitions requiring prior customer approval, vendor estimated delivery dates, competitive bids, quality assurance requirements, such as special soldering clauses, warranty negotiations, support for emergency purchases, blanket purchase orders, vendor ratings, quantity price breaks, shipments directly to the customer, including Wallops (“drop shipments”), and high dollar subcontracts for both common and unique items. The contractor shall provide purchasing support for furniture that meets customers’ requirements only after the Facilities Management Division has approved them. The contractor shall provide environmentally preferable products and services in accordance with the terms and conditions of this contract to the maximum extent practicable.

In addition, the contractor shall use Government sources of supply using FEDSTRIP and MILSTRIP requisitioning procedures. The contractor shall have FEDSTRIP and MILSTRIP requisitioning capabilities. This will include the capability to: originate, modify, or cancel requisitions; follow up on outstanding requisitions; verify receipts; and certify for payment billings received from other Federal agencies.

As part of the phase-in activities, the Contractor will receive an Outstanding Purchases Report for ongoing orders placed under the predecessor contract, NNG12AZ11C with TRAX International. The Report will identify the information, as provided in the paragraph below, for each order for which the Contractor assumes responsibility.

Because this contract is divided in base and option periods of performance, the Contractor shall maintain responsibility for all outstanding orders of technical parts (e.g., electrical, electronic, and electromechanical (EEE) parts, and flight grade fasteners), materials, equipment, administrative supplies and other items with a delivery date beyond the existing period of performance (e.g., the contract base and option periods), when and if the option is exercised by the CO.

Thirty days prior to the contract end date, the contractor shall submit a report to the COR and CO identifying outstanding orders. This Outstanding Purchases Report shall contain all relevant information (e.g., purchase order number, item name, vendor/subcontractor, dollar value, expected delivery date, etc.).

4.4.1 Program Purchasing [Reimbursable only]

The contractor shall provide goods and services of a program specific nature for delivery in accordance with customers' required delivery dates, technical specifications, and the requirements of the Federal Acquisition Regulations (FAR), and the NASA FAR Supplement (NFS).

Program purchasing is the acquisition of technical items that supports program and project activities, as well as engineering and scientific missions, and includes GLTI support services. Items purchased are frequently time-sensitive, involve complex or critical requirements, or include long lead times. Therefore, the contractor shall frequently coordinate with both the suppliers and customers to track progress. The contractor shall utilize bills of material or other methods to track materials. These items include: EEE parts (for both spaceflight and engineering model use), flight grade fasteners, cryogenics, technical equipment, and specialty products/services.

Some EEE or mechanical parts will be furnished by the Government, and the contractor shall provide other parts from commercial or Government sources, using specifications provided by the Government. If the contractor provides EEE or mechanical parts from a commercial source, the Government shall require that the vendor provide certificates of compliance, in which the manufacturer or vendor certifies that its parts meet NASA or other Government specifications. If required, the contractor shall provide Grade 1 or 2 parts from the Defense Logistics Agency, using standard MILSTRIP procedures. The contractor shall ensure program purchases comply with NASA and GSFC policies and procedures.

4.4.2 Institutional Purchasing

The contractor shall provide goods and services of a non-program specific nature for delivery in accordance with the customers' required delivery dates, FAR and NFS requirements, and any other Executive Orders or applicable laws.

Institutional materials include items that are typically used by all organizations independent of their mission or used by organizations that provide Center-wide support services. Institutional material frequently includes items that are repetitively provided, stored, and issued on a recurring basis. Additionally, many items are held in inventory or are provided through a JIT approach to expeditiously fill the customer's request. The contractor shall provide institutional material through both commercial and Government sources. These items include, but are not limited to: office supplies and equipment, furniture, industrial supplies, packing and crating supplies, garage supplies, fuel and hand tools.

4.4.3 Developing Procurements and Validating Requirements

The contractor shall develop procurement packages to support specific commercial procurements, validate technical requirements with appropriate requisition originators, and

ensure the development and submission of any special technical justifications, such as sole source justifications.

4.4.4 Validation, Award, and Management of Purchase Orders, Blanket Purchase Orders, and Subcontracts

The contractor shall develop and implement a comprehensive set of work instructions covering all phases of the purchasing process and shall ensure integrity, efficiency and protection of the Government's resources in all purchasing actions. Required reviews of certain types of purchases or subcontracts by the Contracting Officer or other Government representative shall be coordinated. The contractor establishes BPAs and subcontracts for products and services at Greenbelt, Wallops, and NASA Headquarters. These BPAs and subcontracts include, but are not limited to: garage supplies, packing and crating supplies, motor vehicle fuel, leased warehouse space, office moves, printing and graphics, equipment maintenance, cryogenics and compressed gases, and international mail.

The contractor shall maintain all purchasing documentation in accordance with NASA and GSFC policies and procedures. The contractor shall ensure a supplier performance evaluation system is developed and implemented in accordance with NASA and GSFC policies and procedures. The contractor shall ensure purchase orders, and contracts for goods and services reflect customer requirements and have the appropriate flow down quality requirements in accordance with NASA, GSFC, and GSFC Management System requirements. The contractor shall ensure the appropriate approvals, and cost estimates are provided by the customer prior to executing a purchase. The contractor shall ensure suppliers have a counterfeit avoidance plan and shall obtain a copy of the plan when purchasing EEE parts. The contractor shall electronically maintain a file of supplier counterfeit avoidance plans for EEE parts.

4.4.5 Expediting Follow-up and Status Reporting

The contractor shall develop and implement a set of plans and procedures for follow-up, expediting and status reporting of purchased project parts and services to ensure vendor service performance and delivery according to purchase agreements.

4.5 Receiving

The contractor shall operate central receiving facilities for GSFC (Greenbelt) and NASA HQ. All materials ordered for delivery are received through these facilities except: compressed gases delivered directly to an on-site or off-site cylinder or container; direct deliveries where specified in a contract; non-Government property entering GSFC for test and evaluation; and explosive materials. Hours of operation at the Greenbelt facility shall be 7:00 a.m. through 4:00 p.m., Monday through Friday. Hours of operation at NASA Headquarters shall be 8:00 a.m. through 4:30 p.m.

Project parts shall be processed within 8 calendar days of delivery to the Greenbelt Receiving Dock. GSFC incoming material shall be processed within 3 workdays of delivery to Greenbelt Receiving Dock (Does not include project parts or hazardous materials) and NASA HQ items shall be processed and delivered to customer within 1 workday of delivery to NASA HQ Receiving Dock. The contractor shall notify the GSFC Safety Office within 1 hour of receipt of explosive material.

The contractor shall perform the following activities:

- a. Record all receipts on a receiving log to reflect the date received, purchase order number, number of pieces, delivering carrier, vendor and legible name and signature of the person in receiving taking custody of the materiel.
- b. X-ray, inspect and document kind, count, and condition inspection for all incoming materiel designated for stock or issue to customer. Use GSFC Form 20-2, Receiving Inspection and Test to document receiving inspection and test events for products within the scope of the GSFC Management System (MS), as defined in GPR 1280.1. Test EEE parts purchased by ILMD in accordance with 500-PG-4520.2.1. Fasteners designated by the requesting organization as controlled or critical and purchased by ILMD shall be tested in accordance with 541-PG-8072.1.2. Process static sensitive materiel in accordance with 300-PG-8730.6.1 and any applicable WIs.
- c. Conduct a visual inspection of Customer Supplied Product (CSP) in addition to performing a kind, count and condition inspection in accordance with GPR 4520.3. Document incoming receiving inspection on a GSFC Form 20-2, Receiving Inspection and Test. Segregate damaged and nonconforming CSP and obtain disposition instructions from Product Design Lead (PDL) or receiving organization.
- d. Stage incoming property for delivery or storage.
- e. Document supply discrepancies of materiel not under the MS on a 270-Form-0068, Receiving Discrepancy Form. Reject and segregate discrepant or damaged materiel and work with procurement buyer or Contracting Officer to resolve supply discrepancies for products not governed by the MS.
- f. Any products that fall under the MS (including CSP) that do not meet the purchase order, shipping documentation or contract specifications shall be designated as nonconforming. Identify MS products deemed nonconforming with a GSFC 4-33, Nonconforming Product Tag in addition to segregating the materiel. Document MS nonconforming products in the PR/PFR database in accordance with GPR 5340.4. The resulting PR/PFR number shall be entered on the appropriate GSFC Form 20-2 block associated with the event. Work with the customer and cognizant procurement buyer/Contracting Officer to determine disposition of nonconforming products. Obtain in writing waivers from

customers who wish to waive the incoming inspection process. The contractor shall maintain a file of customer waivers in accordance with GSFC policy and procedures.

- g. Ensure hazardous materials are processed on a spill containment pallet and Safety Data Sheets are available with the product. Store and prohibit access to hazardous material by unauthorized personnel. Storage containers or cabinets housing hazardous material shall be secured and housed in appropriate cabinets to prevent disbursement, or accidental spills until product is delivered to intended customer or designated warehouse location. Hazardous materials shall be processed within 2 workdays of delivery to Greenbelt Receiving Dock.
- h. Ensure controlled equipment is tagged with property tag if practicable. Prepare a load sheet for equipment tagged in Central Receiving. If incoming controlled equipment items are not tagged in Central Receiving, then receiving personnel shall notify Equipment Management that the item wasn't tagged in receiving and Equipment Management shall be responsible for tagging the item.
- i. Ensure all materiel in the custody of Receiving is secured from theft, pilferage, or damage. Submit Reports of Survey when incoming government property is lost, damaged or stolen in accordance with NPR 4200.1.
- j. Obtain a quarterly list of personnel who are authorized to use/receive or transport explosives, weapons, ammunition and radioactive materials in the performance of their duties from GSFC Protective Services Division. The list will include individuals' names, organization codes, phone numbers, types of explosives to be used, location, name of missions supported, and storage locations of explosives.
- k. Inspect incoming materiel's shelf-life to ensure the age on delivery is in accordance with GPR 4100.1.
- l. Document receipt for conforming product dispositioned in SAP, AMMS or on a DD Form 250 as applicable.
- m. Ensure incoming bids are stamped with time and date of receipt. Secure bids until delivered or picked up by personnel designated by the Procurement Operations Division.

4.6 Warehousing

The contractor shall warehouse a variety of materials at Greenbelt and the offsite warehouses in Laurel, MD supporting both Greenbelt and NASA HQ, including supply inventories (e.g., office and facilities supplies and forms), publications, furniture and equipment. The contractor shall perform all warehousing activities in support of supply operations which include, but are not limited to: stockage, distribution of material issued or shipped from stock, warehouse location

validation, assignment and deletion of warehouse locations, maintain and establish a locator system and warehouse layout; and ensure materiel is stored in an environment that prevents stock deterioration; and damage. The contractor shall use first-in first-out procedures to manage shelf life of assets in stock. The contractor shall establish the appropriate security measures to prevent unauthorized access, pilferage, damage or theft of stored property, ensure effective and efficient use of warehouse space, and perform housekeeping duties to keep the warehouse clean and neat. The contractor shall ensure warehouse locations are barcoded and affixed to each location and that each national stock number shall be assigned its own location

Data entry for NASA HQ items shall be completed within 3 workdays following receipt, or upon the completion of any NASA HQ support request to deliver, ship, mail, or stage items for pickup. Delivery, mailing, shipping, and staging for pickup of NASA HQ items shall be completed within 3 workdays of receipt of an NHQ 236 or other approved service request.

The contractor shall kit EEE parts when requested by the customer. Project parts kits shall be assigned a warehouse location and kits that contain electro static discharge sensitive (ESD) items shall be stored in the EEE Parts Laboratory. EEE parts shall be warehoused in a Class 0 ESD facility (the EEE Parts Laboratory). The contractor shall ensure the EEE Parts Laboratory is compliant with NASA, GSFC and GSFC Management System requirements. The contractor shall ensure the EEE Parts Laboratory is secure and only accessed by authorized personnel.

4.7 Fabrication Planning and Coordination [Reimbursable only]

The contractor shall provide fabrication planning and coordination support in accordance with 547-WI-5100.1.4, *Outsourcing for Fabrication Services*. The contractor shall receive work requests/packages from customers for fabrication services and coordinate completion of the work in-house by GSFC or by an outside contractor. Fabrication work requests/packages are generally for the following types of work: machining, printing, electroplating, testing or inspections with the exception of some testing services provided via established contract/task orders. Typical contractor support for fabrication services or requests are conducted via standard purchase orders. The contractor shall track the receiving disbursement, testing &/inspection and storage of technical parts, including but not limited to: EEE parts, flight grade fasteners and associated material. Logistics support related to fabrication planning and coordination shall also be provided.

5.0 TRANSPORTATION

The contractor shall perform a multitude of transportation functions including, but not limited to: traffic management; vehicle dispatch operations and fleet management. Those activities involve compliance with Federal, state and local laws and regulations, as well as NASA policies and procedures. The contractor shall implement work instructions which provide for scheduled requirements, as well as, extraordinary, emergency, or unusual requirements during both duty and non-duty hours. The contractor shall ensure that an adequate number of personnel possess a

valid Class “A” Commercial Driver’s License (CDL) in order to operate vehicles requiring an operator with those qualifications.

5.1 Traffic Management

The contractor shall make all necessary arrangements for the movement of materials at Greenbelt, Wallops, NASA HQ and other locations, as required. These arrangements include the use of commercial carrier tariffs, schedules, tenders, services, facilities, rates, charges, and traffic agreements to route NASA traffic and maintain liaison with commercial carriers. The contractor shall plan and coordinate requests for Special Assignment Airlift Missions and test load applications. The contractor shall ensure that only lawfully filed tariffs and tenders are used to route NASA traffic.

The contractor shall manage and perform all activities related to the shipment and receipt of Government freight via commercial transportation in accordance with best commercial practices and regulatory directives. The contractor shall maintain documentation for carriers’ payments, transportation discrepancy reports, tracer actions, and any other reporting requirement identified by the Government. The contractor shall provide support to the Information and Logistics Management Division in arranging the movement of material on military or other Government transportation systems.

The contractor shall ensure compliance with laws, regulations, and ordinances, imposed by the local, state, and Federal governments, concerning the movement of material by commercial carriers. Transportation procurements shall be processed and awarded in accordance with transportation regulations and NASA policies and procedures.

5.1.1 Outbound Freight

The contractor shall perform all services required to arrange the shipment of outbound freight. The contractor shall determine the most advantageous mode of shipment and the carrier to be used; consolidate shipments where appropriate; classify cargo being shipped and apply the lowest applicable rate in accordance with the Uniform Freight Classification, and carrier’s tariffs and tenders. The contractor shall maintain an outbound freight Tonnage Distribution Record. Shipments of “letterpacks” and other small packages (25 pounds or less) are processed through the Mail Services Center.

5.1.2 Inbound Freight

The contractor shall perform all activities required to receive, process, and effect disposition of inbound freight consigned to GSFC and supported activities. The contractor shall receive, arrange for specified delivery points, and document each inbound shipment, including confirmation that each Commercial Bill of Lading (CBL), Government Bill of Lading (GBL), and carrier’s prepaid bill has been receipted by signature and any discrepancies have been

annotated.

5.1.3 CBLs and GBLs

The contractor shall prepare, issue, and process CBLs, GBLs, SF 1103, SF 1109, and SF 1200 for the procurement of transportation and related services on behalf of the GSFC Transportation Officer. The contractor shall process requests from commercial carriers to substitute a Freight Way Bill Original, in lieu of a lost or destroyed GBL.

5.1.4 Verification of Freight Charges

The contractor shall, upon receipt of carrier invoices, verify actual charges with the estimated freight charges. The contractor shall perform a prepayment audit of carrier invoices prior to payment by the NASA Shared Services Center. The contractor shall schedule and monitor loading and unloading of commercial carriers' equipment to preclude demurrage, detention, or storage charges. The contractor shall, upon receipt of invoice from the carrier, verify or dispute demurrage, detention, or storage charges.

5.1.5 Carrier Selection

For a specific shipment, when two or more modes of transportation or individual carriers within a mode of transportation are in a position to compete, the contractor shall consider three principal factors when selecting the carrier. In accordance with Title 41 CFR, these factors are: satisfactory service, total delivery cost, and equitable distribution of traffic.

5.1.6 Carrier Service Program

The contractor shall develop a Carrier Service Program (CSP) to ensure that NASA shippers receive the best available service from commercial freight carriers. The CSP shall establish elements of service that are key indicators of carrier performance, establish minimum levels of satisfactory performance for these elements and prescribe procedures for denial of freight shipments to any carrier that fails to provide a minimum level of satisfactory service. The elements to be used in evaluating carrier service include, but are not limited to: claims experience, compliance with the Department of Transportation (DOT) hazardous materials regulations, inadequate or improper equipment, compliance with CBL and GBL instructions, overcharge ratio, failure to pickup shipment, shipment refusal, and transit time.

The contractor shall document carrier failures and provide documentation to ILMD for consideration. Each carrier's documented file shall contain at a minimum a brief description and date of service failure, date carrier was offered the shipment and name of contact, CBL or GBL number, shipment origin or destination. This information may then be considered when selecting carriers for future shipments.

5.1.7 Commercial Carrier Inquiries

The contractor shall ensure that carriers are furnished with sufficient information, or be permitted access to appropriate supporting records to allow for a determination of applicable charges for transportation services. Information furnished to carriers in response to inquiries concerning shipments that have taken place shall be confined to facts. Inquiries regarding commodity descriptions shall be answered by furnishing information contained in shipping documents, tenders, bills of lading or other supporting records. Inquiries regarding freight classification shall be answered by furnishing the bill of lading description.

To promote competition between and among carriers, the contractor shall provide all interested carriers with information relating to traffic shipped from and to GSFC. Authorized carrier representatives shall be allowed to inspect this information at reasonable hours, except as restricted by security regulations or instructions issued by ILMD. The information shall be maintained in a public file and shall include at a minimum: annual tonnage, tonnage by mode, number of shipments by destination, types of commodities shipped, carrier rate tenders. Classified information or any information, which might result in a breach of security, shall not be discussed, released, or included in a public file.

5.1.8 Maintenance of Publications

The contractor shall maintain a current file of tariffs, tenders, and related publications covering all modes or methods of transportation commonly used by NASA. The file shall be comprehensive enough to effectively perform commercial traffic management activities. The contractor shall use tariffs, tenders, and related publications to rate and route Government material.

5.1.9 International Transportation

For United States Flag Ocean Carriers, the contractor shall arrange for International Ocean Transportation services in accordance with the provisions of Section 901(b) of the Merchant Marine Act of 1936 (46 U.S.C. 1241 (B)), concerning the use of privately owned U.S. - Flag Vessels.

For United States Flag Certificated Air Carriers, the contractor shall arrange for International Air Transportation services in accordance with the provisions of section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 1517) which requires the use of U.S. - Flag Certificated Air Carriers for International shipments of property.

The contractor shall prepare all required documents and coordinate with U.S. Customs for all imports and exports of freight shipments. The contractor shall ensure that carriers and freight forwarders are provided with all relevant shipping and import/export documentation.

5.1.10 Claims Processing

The contractor shall report and adjust overages, shortages, losses, damages, and other discrepancies between the quantity or condition of property in shipment received from carriers and the quantity or condition of that property as shown on the covering Bill of Lading or other transportation document.

The contractor shall process loss and damage claim reports against carriers when any of the above conditions apply. Claims processing includes at a minimum:

- a. Preparation and filing of claim reports and supporting documentation within established timeframes; and
- b. Follow-up with carriers, consignor, consignee, or owner of property, whichever is applicable, to assure timely processing and settlement of all claim actions. If material or equipment is not returned to the vendor it shall be reported through the GSFC excess process.

5.2 Vehicle Dispatch Operations

The contractor shall provide a complete vehicle control operation that includes scheduling and issuing GSFC-Greenbelt vehicles for a variety of requirements, including, but not limited to the following: motor pool operations, pickup and delivery services, shuttle bus operations, office/lab moves, and operating a taxi service. The contractor shall provide dispatch services between the hours of 7:30 a.m. and 4:00 p.m. All services shall be performed at Greenbelt only, unless otherwise noted. After hours support will also occasionally be required. A listing of the vehicles available for use to perform contract operations is contained in Appendix G.

The contractor shall use the Dispatch/Automated Fleet Information System (DAFIS) to track vehicle usage and customer requirements for functions performed by the contractor, including: motor pool operations, pickup and delivery requirements, shuttle bus services and set-ups.

5.2.1 Motor Pool Operations

The contractor shall manage, issue, maintain and schedule a motor pool fleet at Greenbelt of approximately 12 vehicles. A listing of the motor pool fleet vehicles is contained in Appendix G. Generally, these vehicles shall only be used by Government employees for official Government business. NASA contractors may also use these vehicles when their contract allows it. The contractor shall ensure that all operators have a valid driver's permit for the type of vehicle to be operated, and issued for the area in which the employee is principally employed or in which the employee lives (FMR 102-34). The contractor shall verify that the traveler is a Government employee (or NASA contractor approved to use the motor pool), has an approved travel authorization (when the travel destination exceeds 50 miles) and is issued the current U.S.

Government Fuel Credit Card.

For distances exceeding 50 miles one-way, the contractor shall identify and perform pre-trip inspections on all vehicles, trucks and equipment to ensure that they are operationally safe and ready to issue to Center personnel. For distances exceeding 200 miles one-way, the contractor shall obtain approval from ILMD prior to issuing the vehicle.

The contractor shall refuel and clean (except for washing) all motor pool vehicles upon return from travel. The contractor shall ensure that all motor pool vehicles are washed at least once every two weeks. The contractor shall refuel transient Government vehicles when requested. The contractor shall inspect the motor pool vehicles at least once per month to ensure each vehicle is equipped with a flashlight, flares and an emergency kit.

5.2.2 Pickup and Delivery Services

The contractor shall dispatch appropriate vehicles, personnel and equipment to perform pickup and delivery services for routine and emergency requests. These pickup and delivery services include support for GSFC-Greenbelt, NASA HQ, the Storage Program (Greenbelt and Wallops), and transportation of other items. Routine pickup and delivery requests shall be completed within 5 workdays of receipt of the service call for Greenbelt and 2 workdays for NASA HQ. The contractor shall deliver items from stores stock and receipts processed through Greenbelt Central Receiving, and deliver excess furniture (on a non-interference basis) to Center customers when needed. Supplies and materials shall be delivered within 2 workdays from the time the items are placed on the staging line. The contractor shall deliver and pickup mail once daily to approved Greenbelt mail code destinations. Incoming mail shall be delivered within 20 minutes after the posted schedule. The contractor shall pickup excess property at Greenbelt, Wallops and NASA HQ after the labeling has been completed and deliver the items to the Excess Warehouse or designated outside excess storage lot. For Greenbelt and NASA HQ, the contractor shall provide these services within the Baltimore/Washington Metropolitan Area. A summary of these pickup and delivery requirements is outlined in Appendix H.

As part of these pickup and delivery services at Greenbelt, the contractor shall coordinate for handyman services to be performed by commercial sources. These services include the assembly and disassembly of furniture (e.g., major components as opposed to pieces of components), excluding systems furniture; and disassembly of office furnishings. For the purpose of this requirement, furniture includes standard office furniture (wood and metal) and modular furniture. This work includes removing white boards, chalk boards, bulletin boards, pictures, and other similar items from walls as required. The work does not include mounting those boards, pictures, or other items to any wall. When performing these handyman services, the commercial contractor shall leave the work site clean and orderly and transport all packing material/trash/cardboard to the designated area for disposal. Most handyman services are performed as part of an office move. However, handyman services (that are not part of an office move) are also coordinated at Greenbelt.

The contractor shall review items for pickup and delivery to determine whether rigging services are needed to accomplish the activity. At Greenbelt, the contractor shall coordinate and arrange for rigging services with commercial sources.

The contractor shall complete emergency/priority requests in accordance with the customer's requirement. If the customer's requirement cannot be met, the contractor shall work with the customer to develop a mutually agreeable alternate schedule.

5.2.3 Bus Service

The contractor shall utilize GSFC-owned resources to provide bus service for Greenbelt and NASA HQ in support of a variety of events (e.g., tours, symposiums, meetings, training classes, and student programs) sponsored by, but not limited to: the Office of Communications, Equal Opportunity Programs Office and Office of Education. These services may include transportation requirements for high-ranking Government and civilian officials. These bus services shall only be provided for official Government business. The contractor shall provide support in loading and unloading of passengers, passenger luggage and other materials; operating wheelchair lifts and securing of wheelchairs may be required. The contractor shall obtain the approval of ILMD on after-hours requirements.

5.2.4 Shuttle Bus Service

The contractor shall provide an on-Center taxi service on a daily basis Monday through Friday, from 6:00 a.m., to 5:30 p.m. Center customers will have the capability to request direct pick-up and destination drop-off services by placing a call directly to the assigned bus driver.

5.2.5 Office Moves Coordination [Reimbursable only]

The contractor shall coordinate for on-site and near site office and laboratory moves at Greenbelt. These moves shall be coordinated with commercial sources to provide move estimates, perform the move, verify bills for payment, and process loss and damage claims.

The contractor shall provide move coordination services for Goddard personnel including, but not limited to: determining move requirements such as size, cost, and timeframe; performing walk-throughs of current and proposed sites; determining any special requirements (e.g., computer moves or carpeting); coordinating any special packing or special handling requirements; supporting customers in completing necessary paperwork, floor plans, and move schedules; working with other service organizations to coordinate ancillary services to ensure necessary schedules are met. Ancillary services include, but are not limited to: mods and rehabs to office spaces, maintenance, phones, excess furniture and equipment, carpeting, key control, property administration functions, relocation of safes, securing equipment, mail services, and location changes.

When required, the contractor shall support customers in preparing for moves, including: ordering supplies, inspecting material to ensure it is properly packed, secured, and clearly labeled; establishing a move coding system; developing schematics to define where material is to be relocated; ensuring all activities are completed by the move date, and arranging with security for the movers to get on Center. When required, the contractor shall also work with the customer to coordinate all activities during the move, including: monitoring the moving contractor's activities; ensuring elevators are available, halls and doorways are cleared, extra trash facilities are available, and electricity is turned on; and performing post-move walk-throughs with the customers. The contractor shall coordinate the scheduling of a moving company.

The contractor shall provide move activity schedules, status reports, workload data, and input to Government reports and presentations, and serve as a source for customer information for move activities and procedures. The contractor shall track all associated costs for performing office/laboratory moves and shall verify that all billing documents received from the mover are accurate before processing for payment.

Loss and damage claims shall be provided to the moving company within 7 calendar days of completion of the move, interim status reports shall be obtained from the movers every 30 calendar days on pending claims, and claims shall be resolved within 60 calendar days of filing of the claim.

5.2.6 Setups

The contractor shall coordinate, arrange for, and set-up conference rooms, classrooms, and auditoriums (chairs, tables, exhibits, etc.) in support of meetings, symposia, conferences and assemblies. The contractor shall receive details of these setup requests from the Directorate Coordinators, to include floor plans.

5.3 Fleet Management

The contractor shall manage the GSFC-Greenbelt vehicle fleet consisting of approximately 120 vehicles and maintain approximately 25 pieces of GSFC-owned equipment (mainly trailers, spacecraft shipping containers and transporter support equipment) and 50 bikes. The contractor shall maintain complete files on Greenbelt vehicles and equipment, containing such information as: tag numbers, NASA property numbers, purchase orders, receipt and inspection reports, certificates of origin, warranties, maintenance repair orders, accident reports and repair costs.

Presently, the vehicle fleet consists primarily of vehicles operating on unleaded gas, E-85 ethanol and Biodiesel. However, the vehicle fleet will be transitioning to non-petroleum fueled vehicles. The contractor shall provide on-going research, planning and recommendations concerning vehicle replacement strategies, including but not limited to: vehicle replacement schedules, vehicle selection and fuel type, and fueling infrastructure. The current fuel infrastructure

includes: two 5000 gallon unleaded tanks, one 5000 gallon E-85 ethanol tank and one 5000 gallon Biodiesel tank. A current list of the GSFC-Greenbelt vehicles is located in Appendix G.

The contractor shall use the vehicle management system, PMXpert, to maintain all vehicle cost and inventory data daily to include, but are not limited to: vehicle specifications, work order assignments and related costs, mileage data, and preventive maintenance and emissions schedules. The contractor shall maintain and operate the automated fuel dispensing and recording system known as the Fuelmaster Plus System. The contractor shall ensure that all Fuelmaster fuel transactions are imported into PMXpert daily.

The contractor shall participate in the annual Motor Vehicle Utilization Review (MVUR). The contractor shall provide vehicle use and assignment information to the MVUR Board. The contractor shall serve on the MVUR Board if requested by ILMD.

5.3.1 Vehicle and Equipment Maintenance

The contractor shall staff and operate a complete repair and maintenance garage facility at GSFC-Greenbelt. The contractor shall provide repair and maintenance services for the GSFC-Greenbelt vehicles and GSFC equipment. The contractor shall operate the garage facility between the hours of 6:30 a.m. and 4:30 p.m., except in emergency situations, such as snow removal activities. During snow emergency situations, the garage facility shall be continuously operational. Mechanics shall inventory, sign for, and be held accountable for their toolboxes.

5.3.1.1 Preventive Maintenance

The contractor shall maintain schedules for preventive maintenance of GSFC-owned vehicles and equipment. The contractor shall perform preventive maintenance jobs in accordance with the preventive maintenance schedule when vehicles are under the warranty period.

Following expiration of the warranty, the contractor shall perform preventive maintenance on the vehicle fleet every six months and twelve months, or 5,000 miles, whichever occurs first. The contractor shall utilize Preventive Maintenance Checklists to accomplish this activity. Each vehicle/equipment shall receive an oil change at least once a year or every 5,000 miles, whichever occurs first. If the vehicle is in the shop for maintenance or other repairs, and an oil change is due within 500 miles, the contractor shall perform an oil change at that time.

The contractor shall document all labor and material costs associated with performing preventive maintenance. The contractor shall ensure all labor and material costs are separated by individual vehicle or equipment GSFC license tag number or NASA Property Number and maintained in GSFC's automated vehicle management system, PMXpert.

5.3.1.2 Emissions

The contractor shall maintain schedules for performing emissions tests of approximately 60 gasoline-driven, GSFC-Greenbelt vehicles, weighing less than or equal to 26,000 pounds gross vehicle weight. The contractor shall ensure vehicles are tested every two years, take vehicles scheduled for emissions testing to the appropriate state testing facility and store the results of the test in the vehicle's glove compartment. The contractor shall maintain testing and associated cost data in PMXpert.

5.3.1.3 Winterization

The contractor shall maintain schedules for winterizing all GSFC-Greenbelt vehicles and equipment. The contractor shall perform annual winterization on all GSFC-owned vehicles and equipment by November 1 of each year. The contractor shall maintain all costs associated with the winterization of GSFC-Greenbelt vehicles in PMXpert.

5.3.1.4 Snow Removal Activities

The contractor shall support the GSFC Snow Removal effort by maintaining a garage capability during regular and after hours snow operations under the direction of the Facilities Management Division (FMD). The contractor shall provide towing services as directed by FMD. During snow removal activities, the contractor shall provide access to one garage bay for use by the snow removal contractor in making minor repairs to their equipment. In addition, the contractor may be asked to perform emergency minor repairs to the snow removal contractor's snow removal equipment.

5.3.1.5 Repairs

The contractor shall maintain and repair GSFC-Greenbelt vehicles and equipment. The contractor shall evaluate and repair transient Government-owned vehicles as directed by ILMD. The contractor shall maintain all associated costs for repairs (commercial and in-house) in PMXpert.

The contractor shall complete repairs within industry standards documented in the *Parts and Time Guide*, published by Chilton (or use other appropriate manuals), and document the actual time in PMXpert. The contractor shall obtain approval from ILMD on any repairs exceeding \$500.

The contractor shall provide towing service for GSFC-owned vehicles within 10 miles of GSFC, or as specified by ILMD. The contractor shall arrange for commercial towing services for towing beyond our in-house capability or for distances exceeding 10 miles.

The contractor shall inspect commercial carrier vehicles and trailers used for transporting critical space flight hardware in accordance with the Tractor/Trailer Inspection Procedure.

The contractor shall inspect, repair and maintain approximately 12 spacecraft shipping containers and transporter support equipment items as directed by ILMD. Shipping containers vary in size and may include sophisticated environmental control systems.

The contractor shall perform all repair work at the GSFC garage except repairs beyond GSFC in-house capability. The contractor shall arrange for repairs beyond GSFC in-house capability with a local commercial facility.

5.3.1.5.1 In-House Repairs

The contractor shall disassemble, repair, refit and assemble engines, including diesel engines and complete assemblies, such as transmissions, differentials, clutches, transfer cases, front and rear end suspension assemblies. The contractor shall inspect, determine cause for failure and repair, adjust, rebuild or replace any defective component within any of these assemblies.

The contractor shall disassemble, inspect, test, repair and assemble electrical systems, carburetors and fuel injection systems including computerized controls on emission systems. The contractor shall inspect, determine cause for failure and repair, adjust, rebuild or replace any defective electrical or computerized component.

The contractor shall disassemble, repair, refit and assemble brake systems and assemblies, including anti-lock braking systems, computer control units, sensors and control solenoids. The contractor shall inspect, determine cause for failure, and repair, rebuild or replace any defective component.

The contractor shall troubleshoot and repair special-purpose or industrial equipment such as farm tractors, special-use trailers, mobile cranes, front-end loaders, graders, forklifts (gas/electric/liquid propane gas), backhoes, trenchers, snow plows, salt spreaders, auxiliary power generators, air compressors, and others. The contractor shall perform extensive repairs to hydraulic systems, with vane and gear pumps and motors, control valves, holding valves, serviceable filter assemblies, relief valves, lift and hoist cylinders and ram cylinders. The contractor shall obtain approval from ILMD to perform repairs on any crane, tractor crane or aerial lift affecting operations of booms or hydraulics.

The contractor shall maintain and repair electric-powered vehicles, including repairs to drive motor transmissions, gearboxes, wiring, controllers and electric speed control systems, air conditioner charging devices, suspension and steering systems and accessories. The contractor shall comply with all Federal regulations for recycling and disposing of refrigerants (40 CFR Part 82). The contractor shall maintain and repair vehicles operating on non-petroleum based fuels as those vehicles are added to the vehicle fleet.

The contractor shall provide maintenance/repair services to designated mobile industrial equipment or power generating equipment being used to supply emergency electrical power to

any occupied GSFC building or trailer, or to designated space flight operations.

The contractor shall perform minor automotive body repair and painting to GSFC-owned vehicles and equipment to include, but not limited to, touch-up painting.

5.3.1.5.2 Commercial Repairs

When repair requirements are beyond the GSFC in-house capability, the contractor shall arrange for repairs with a local commercial facility. The contractor shall obtain the approval of ILMD for any repairs in excess of \$500. The contractor shall verify all commercial vendor repairs and obtain a vendor receipt for all work accomplished. The contractor shall maintain and record all commercial repair costs in PMXpert.

5.3.1.6 Stock Room

The contractor shall order and issue parts and materials in support of GSFC garage operations. Most repair parts will be ordered as needed and delivered within 24 hours. The contractor shall maintain an appropriately controlled inventory of frequently used parts in stock, to include, but are not limited to: belts, windshield wipers, oil filters, air filters, windshield fluid and spark plugs. The contractor shall provide vehicle and equipment repair parts equal in quality to original manufacturers' replacement parts and used parts must have the approval of ILMD. The contractor shall maintain all inventory transactions in PMXpert. Environmentally-friendly products shall be used whenever practicable.

The contractor shall perform an annual inventory of the stockroom and provide the results of the inventory and subsequent reconciliation, as well as any inventory adjustments to ILMD by October 31 of each year. The contractor shall perform the inventory and any required reconciliation in accordance with NPR 4100.1.

5.3.2 Credit Cards

The contractor shall issue, control and maintain a U.S. Government Credit Card for select GSFC-owned vehicles (identified by ILMD) in accordance with FMR 102-34. The contractor shall also maintain and enter credit card purchases in PMXpert.

The contractor shall turn-in to ILMD any credit cards no longer needed. The contractor shall immediately inform ILMD of any lost or stolen credit cards.

5.3.3 License Plates

The contractor shall issue, control and maintain official U. S. Government license plates in accordance with Federal Management Regulation (FMR) 102-34.

The contractor shall turn-in to ILMD any license plates no longer needed. The contractor shall immediately inform ILMD of any lost or stolen plates.

5.3.4 Vehicle Identification and De-Identification

The contractor shall ensure that each vehicle/equipment is adequately identified as a GSFC asset. The contractor shall apply a U.S. Government license plate, NASA equipment barcode tag, and appropriate agency and operating logos as directed by ILMD. The contractor shall ensure that a U.S. Government Credit Card and two sets of keys are available for each vehicle.

The contractor shall maintain a record of and ensure that all agency identification is completely removed prior to disposal of vehicle/equipment and that the U.S. Government tags and U.S. Government Credit Card are shredded.

5.3.5 Keys

The contractor shall order, maintain, secure, and issue vehicle/equipment keys. The contractor shall order, maintain, secure, encode, and issue Fuelmaster Plus System keys. The contractor shall maintain a list of the Fuelmaster Plus System encoded keys in PMXpert. The contractor shall ensure that all keys are maintained in a secure location.

5.3.6 Motor Vehicle Fuel

The contractor shall store and distribute motor vehicle fuel for Greenbelt. At Greenbelt, the contractor shall maintain a record of fuel deliveries, ensuring the current price is recorded on the gas/diesel pumps and in PMXpert. The contractor shall be present and supervise all fuel deliveries at Greenbelt in accordance with safety requirements.

At Greenbelt, the contractor shall check the gas tank monitoring system to ensure the inventory is accurate. The contractor shall accomplish this check weekly by measuring the fuel in the tank and comparing those results with the printout from the Pneumercator TMS 3000 System located in Building 27, Room 190.

The contractor shall ensure appropriate inventory management procedures are established and followed in accounting for fuel used in all reimbursable agreements between GSFC and its contractors as specified by ILMD.

5.3.7 Accident Reporting

The contractor shall ensure that personnel using Greenbelt vehicles/equipment are fully informed of the proper accident reporting procedures. The contractor shall promptly report accidents to their supervisors and ILMD.

The contractor shall ensure that on-base accidents are promptly reported to the GSFC Protective Services Division, and that off-base accidents are reported to the local police.

The contractor shall ensure that accident reporting forms, Standard Form 91 (Motor Vehicle Accident Report), Standard Form 94 (Statement of Witness) (if applicable) and GSFC Form 23-14A (GSFC Motor Vehicle Accident Report) are completed at the scene of an accident, if possible, or as soon thereafter as possible. The contractor shall ensure that accident reports are promptly submitted to ILMD by the next calendar day. The contractor shall ensure that the damaged vehicle is brought to the GSFC garage, if possible, or that garage personnel are notified of the accident.

6.0 EQUIPMENT MANAGEMENT

The contractor shall provide support to GSFC (Greenbelt and Wallops) and NASA HQ to control and manage equipment, to include utilizing Government provided computer systems to track and maintain Government-owned, loaned and leased property, capital property and contractor-held property. The contractor shall be involved in all facets of property control, including identifying and tagging equipment and conducting inventories.

6.1 Equipment Control

The contractor shall provide support to control all property at GSFC (Greenbelt and Wallops) and NASA HQ. This includes approximately 45,000 items (\$1.8 Billion) at Greenbelt, 9,000 items (\$317 million) at Wallops, and 4,000 items (\$29 million) at NASA HQ. This control is initiated when the contractor identifies controlled equipment and tags the items with barcode tags or Radio Frequency Identification (RFID) tags. The contractor shall also provide support in monitoring contractor-held property.

6.1.1 Tagging

The contractor shall tag and document controlled and leased equipment at GSFC and NASA HQ, and occasional local off-site locations as required by the Government. This includes equipment purchased on GSFC and NASA HQ contracts and purchase orders, transfers from other centers, returned Government Furnished Property (GFP) from contractors, direct deliveries, vendor installed property, fabricated property, Found On Station (FOS) property, controlled equipment received for NASA HQ accounts or other NASA Centers, and items for inventory that meet the criteria for capitalization or control. The contractor shall maintain the required equipment control number register, account for all tags received for use, and prepare the initial automated equipment record. Equipment shall be tagged and data entered into the equipment system within 8 workdays from receipt of tagging request, document or telephone call from the customer. Capital equipment shall be tagged and entered within 30 calendar days.

6.1.2 NASA Property Plant and Equipment (PP&E) System, SAP, and Business Objects

The contractor shall provide cataloging services, and receive, review, correct and process all equipment transactions for the NASA PP&E system by: handling inquiries, conducting research, running and printing equipment reports; maintaining an audit trail of transactions affecting equipment records; retaining source documents; and maintaining the official file for the loan and lease programs and capital equipment.

The contractor shall maintain the quality of the equipment databases, including, but not limited to: information accuracy and timeliness of data updates. The contractor shall reconcile all monthly and annual exception reports received from Accounting. Data entry into the equipment database shall be completed within 4 workdays from receipt of the request or source document.

6.1.3 Contractor-Held Property

The contractor shall provide contract property control support to ILMD to accomplish the management of Government property provided to GSFC (Greenbelt and Wallops) contractors. Activities include, but are not limited to: establishing contract property files and maintenance of files, reviewing grants and cooperative agreements awarded at the NASA Shared Services Center (NSSC) for government property requirements, entering contract property data into the NF1018 Electronic Submission System, providing administrative support to process plant clearance case from Plant Clearance Automated Reutilization Screening System and preparing property files for contract closeout.

6.1.4 Physical Inventory

The contractor shall schedule, hold pre-inventory briefings, support walk-through, conduct, scan, reconcile, and report annual inventories of all controlled personal property and special inventories at Greenbelt, Wallops and NASA HQ, and occasional local off-site locations using Government supplied optical scanners, microcomputers, and a Government approved inventory module. When required, the contractor shall provide data to support reports. Equipment inventories shall be conducted in accordance with NPR 4200.1, GSFC procedures and the government-approved schedule.

6.2 Excess Program

The contractor shall support excess property processing in accordance with NPR 4300.1 at GSFC (Greenbelt and Wallops) and NASA HQ for all excess transactions including exchange sale transactions. The contractor shall be responsible for data inputs, special moves, emergency requests, delivery ticket processing, receipt, cancellations, storage, expedited screening, and redistribution and disposal of Greenbelt, Wallops and NASA HQ excess/surplus property, including identification, segregation and disposal of scrap and hazardous materials. The Greenbelt excess warehouse shall be open for operations from 7:30 a.m. - 4:30 p.m. Monday through Friday, and open for customers screening equipment, 8:00 a.m. - 3:00 p.m. Monday

through Friday. The Wallops excess warehouse shall be open for operations from 8:00 a.m. - 4:30 p.m. Monday through Friday, and open for customers screening equipment, 8:30 a.m. - 3:30 p.m. Monday through Friday. Processing of excess property shall be completed within 22 workdays at Greenbelt, 20 workdays at Wallops, and 15 workdays at NASA HQ from receipt of the excess request.

6.2.1 Labeling Excess Property

The contractor shall produce and affix labels to excess equipment, materials, and supplies, interfacing as appropriate with Property Custodians and Government property disposal personnel. The contractor shall identify and document excess equipment containing hazardous material content, previously cannibalized or in scrap condition.

6.2.2 Excess Property Warehousing

The contractor shall receive, inspect and locate incoming excess equipment, materials and supplies, including equipment containing hazardous material contents, and ensure physical and environmental protection. In addition to the Greenbelt and Wallops excess warehouses, the contractor shall store excess property in the Government's outside excess storage lots at Greenbelt and Wallops, as appropriate. The contractor shall ensure the most effective use of warehouse space, store property to facilitate screening by customers, and recommend major changes, additions or enhancements to ILMD for approval. The contractor shall store equipment and material in the proper physical environment to guard against damage or deterioration and ensure required equipment (material handling equipment, degausser and media shredder) is maintained and available. A cyclic excess inventory of five rack sections at Greenbelt and one rack section at Wallops shall be completed every 30 calendar days.

6.2.3 Locator System

The contractor shall establish and maintain a warehouse locator system; file source documents by weekly transactions; and maintain those documents for ILMD in accordance with NPR 1441.1. The contractor shall initiate survey actions on lost, damaged, or destroyed excess property and materials within 30 calendar days from date of discovery and provide to ILMD for approval.

6.2.4 Data Media

The contractor shall provide services to ensure that the hard drives of all Greenbelt, Wallops and NASA HQ computers are removed and shredded prior to disposal via internal redistribution, federal transfers, donation, or sale. The contractor shall maintain a Hard Drive Removal Log.

6.2.5 NASA Property Disposal System (DISPOSAL)

The contractor shall receive, review, and process all DISPOSAL transactions for Greenbelt, Wallops, and NASA HQ as provided by the ILM. The contractor shall maintain accurate and complete DISPOSAL database, and update the database in a timely manner. On occasion, the contractor shall be required to make inquiries into the NASA equipment management system (SAP / EQUIPMENT) active or history files to complete specific DSPL transactions. The contractor shall conduct research to obtain additional information not provided on the transaction document and update the DISPOSAL system.

6.2.6 Reutilization

The contractor shall coordinate redistributions at Greenbelt and Wallops of excess property through pickup, delivery, scheduling, and packing and crating as appropriate. The contractor shall provide escort service to screeners as required. The contractor shall release equipment to customers with documented authorization from ILM.

6.2.7 Executive Order 12999

The contractor shall support ILM in meeting the requirements of Executive Order 12999 for all computer systems at Greenbelt and Wallops transferred to educational activities by removing the hard drives and identifying system configuration information (e.g., type of processor and amount of memory).

6.2.8 Sales

The contractor shall provide property sales support at Greenbelt and Wallops. The contractor shall segregate, lot, tag, and display property for inspection to the public sector. The contractor shall stage equipment in a designated sale area of the Excess Warehouse. The contractor shall lot items flagged "exchange/sale" separately from all other items. On occasion, the contractor shall be required to provide limited disassembly capability for precious metals, (e.g., remove printed circuit cards from surplus computer related equipment prior to sales disposition). This disassembly consists of routine operations not requiring any high degree of technical proficiency. The contractor shall also schedule the pickup of sold property with the successful bidder. Greenbelt sale preparation shall be completed and submitted to GSA within 20 workdays from receipt of the pull list provided by the GSFC Property Disposal Officer or designee. Wallops sale preparation shall be completed and submitted to GSA within 15 workdays from receipt of the pull list provided by the Wallops Property Disposal Specialist or designee.

6.2.9 Physical Inventory

The contractor shall conduct a wall-to-wall inventory of all excess property and material located in the Greenbelt and Wallops Excess Warehouses and the outside lots once every 3 years, or as directed. The reconciliation, including inventory adjustments involving accountable records for excess property, will be approved by ILM. The contractor shall review over-aged cases on a

quarterly basis and provide findings to ILMD.

6.2.10 Cooperative Administrative Support Unit (CASU) Program [Reimbursable only]

The contractor shall provide Greenbelt warehouse support to receive shipments of property received from Agencies under the CASU Program. The contractor shall be required to check manifests of incoming property to ensure accuracy. If any discrepancies are found, the contractor shall report them to ILMD immediately.

7.0 MANAGEMENT SERVICES

7.1 Records Management

The contractor shall provide records management at Greenbelt and NASA Headquarters. This involves the storage, disposal, and retrieval of retired Government records for customers. The contractor shall support customers in the correct preparation of newly retired records for storage at the Washington National Records Center (WNRC) in Suitland, MD or a private storage facility if required. The contractor shall utilize the Archives and Records Centers Information System (ARCIS) to complete records management transactions with WNRC as required. Upon receipt from the customer of GSFC Form 22-41, "Records Retirement," the contractor shall complete the Standard Form 135, and coordinate transportation of records to and from Suitland or other locations. Upon receipt of the box contents list and SF 135 from the customer, the contractor shall review and complete the SF 135 and coordinate transportation of records to and from Suitland or other locations. Greenbelt records storage requests shall be processed to the GSFC Records Manager within 3 workdays of receipt and NASA HQ records storage requests shall be processed to the NASA HQ Records Manager within 3 workdays of receipt.

The contractor shall coordinate disposal, retrieval, or renewal notices from WNRC with the NASA HQ or GSFC Records Manager as applicable and contact the appropriate customer to determine if the records are to be terminated or renewed, and maintain logs (or transactional database entries) and files for all records and records transactions. Quarterly disposal eligibility notices shall be processed within 10 calendar days of receipt. Annual disposal eligibility notices shall be processed within 10 calendar days of receipt.

The contractor shall support NASA Headquarters customers in the use of the Agency Filing Scheme (AFS), support the NASA Headquarters Records Manager in training current and new employees in records management, and provide support in the review, approval, and denial of file and storage cabinets. The contractor shall support the NASA Headquarters Records Manager in the declassification effort on all classified documents 25 years of age or older as required by Executive Order 12958, including maintaining the computer database of all materials reviewed.

The contractor shall support the NASA Headquarters Records Manager in developing and implementing policies, procedures, and strategies associated with records reviews/self-

assessments to include, but are not limited to, the following: planning, promoting, and leading annual self-assessment orientation sessions; planning and executing annual self-assessments to ensure permanent and official records, regardless of medium, are selected, identified, located, and protected; preparing the self-assessment annual report; following up with non-compliant organizations until all issues are closed; and preparing status reports on self-assessment activities.

7.2 Mail Services Center (MSC)

The contractor shall operate a comprehensive MSC at the GSFC/Greenbelt site in accordance with U.S. Postal Service (USPS) regulations, and applicable NASA and General Services Administration (GSA) standards and guidelines. These include, but are not limited to: the USPS Domestic Mail Manual, International Mail Manual, and Postal Bulletin. Shipments of “letterpacks” and other small packages (25 pounds or less) are also processed through the MSC.

7.2.1 Incoming Mail

Incoming mail sources include the USPS and near off-site locations, as well as Goddard internal mail. The contractor shall receive, screen, sort and prepare for delivery all incoming mail pieces. The contractor shall research misaddressed mail when necessary to determine the final destination. Incoming mail shall be processed and sorted to the proper level. Mail arriving without a mail code designation shall be researched within the following timeframes: interoffice mail within 4 hours of receipt, First-class mail the same day it is received from the USPS, accountable mail within 1 workday, all periodicals and other subscription related magazines and publications within 2 workdays and all other mail within 4 workdays.

7.2.2 Outgoing Domestic Mail

Outgoing mail is generated internally from Center sources and designated for off-site locations. The contractor shall comply with the prescribed laws and regulations governing domestic mail prepared for delivery within the United States. The contractor shall properly sort and meter outgoing mail for pick up by the USPS or other vendors. The contractor shall provide a monthly meter report showing the total meter costs and pieces. Mail meter balances shall be recorded at the end of each workday. When the descending dollar value reaches \$10,000, the Center Mail Manager shall be notified electronically within 8 work hours.

7.2.3 Outgoing International Mail

The contractor shall process all outgoing international mail. The contractor shall comply with the prescribed laws and regulations governing international mail, for both the United States and those of the destination country. All outgoing international mail shall be screened against the “Designated Countries List:” a list of countries that are subject to special policy and procedure considerations. The contractor shall return any outgoing international mail addressed to a

country on the list to the sender, along with a form letter approved by ILMD directing the sender to the GSFC Export Control Office, Code 274 for approval to mail.

The contractor shall subcontract competitively for mail consolidation services from those companies accepted in the Pre-Qualified Wholesaler program offered by the U.S. Postal Service, when it is in the best interest of GSFC to take advantage of outgoing mail consolidation services. The contractor shall sort all outgoing international mail into two categories; ISAL (International Surface Air Lift) and IPA (International Priority Airmail) when preparing mail for consolidator processing. International mail shall be sorted and prepared for pickup by the international mail consolidator every workday.

7.2.4 Labeled Distributions

The contractor shall prepare and process distributions. These labeled distributions are repetitive quantities of mail (e.g., newsletters, catalogs, announcements, and phonebooks) that need address labels, packaging, stapling, sorting, and other special processing. Labeled distributions shall be prepared and processed within 3 workdays of receipt. Distribution Confirmation notices and survey cards shall be mailed within 2 workdays of completion of job.

7.2.5 Accountable Tracked Mail

The contractor shall properly log, sort and prepare incoming Special Services Mail for delivery. Incoming Special Services Mail includes USPS overnight express, certified, registered mail, insured, and delivery confirmation mail pieces, as well as large volumes of mail addressed to a single individual or office. The contractor shall notify the GSFC Protective Services Division whenever any items arrive in a locked bag before any attempt is made to deliver the mail pieces to the addressee. The contractor shall log, sort, and stage for pickup by the USPS or other vendors outgoing Special Services Mail. Outgoing Special Services Mail includes express, certified, registered, and oversized parcels. Special service mail logs shall be filed within 2 workdays following delivery.

7.2.6. Mail Stations

The contractor shall maintain the central mail station within each Greenbelt building. All mail stations shall be inspected quarterly for safety, neatness, cleanliness, and mail bin label accuracy. Mail bins shall be maintained in ascending order by mail code. The contractor shall update informational signs (e.g., mail schedule and outgoing mail sorting bags) as needed. Mail station updates shall be completed within 2 workdays following notification of change or within 4 work hours prior to the start of the scheduled office move. The contractor shall maintain a master list of all active mail codes within each building. The master list of all active mail codes shall be updated within 3 workdays following office relocations/reorganizations and/or quarterly inspection.

7.3 Duplicating

The contractor shall provide duplicating support for Greenbelt by providing fast turnaround administrative document production; documents which, by their nature, quantity or need date cannot effectively be sent to the GPO. For this production the contractor shall be responsible for the operation of on-site, state-of-the-art duplicating and binding equipment and accessories, including, but not limited to: networked, high-speed digital duplicators, networked color copiers, folding, trimming and binding equipment.

Duplicating services include operation of the on-site facility and the provision of Quick Copy services at the Customer Service Office (CSO) Help Desk. The workload is not consistent but peaks shall be covered in order to support critical GSFC operations.

The contractor shall perform duplicating services that include, but are not limited to:

- Providing cost estimates prior to production;
- Ensuring proof approval from the customer prior to production;
- Database tracking, entry, update and close-out in the current eMOD system;
- Ensuring documents follow the NASA Style guidelines and NASA publication numbers are assigned to all documents prior to production;
- Black and white document copying and digital duplicating;
- Binding, including saddle stitch and comb binding;
- Padding;
- Color document reproduction;
- File transfer, conversion and manipulation;
- folding and trimming; and
- Quick Copy/Print (color or black and white).

The contractor shall use the various digital duplicator system features such as digital document assembly, automated pagination, logos, watermarks, in-line addressing using custom distribution lists, special inserts and tabs. File transfer, handling and conversion, digital document storage, creation of Portable Document Format (PDF) files and optical character recognition (OCR) scanning are required. The contractor shall perform additional related functions such as collating, binding, folding, trimming or padding.

Some work is of high priority (executive management requests, time critical delivery requirements, high level NASA HQ or Congressional presentations) and shall be produced on a rapid turnaround basis; other work may require frequent changes or repeated updating. The workflow shall be managed to accommodate such work during normal business hours. However, there may be occasional projects that will require work to be done outside normal business hours.

7.4 Scientific and Technical Information (STI)

The contractor shall provide STI support for Greenbelt and Wallops. The STI Program is responsible for insuring GSFC STI is identified, collected, preserved and disseminated in a timely manner. The contractor shall process all submitted STI packages and electronic Document Availability Authorizations (eDAA) forms as required and provide day to day program support to the Program Office. STI packages and DAAs are received via a web site. The contractor shall download and review the STI packages and eDAA forms after notification that a package is waiting for processing. The review shall be documented using a quality check list. The contractor shall work with the author/submitter on any issues that are identified during the quality check. After the packages are reviewed and issues are resolved the contractor shall submit the eDAA for approval dissemination and preservation to STI Support Services, the Agency STI support contractor. The eDAA forms shall be reviewed and processed within 2 workdays of receipt. Other support shall include, but are not limited to:

- Provide weekly and monthly statistics on the number of STIs received, processed, and on-hold for further processing;
- Run reports for forms failing the STI Support Services review and correcting them;
- Run reports tracking the STI types processed through the eDAA System;
- Maintain and update documentation for DAA, initiator, and related STI processes and procedures for STI websites and internal team websites;
- Provide support for outreach and training activities;
- Attend and participate in STI related meetings and activities;
- Evaluate STI processes for areas of improvement as needed

7.5 Printing

The contractor shall procure all printing, duplicating and related services through the Government Printing Office (GPO). The contractor shall prepare written specifications in a clear and concise manner to off-site printing vendors to meet customers' printing requirements using GPO Forms 25-11, SF-1, 4044 and GPO Xpress. In addition, the contractor shall determine the most economical and cost-effective production processes; consult with customers to discuss printing requirements; identify potential production problems and proposed solutions during the planning stage; prepares cost estimates and ensures printing jobs comply with NASA procedures and guidelines. Most of the work may require collaboration with the Graphic Designers and Specialty Production Specialists to facilitate a project.

The contractor shall provide the following printing services that include, but are not limited to:

- Negotiate with GPO and printing vendors on costs, delivery dates, proof schedules and alternative production methods.
- Review proofs with customers to ensure quality assurance on all 4-color process and black-and-white products for quality.

- Attend press sheet inspection with a government representative to assure quality of 4-color process products while jobs were being run on press.

7.6 Interior Design

The contractor shall support the GSFC (Greenbelt and Wallops) furniture program by providing interior design services to Goddard customers requiring new furniture or office/laboratory reconfiguration for existing furniture.

The contractor shall provide interior design services to Goddard personnel; perform workflow analysis; develop block diagrams and detailed floor plans and furniture layouts; define furniture, and other furnishings requirements; provide furniture recommendations; support customers in developing and processing acquisition paperwork; coordinate meetings between vendors and customers; review vendor drawings and parts lists; and coordinate furniture installations and perform post-installation walk-throughs. The contractor shall provide these services for all types of furniture including systems, modular, and standard furniture.

The contractor shall support customers in coordinating all ancillary services for large systems or modular furniture buys such as phones, mods, maintenance activities, establishing move plans, carpeting, excess equipment/furniture, or computer hookups. The contractor shall provide visual presentations to customers as required; prepare activity schedules; provide status reports, work load data, and inputs to Government reports and presentations; and participate in automating efforts for Computer Aided Design (CAD) and tracking workload.

8.0 CREATIVE SERVICES

The contractor shall provide creative services for a variety of communications media and products supporting the Center's scientific, engineering, and operations support communities.

8.1 Graphics and Multimedia Design

The contractor shall provide graphics and multimedia services, including a range of support necessary to fulfill web, print or presentation requirements for Greenbelt scientists, engineers, program offices and administrative organizations. Some of this work will be of high priority and shall be produced on a rapid turnaround basis; other work may require frequent changes or repeated updating.

The periodic heavy workload may require work to be done outside the normal business hours. All products shall be produced in accordance with applicable federal, state and local regulations, as well as NASA style standards.

The contractor shall provide graphic and multimedia services that include, but are not limited to:

- Consultation and estimation;
- Illustration and layout;
- Presentation design;
- Production output;
- Publications design;
- Exhibit design;
- Ordering and maintaining supplies;
- Scanning, manipulating, sizing images;
- Archiving files;
- File conversion;
- Pre-flighting (proofing) files for print;
- ePubs and eBooks creation and formatting of documents;
- 508 compliance of documents;
- Web page design; and
- Web publishing.

8.1.1 General Multimedia Design Services

The contractor shall perform multimedia design work which includes planning, designing, composition, layout, and preparation of professional quality visual information products for presentation and print for Greenbelt customers. Products may include, but are not limited to: digital presentations, exhibits, posters and hard copy output, including, but not limited to: charts, graphs, and tabular art, copy and title art, organizational and flow diagrams, forms, certifications, symbols and logo art, publications layout, illustrations, caricatures and special effects.

The contractor shall use multiple graphic software applications, and work with multiple file formats, file transfer and conversions. Some of the work may require collaboration with other Goddard personnel or vendors to share materials or facilitate a project.

8.1.2 Imaging Graphics and Technical Services

The contractor shall perform computer graphics imaging and technical services, including, but not limited to: digital image manipulation and image color correction; providing research and expertise in current printing and graphics technology; providing guidance to customers and staff on the proper preparation of digital files; and technical support for branch hardware and software, including computer color calibration and the maintenance and control of the Technical Information and Management Services (TIMS) software inventory. In addition the contractor's responsibility includes the proofing of print files to ensure correct technical preparation of art or print file for media type. Other related requirements include the fulfilling of requests to transfer, import, convert, compress, and manipulate electronic files; and scan and optimize images for web, presentation, and print requirements.

8.1.3 Business Marketing Graphics Services

GSFC is actively engaged in the development and acquisition of new work to further the Earth and space missions. GSFC has the need for graphics support with a business marketing emphasis. The required products may include presentations to Congress, business entities and NASA administrators, or exhibits used to establish an Agency presence at technology expositions. It is imperative that newly conceived programs and proposals are quickly visualized and displayed in a manner designed to capture the target audience's interest.

The contractor shall provide business marketing graphics that can be used by projects and organizations to describe and publicize their programs and activities. These graphics services include, but are not limited to: planning, designing, composition, layout, and presentation of professional quality visuals for presentation and print, handling multiple file formats, and incorporating data and images in PowerPoint presentations and for the web. Other responsibilities shall include the maintenance and continued development of an image archive, repurposing of graphic products, design and production of multipurpose digital presentations for business development, the production of interactive presentations, and animations and exhibits. Graphics products may include, but are not limited to: digital files, web and hardcopy images, interactive compact disk, and printed products. The contractor shall maximize the use of all resources by collaborating with persons in related functions or performing similar work within the Greenbelt community. The contractor shall have an understanding of marketing principles and developing products for different target audiences.

8.2 Specialty Products and Production Coordination

The contractor shall coordinate services with other service providers for the purchase of specialty items to support mission related projects. The contractor is responsible for ensuring the products purchased meet NASA regulations and style standards. Some of the work may require collaboration with other GSFC personnel or vendors to share materials or facilitate a project. Consultation, estimation and assistance with installation shall also be provided.

The Specialty Product items include, but are not limited to, the following items:

- Custom imprinted glassware: such as pre-approved special awards
- USB devices: Multiple USB port extensions, thumb drives when in conjunction with document creation
- Mission lapel pins: Cloisonné, hard enamel, offset print
Mission patches: fully embroidered, four color - dye sublimated printing
- Wall displays: 3D wall art, murals, window wraps
- Various plaques and engraving
- Large size vinyl and 3D logos

- Display cases
- Exhibit design products, portable exhibits and displays
- Indoor and outdoor signs
- Picture framing and matting
- Banners (interior and exterior)
- Metal plates

8.3 Editing Services

The contractor shall provide publication and documentation editing services for all types of Center publications including NASA's Scientific and Technical (STI) formal report series, ePubs and eBooks, web sites, and other technical and non-technical publications. In addition, the publication of this material requires the contractor to interact with scientists, engineers, management, and professionals at all levels. Some of the work may require collaboration with other GSFC personnel or vendors to share materials or facilitate a project. The contractor shall provide services that include, but are not limited to:

- Editing and proofreading;
- Copyediting;
- Substantive editing;
- Content Analysis;
- Illustration;
- Page layout;
- Research;
- Typing;
- Writing technical and non-technical material; and
- Word processing

The contractor shall use various graphics, work processing and page layout software applications and use the editing style set forth in the GPO Style Guide.

8.4 Photography Services

The contractor shall provide photographic production services, archiving and database cataloging.

8.4.1 Photographic Production Services

Products and services shall include, but are not limited to: black-and-white and color prints, as well as digital imaging services and matting/mounting/framing services. Digital imagery may include scanning, color correction, output including large and small format prints, and the

production and replication of photo CDs and DVDs.

The contractor shall provide Goddard's official photographic support, image archiving and image availability. This includes covering a broad range of photo shooting venues and the processing and output of photo products. All photos taken by TIMS photographers are digitized and catalogued along with the metadata in the Extensis Portfolio database. Images determined to be records shall be retained in accordance with NRRS 1441.1, *NASA Records Retention Schedules*.

The contractor shall meet all NASA and Greenbelt photographic standards and be familiar with NARA requirements, STI and management missions and terms. The contractor shall provide shooting support for Greenbelt as required both on-site and off-site. The work includes setting up, operating and trouble-shooting state-of-the-art photographic equipment and accessories including, but not limited to: digital cameras, lenses, lights, digital workstations, and video equipment. Because assignments may require transporting lighting and other accessories to the shooting location, and may involve waiting for a critical opportunity or special timing for the desired event, photographers shall be able to physically move objects weighing up to 50 pounds, and to sit or stand for long periods of time.

The contractor shall be able to use digital cameras and be knowledgeable about analyzing image quality, color correction, processing and printing techniques. The contractor shall perform digital imagery operations, including electronic still-image processing, scanning, duplication, data transfers, file manipulation and distribution through internal and external networks and servers.

Photographic support may be required outside the regular workday hours and on weekends. Additionally, a photographer shall be required to support the incident response team and shall be available on-call 24 hours per day.

The contractor shall perform photographic services that include, but are not limited to:

- Scientific and Technical Photography which includes studio, laboratory or clean room photography, the arrangement of specialized lighting in order to photographically document experimental components, spacecraft parts or the packaging and shipping of spacecraft parts. The emphasis is on precise, clear images of still objects.
- Public Relations Photography which includes coverage for special events, award ceremonies, conferences, public affairs activities, publications, websites, Centerwide events, press conferences, or VIP visits. The emphasis is on documenting people and activities.
- Construction Documentation of existing and new facilities.
- Studio and On-Location Photography.
- Passport/Visa and Portrait photographs.

8.4.2 Photo Archiving

The contractor shall perform archiving and database cataloging using the Extensis Portfolio database; and is responsible for managing, organizing, uploading, preserving, and distributing digital assets from a central repository of images. The contractor operates Extensis, which populates a digital search-and-retrieval photographic database of spacecraft, scientific and technical activities, public outreach activities, internal events and other historical images. Images are either scanned from file or downloaded from digital cameras, tagged and supplied with metadata, entered into the database and stored on DVDs for working file and archives. The Photographers shall be knowledgeable of and able to use the system, and Adobe Creative Suite. The contractor shall identify standards for universal image corrections, and all images shall be archived in accordance with NARA Bulletin 2014-04 and NASA's metadata standard (NASA-STD-2822). The contractor shall plan and coordinate activities leading to the identification of records eligible for transfer to the National Archives and Records Administration (NARA) and resolve issues associated with transfers. All DVDs are stored in storage cabinets.

8.5 Videography

The contractor shall provide professional video production services to customers on an as-needed basis. The work will range from documentation recording to recording events requiring moderate video postproduction activities to complex video products.

The contractor shall perform planning, coordination, scheduling, and implementation functions associated with the development and delivery of video and products to meet customer requirements.

The contractor shall perform video production functions which include, but are not limited to:

- Video image capture in broadcast format;
- Non-Linear Video/Audio Editing;
- Graphics (standard NTSC or HDTV);
- Scripting;
- Storyboarding;
- Tape and DVD Duplication;
- DVD Authoring;
- Archiving;
- Resource Scheduling; and
- Audio Production.

8.6 Web Site Design

The contractor shall provide development and design of web products for public relations,

education, collaboration and outreach purposes utilizing multiple graphic software and web development applications. The contractor shall be responsible for the web page appearance, and providing visual continuity for multiple page projects. The contractor shall create products that may include, but are not limited to: digital files images, web and hardcopy images, and template layouts for web pages. The contractor shall have knowledge of 508 compliance and experience using database and server technologies. Work shall be in accordance with NASA requirements and standards for graphics and web sites, including but not limited to NPD 2521.1 and NPR 1382.1.

8.7 Support for NASA Technology Transfer Program [Reimbursable only]

The contractor shall manage and operate the Spinoff Program Office, which provides general outreach and publications support for NASA Technology Transfer Program activities, primarily development and production of the annual publication, *Spinoff*, featuring the practical societal benefits derived from commercialized NASA technology. Support also includes, but is not limited to, providing Spinoff articles that meet the criteria specified by NASA; publication and development of Spinoff products for Internet access and in multimedia format; providing answers to Spinoff-related questions; supporting Spinoff-related outreach activities, including the Spinoff website, Twitter and Facebook sites; and attending trade shows, conferences or events that showcase the NASA Technology Transfer Program. Meetings and other activities are frequently held at NASA Headquarters.

The contractor shall provide research and marketing support, including: the research, writing, and development of presentations, reports, articles, posters, flyers, and other promotional materials that showcase NASA technologies. Support also includes, but is not limited to, managing the NASA Technology Transfer Twitter account; providing graphics and design services to support marketing activities; and writing and editing services for each quarterly NASA Technology Innovation e-publication.

9.0 Audio Visual Services

The contractor shall provide audio visual (A/V) services at Greenbelt, including operations support for Center meetings and teleconferencing facilities as well as special events. The services are A/V operations, video teleconferencing operations, events coordination, facilities scheduling, and multimedia IT technical support. Support may be required outside of the regular duty hours. Additionally, the contractor is a resource to provide support to customers regarding A/V and teleconferencing equipment and maintenance requirements, design and estimate conference room A/V equipment systems, facilitate procurement and installation, and schedule and provide operation support for customer conference rooms.

The contractor shall provide support for A/V operations including setting up, testing, operating and troubleshooting A/V, television and telecommunications equipment and accessories including, but not limited to: microphones, amplifiers, speakers, computers, projectors,

broadcast cameras, video cameras, sound systems, recording systems, control panels, lighting and related equipment. These operations include providing teleconferencing and low band video connectivity for videoconferences within TIMS managed facilities.

The contractor provides all requested on-site A/V support for conferences, meetings, and symposia held in:

- Building 3 Auditorium (Dr. Harry J. Goett Auditorium);
- Building 8 Auditorium (Dr. Noel W. Hinners Auditorium);
- Building 8 Management Conference Center, Room 303; and
- Building 26, Room 161

Frequently A/V support is also provided for other requirements. These requirements include, but are not limited to:

- Code 100, the Director's Conference Room, Building 8, Room 600B; and
- Support for special activities such as Celebrate Goddard Day, Education Showcase, Press Briefings, VIP visits, awards ceremonies, multi-day events, blood drives, panel discussions, training classes and workshops, events involving local school children, colloquia, reviews, and ribbon-cuttings or ground-breaking ceremonies.

A/V support may be required before 8:00 a.m. or after 5:00 p.m. to support customer requirements. When needed, audio visual services shall also be provided at locations other than those listed above.

The contractor shall communicate with network providers, video teleconferencing, TV signal, TV production units and others as needed to provide the required services. The contractor shall also perform web streaming and moderate video post-production activities (minor editing and titling) under A/V services.

A/V operators shall be able to physically move objects weighing up to 50 pounds, sit or stand for long periods, and be confined in a projection booth for long periods of time without any external interactions other than instructions from speakers or presenters.

9.1 A/V Support and Scheduling

The contractor shall be responsible for A/V support and scheduling services, which include, but are not limited to:

- A/V and Event Coordination;
- Equipment set up and operations;
- Facility Management;

- Interconnectivity;**
- Inventory Control;
- IT Technical Support;
- Room/Auditorium Set-up;
- Scheduling;
- Supply Orders; and
- Taping of Events (Audio and Video).

**Interconnectivity means connections between mikes and speakers; between projector and sound systems, between the auditorium and TV signal group; between LAN drops and computers; between mikes, cameras, and recording devices; and between electrical outlets and speakers, projectors, computers, etc. This is a representative but not exhaustive list of connections that may need to be configured, established, monitored and maintained in support of an A/V event.

Due to the complex technical nature and heavy schedule of events in TIMS-managed meeting facilities, event coordination is required. Event coordination includes the daily oversight of all TIMS meeting rooms events, management of TIMS meeting facilities and coordination of conference room design, research, estimate and install requests, and other technical consultation. A/V services shall be setup and tested 30 minutes prior to the event. Facility management involves arranging for room and lighting maintenance, housekeeping services and monitoring the facilities for public safety.

9.1.1 Event Coordination

The contractor shall provide event coordination which includes, but is not limited to:

- customer contact and meeting requirement clarification;
- liaison and coordination with other functional groups in event production;
- gathering, testing and queuing presentation materials;
- inventory control;
- oversight of equipment maintenance and loaned equipment;
- administrative requirements and assuring the ordering of supplies;
- producing high maintenance events;
- providing floor direction of events;
- planning and maintaining operators' event schedule; and
- performing equipment start up procedures in the case of operator absence or emergency.

9.1.2 Facilities Scheduling

The contractor shall provide facilities scheduling which includes, but is not limited to:

- monitoring and oversight of the below scheduling systems;
- customer confirmation and clarification of required support;
- arranging room set up and furniture relocation or storage; and
- checking the final room arrangement to assure set up is as requested.

The contractor shall manage the request for meeting room reservations, video teleconferences, equipment and room setup in TIMS-managed rooms using two web-based NASA scheduling systems:

- the NASA Resource Scheduler (NRS) for video teleconferencing, and
- the Schedule and Meeting Request System (SAMR) for TIMS meeting facilities.

9.1.3 A/V Technical Support

The contractor shall provide A/V technical support as required.

9.2 A/V Equipment Management and Maintenance

The contractor shall manage and maintain the A/V equipment to maximize its life and usage. The contractor shall maintain a 5 year equipment replacement plan and update the plan as technology and customer requirements change. The contractor shall recommend equipment replacement as a result of technology obsolescence, customer requirement changes or maintenance issues.

9.3 A/V Systems Design and Consultation

The contractor shall provide A/V system design and consultation to customers for rooms that are not directly managed under this contract. These services shall be provided on an as needed basis and include the following: design and estimation of conference room A/V systems and equipment, support concerning equipment and maintenance requirements, facilitation of procurements and installation of A/V systems and equipment.

9.4 Videoconferencing

The contractor shall manage one videoconference (ViTS) room on Center for use by requesting customers to communicate with other NASA Centers, universities, Government agencies, or corporations. The ViTS room is located in Building 8, Room 206.

Video connectivity is provided via commercially provided connections. The Agencywide scheduling system, NASA Integrated Systems Network (NISN), is managed by Marshall Space Flight Center, which supports, maintains and replaces network interface components. The room is fully network certified by the commercial signal carrier serving the Agency and accommodates a maximum of 15 people.

ViTS services may be required outside normal business hours to support customer requirements. The contractor shall be responsible for video teleconference operations which includes, but are not limited to: the scheduling and coordination of video conference meetings, equipment setup, sound and transmission quality check and monitoring of connectivity. The work includes resolving technical and transmission difficulties through the Agency's ViTS infrastructure, GSFC network providers, TV signal group, and equipment troubleshooting and maintenance.

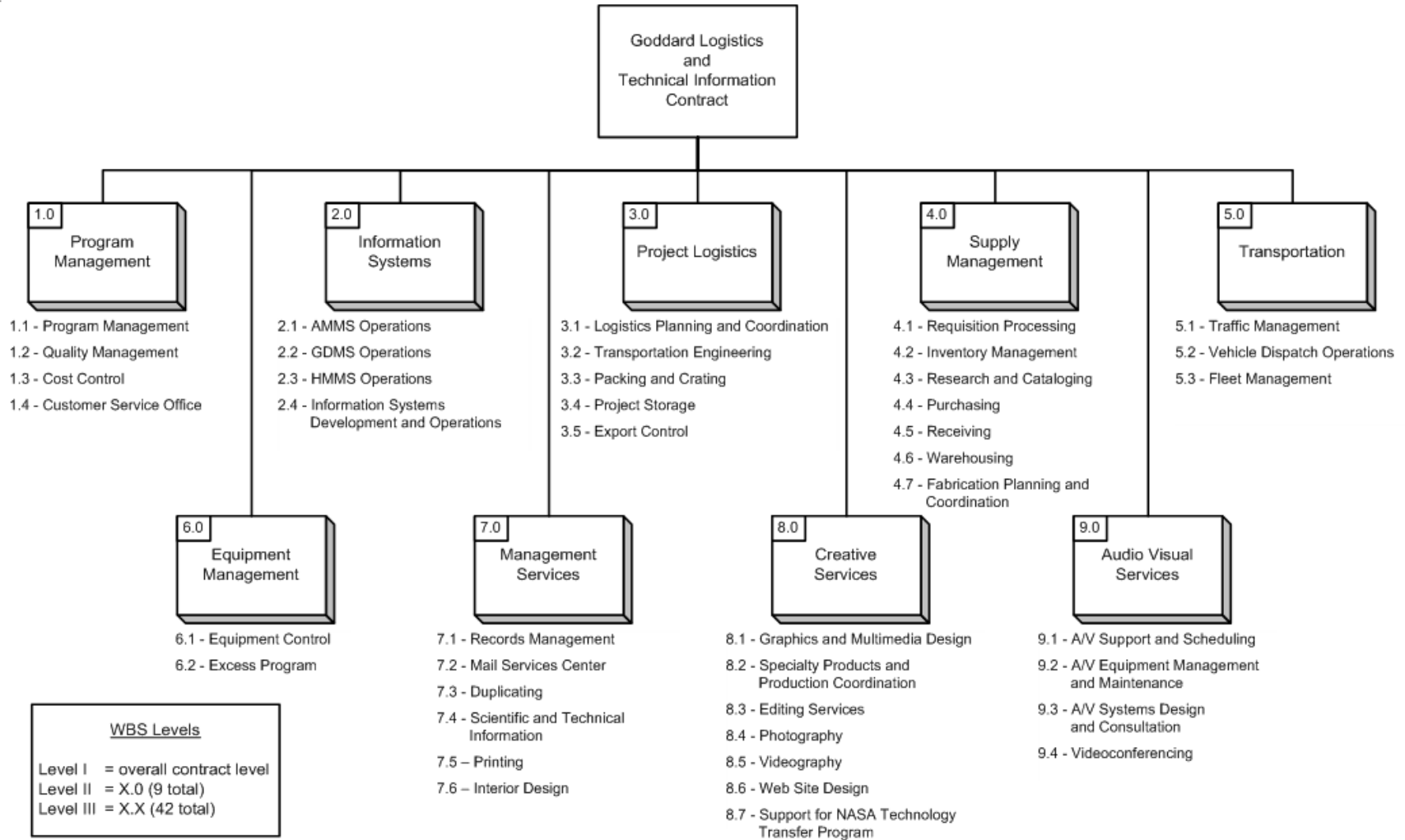
As needed, ViTS operators shall provide meeting connectivity support for any ViTS Directorate controlled requirement and to NISN.

The contractor shall coordinate ViTS events with the appropriate organizational activities to ensure operations and events are successful. These activities include the following: ViTS operators at Wallops and IV&V, TV Signal, TV Production, and A/V Operations. Connectivity for video conferences scheduled with WFF, IV&V, and GISS shall be tested 30 minutes prior to the event.

Support for connecting meetings is frequently requested and shall be provided for Low Band Video units in Center conference rooms and other rooms (than those previously listed) in order to participate on multipoint conferences. The contractor shall provide signals to NASA HQ for its audio and video feeds.

End of SOW

Work Breakdown Structure for the Goddard Logistics and Technical Information Contract



Services Provided for Greenbelt, Wallops, and NASA HQ

<u>SOW Requirement¹</u>	<u>Greenbelt</u>	<u>Wallops</u>	<u>NASA HQ</u>
<u>Program Management (1.0)</u>			
Program Management (1.1)	Provided for all contract operations		
Quality Management (1.2)			
Cost Control (1.3)			
Customer Service Office (1.4)	X	X	
<u>Information Systems (2.0)</u>			
AMMS Operations (2.1)	X	X	X
GDMS Operations (2.2)	X	X	
HMMS Operations (2.3)	X	X	
Information Systems Development and Operations (2.4)	Provided for all contract operations		
<u>Project Logistics (3.0)</u>			
Logistics Planning and Coordination (3.1)	X	X	
Transportation Engineering (3.2)	X	X	
Packing and Crating (3.3)	X	X	X
Project Storage (3.4)	X	X	
Export Control (3.5)	X	X	
<u>Supply Management (4.0)</u>			
Requisition Processing (4.1)	X	X	X
Inventory Management (4.2)	X		X
Supply Support for Gasoline and Diesel Fuel (4.2.5)	X	X	
Supply Support for Compressed Gases and Cryogenics (4.2.6)	X	X	
Research and Cataloging (4.3)	X	X	X
Purchasing (4.4)	X	X	X
Receiving (4.5)	X		X
Warehousing (4.6)	X		X
Fabrication Planning and Coordination (4.7)	X		
<u>Transportation (5.0)</u>			
Traffic Management (5.1)	X	X	X
Vehicle Dispatch Operations (5.2)	X		
Pickup and Delivery Services (5.2.2)	X		X
Pickup and Delivery Services for Excess Property (5.2.2)	X	X	X
Pickup and Delivery Services for Storage Program (5.2.2)	X	X	
Bus Services (5.2.3)	X		X
Fleet Management (5.3)	X		

<u>SOW Requirement¹</u>	<u>Greenbelt</u>	<u>Wallops</u>	<u>NASA HQ</u>
<u>Equipment Management (6.0)</u>			
Equipment Control (6.1)	X	X	X
Excess Program (6.2)	X	X	X
<u>Management Services (7.0)</u>			
Records Management (7.1)	X		X
Mail Services Center (7.2)	X		
Duplicating (7.3)	X		
Scientific and Technical Information (7.4)	X	X	
Printing (7.5)	X	X	
Interior Design (7.6)	X	X	
<u>Creative Services (8.0)</u>			
Graphics and Multimedia Design (8.1)	X		
Specialty Products and Production Coordination (8.2)	X		
Editing Services (8.3)	X		
Photography Services (8.4)	X		
Videography (8.5)	X		
Web Site Design (8.6)	X		
Support for NASA Technology Transfer Program (8.7)			X
<u>Audio Visual Services (9.0)</u>			
A/V Support and Scheduling (9.1)	X		
A/V Equipment Management and Maintenance (9.2)	X		
A/V Systems Design and Consultation (9.3)	X		
Videoconferencing (9.4)	X		

¹ The number in the parenthesis corresponds to the applicable section in the Statement of Work.

Identification of Core and Reimbursable Services

<u>SOW Requirement</u> ^{1, 2}	<u>Core Services</u>	<u>Reimbursable Services</u>
<u>Program Management (1.0)</u>		
Program Management (1.1)	X	X
Quality Management (1.2)	X	X
Cost Control (1.3)	X	X
Customer Service Office (1.4)	X	X
<u>Information Systems (2.0)</u>		
AMMS Operations (2.1)	X	X
GDMS Operations (2.2)	X	X
HMMS Operations (2.3)	X	X
Information Systems Development and Operations (2.4)	X	X
<u>Project Logistics (3.0)</u>		
Logistics Planning and Coordination (3.1)		X
Transportation Engineering (3.2)		X
Packing and Crating (3.3)	X	X
Hazardous Materials Packaging (3.3.2)		X
Project Storage (3.4)	X	X
Export Control (3.5)	X	X
<u>Supply Management (4.0)</u>		
Requisition Processing (4.1)	X	X
Inventory Management (4.2)	X	X
Separate Stock Rooms (4.2.1)		X
Supply Support for Compressed Gases and Cryogenics (4.2.6)		X
Vendor and Government-Owned Compressed Gas Cylinders and Containers (4.2.7)		X
Research and Cataloging (4.3)	X	X
Purchasing (4.4)	X	X
Program Purchasing (4.4.1)		X
Receiving (4.5)	X	X
Warehousing (4.6)	X	X
Fabrication Planning and Coordination (4.7)		X

<u>SOW Requirement</u> ^{1, 2}	<u>Core Services</u>	<u>Reimbursable Services</u>
<u>Transportation (5.0)</u>		
Traffic Management (5.1)	X	X
Vehicle Dispatch Operations (5.2)	X	X
Office Moves Coordination (5.2.5)		X
Fleet Management (5.3)	X	
<u>Equipment Management (6.0)</u>		
Equipment Control (6.1)	X	
Excess Program (6.2)	X	
Cooperative Administrative Support Unit (CASU) Program (6.2.10)		X
<u>Management Services (7.0)</u>		
Records Management (7.1)	X	
Mail Services Center (7.2)	X	
Duplicating (7.3)	X	
Scientific and Technical Information (7.4)	X	
Printing (7.5)	X	X
Interior Design (7.6)	X	X
<u>Creative Services (8.0)</u>		
Graphics and Multimedia Design (8.1)	X	X
Specialty Products and Production Coordination (8.2)	X	X
Editing Services (8.3)	X	X
Photography (8.4)	X	X
Videography (8.5)	X	X
Web Site Design (8.6)	X	X
Support for NASA Technology Transfer Program (8.7)		X
<u>Audio Visual Services (9.0)</u>		
A/V Support and Scheduling (9.1)	X	
A/V Equipment Management and Maintenance (9.2)	X	
A/V Systems Design and Consultation (9.3)	X	X
Videoconferencing (9.4)	X	X

¹ The number in the parenthesis corresponds to the applicable section in the Statement of Work.

² SOW sections 1.0 and 2.0 (except 1.4) are not services provided directly to customers outside of ILM. However, they indirectly support customers by directly supporting “core” and “reimbursable” services provided by other areas of the contract.

List of ReportsWeekly

Title	SOW Section
<u>STI Report</u> Provides information on the STI program including the number of STI's received, processed, drafts in hold waiting for final, and total number of forms in queue.	7.4
<u>TIMS Production Report</u> Provides information concerning jobs and brokered services, including: organization, type (e.g., graphics, specialty products, photography, videography, duplicating, technical editing, web design etc.) and other information.	7.0

Monthly

Title	SOW Section
<u>Division Status Review Information</u> Provides information in all functional areas regarding, issues, concerns, accomplishments, and customer service data. Information will be provided at the various management reviews.	1.1.1
<u>GSFC Monthly Cryogenic Consumable Usage</u> Provides information (item name, NSN, and amount) concerning cryogenics used during the month.	4.2.6
<u>NASA HQ Supply Spending Report</u> Provides information on expenditures by NASA HQ organizations on supplies.	4.4
<u>NASA HQ Office Supplies Report</u> Provides information on supply items purchased by NASA HQ organizations.	4.4
<u>NASA HQ Inventory Report</u> Provides information concerning items (excluding publications) warehoused for NASA HQ. Information concerning publications is provided quarterly.	4.6
<u>NASA HQ Shipping Costs Report</u> Provides information on shipments and costs for NASA HQ.	5.1

Title	SOW Section
<u>Vehicle Preventive Maintenance Report</u> Provides a listing of vehicle preventive maintenance jobs due and the date completed.	5.3
<u>NASA GFSC Records Activity Report</u> Provides a report of all monthly and annual dispositions, retrievals and exit clearance activities.	7.1
<u>NASA HQ Records Activity Report</u> Provides a report of all monthly and annual dispositions, retrievals and exit clearances. Information on records assessments and highlights of significant accomplishments.	7.1
<u>GSFC Mail Report</u> Includes information on total postage applied to meters for the month, total postage applied to mail pieces. Information on international mail volume and cost and FedEx volume.	7.2
<u>Meter Report</u> Information includes documentation on each postage meter transaction.	7.2.2
<u>Duplicating Facility Production Activity</u> Provides information on the activity in the Duplicating Facility, including: total impressions, job type, number of jobs broken down by each machine, total impressions for work from the impact printer and total number of jobs for the impact printer.	7.3
<u>A/V, ViTS, and Facilities Utilization Report</u> Provides A/V, ViTS, and facilities utilization information, including conference room connectivity test results and equipment failure information.	9.0
<u>Meeting Room Support</u> Provides information concerning the work load associated with audio visual technical support for non-core rooms and locations.	9.3

Quarterly

Title	SOW Section
<u>Safety Report</u> Provides information concerning safety-related activities.	1.1.8
<u>Reimbursable Customer Report</u> Provides direct and indirect costs by functional area and customer for reimbursable services (excluding office moves and TIMS) that are not	1.3.3

captured on a 533 Report that is specific to an individual customer.	
<u>Reimbursable Customer Report – Office Moves</u> Provides direct and indirect costs for reimbursable office moves services that are not captured on a 533 Report that is specific to an individual customer.	1.3.3
<u>Reimbursable Customer Report – TIMS</u> Provides direct and indirect costs for reimbursable TIMS (creative services and duplicating) services that are not captured on a 533 Report that is specific to an individual customer.	1.3.3
<u>Storage Space Utilization</u> Provides a listing of used and available space for all storage sites.	3.4
<u>Equipment Life Cycle Analysis Report</u> Provides an analysis of the AV equipment requirements for the Building 3 and 8 auditoriums, MCC, and Building 26 meeting room.	9.2

Annual

Title	SOW Section
<u>Annual Inventory Plan</u> Provides details (type of inventories, schedules, number of line items to be inventoried, etc.) concerning the physical inventory of materials to be conducted during the upcoming year. This plan also includes a Shelf-life Management Plan that provides details concerning how the specific shelf-life items in inventory will be managed during the upcoming year.	4.2.2 and 4.2.3
<u>Outstanding Purchases Report</u> For all technical parts (e.g., electrical, electronic, and electromechanical (EEE) parts, and flight grade fasteners), materials, equipment, administrative supplies and other items with a delivery date beyond the existing period of performance, the Contractor shall identify those items (e.g., item name, vendor/subcontractor, dollar value, expected delivery date, etc.), and submit a report to the COR and CO 30 days prior to the contract end date.	4.4
<u>Annual Affirmative Procurement Data Call</u> Provides information on recyclable items of supply.	4.4 and 5.3.1.6
<u>Carrier Performance Report</u> Information identifies carrier failures.	5.1.6

<u>Loss and Damage Claims Report</u> Information summarizes damage to shipments.	5.1.8

Biennial

Title	SOW Section
<u>Biennial Inventory Report and Reconciliation Letter</u> Shows all items inventoried and gives the results of the biennial wall-to-wall inventory. The letter also describes all discrepancies, how they will be resolved, and the date they will be resolved by.	3.4

List of DocumentsFederal Laws, Regulations, and Documents

	Title	SOW Section
46 USC 1241 (B)	Merchant Marine Act of 1936	5.1.9
49 USC 1517	International Air Transportation Fair Competitive Practices Act of 1974	5.1.9
Executive Order 12999	Educational Technology: Ensuring Opportunity for All Children in The Next Century	6.2.10
Executive Order 13693	Planning for Federal Sustainability in the Next Decade	4.4, 5.3 and 7.6
FAR	Federal Acquisition Regulations	4.4
FED-STD-101	Federal Test Method Standard Test Procedures for Packaging Materials	5.2
FMR	Federal Management Regulations	4.0, 7.6, and 6.0
-	FEDSTRIP Requisitioning Desk Guide	4.4
-	Harmonized Tariff Schedule of the United States	3.5 and 5.1.9

Code of Federal Regulations

	Title	SOW Section
Title 10 CFR	Energy	5.2.2
Title 14 CFR	Aeronautics and Space	5.2.2
Title 14 CFR 1221.110	Use of the NASA Insignia	7.3, 7.5 and 8.0
Title 15 CFR	Commerce and Foreign Trade (Export Administration Regulations)	3.5 and 5.1.9
Title 19 CFR	Customs Duties	3.5 and 5.1.9
Title 22 CFR	Foreign Relations (International Traffic in Arms Regulations)	3.5 and 5.1.9
Title 36 CFR	Parks, Forests, and Public Property (Electronic and Information Technology Accessibility Standards)	2.4
Title 40 CFR	Protection of Environment	7.6
Title 41 CFR	Public Contracts and Property Management	4.1 and 6.0
Title 44 CFR	Public Printing and Documents	7.3
Title 49 CFR	Transportation	3.3 and 5.0

NASA Policy Directives (NPD)

	Title	SOW Section
NPD 1387.1	NASA Exhibits Program	8.0
NPD 1400.1	Documentation and Promulgation of Internal NASA Requirements	2.2
NPD 1440.6	NASA Records Management	7.1, 8.0 and 9.0
NPD 1490.1	NASA Printing, Duplicating, and Copy Management	7.5
NPD 1490.6	Business Cards	7.5
NPD 2190.1	NASA Export Control Program	3.5 and 7.4
NPD 2200.1	Management of NASA Scientific and Technical Information	7.4
NPD 2521.1	Communication and Material Review	7.5 and 8.0
NPD 4100.1	Supply Support and Material Management Policy	4.2
NPD 4200.1	Equipment Management	6.1
NPD 4300.1	NASA Personal Property Disposal Policy	6.2
NPD 6000.1	Transportation Management	5.0
NPD 7500.1	Program and Project Logistics Policy	3.1

NASA Procedural Requirements (NPR) and NASA Records Retention Schedules (NRRS)

	Title	SOW Section
NPR 1382.1	Electronic Information Technology Accessibility	8.6
NPR 1383.1	Release and Management of Audiovisual Products and Services	9.0
NPR 1387.1	NASA Exhibits Program	8.0
NPR 1400.1	NASA Directives Procedural Requirements	2.2
NPR 1441.1	NASA Records Management Program Requirements	1.2 and 7.1
NRRS 1441.1	NASA Records Retention Schedules	1.2 and 7.1
NPR 1450.10	NASA Correspondence Management and Communications Standards and Style	7.0
NPR 1800.1	NASA Occupational Health Program Procedures	1.1.8
NPR 2190.1	NASA Export Control Program	3.5
NPR 2200.2	Requirements for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information	7.4
NPR 2810.1	Security of Information Technology	2.0
NPR 4100.1	NASA Materials Inventory Management Manual	4.2
NPR 4200.1	NASA Equipment Management Procedural Requirements	4.3.1.2 and 6.1

NPR 4200.2	Equipment Management Manual for Property Custodians	1.1.7 and 6.1
NPR 4300.1	NASA Personal Property Disposal Procedural Requirements	6.2
NPR 4310.1	Identification and Disposition of NASA Artifacts	6.2
NPR 6000.1	Requirements for Packaging, Handling and Transportation for Aeronautical and Space Systems, Equipment and Associated Components	3.3 and 5.2
NPR 6200.1	NASA Transportation and General Traffic Management	6.0
NPR 7120.5	NASA Space Flight Program and Project Management Requirements	3.1
NPR 8530.1	Affirmative Procurement Program and Plan for Environmentally Preferable Products	4.4
NPR 8715.3	NASA General Safety Program Requirements	1.1.8
NPR 9250.1	Property, Plant, and Equipment and Operating Materials and Supplies	6.0

NASA Documents

	Title	SOW Section
NASA-STD-2821	Audio Visual Standards	9.0
NASA-STD-2822	Still and Motion Imagery Metadata Standard	8.4, 8.4.1 and 8.5
NASA-STD-8719.9	Standard for Lifting Devices and Equipment	5.2
NFS	NASA FAR Supplement	4.4
NPSL	NASA Parts Selection List (https://nepp.nasa.gov/npsl/)	4.4
NAII 2190.1	NASA Export Control Operations Manual	3.5
-	NASA Fleet Management Handbook	5.3.3
-	NF1018 Electronic Submission System User's Guide	6.1.3

Goddard Procedural Requirements (GPR)

	Title	SOW Section
GPR 1280.1	The GSFC Quality Manual	1.2
GPR 1410.1	Directives Management	1.2.2
GPR 1410.2	Configuration Management	3.0
GPR 1420.1	Forms Management	1.2
GPR 1440.8	Records Management	1.2 and 7.1
GPR 1460.2	Mail Management Program	7.2
GPR 1490.1	Printing and Duplicating Services	7.3 and 7.5
GPR 1600.1	Goddard Security Requirements	1.1.7

GPR 1700.1	Occupational Safety Program at Goddard Space Flight Center	1.1.8
GPR 1700.5	Control of Hazardous Energy (Lockout/Tagout)	1.1.8
GPR 1700.6	Confined Space Program Requirements	1.1.8
GPR 1700.7	Electrical Safety	1.1.8
GPR 1700.8	GSFC Hazard Communication Program	1.1.8
GPR 1820.1	Hearing Conservation	1.1.8
GPR 1820.2	Respiratory Protection	1.1.8
GPR 1840.1	Asbestos Management Program	1.1.8
GPR 1860.1	Ionizing Radiation Protection	1.1.8
GPR 1860.2	Laser Radiation Protection	1.1.8
GPR 2200.1	Processing and Approval of NASA Scientific and Technical Information (STI)	7.4
GPR 4100.1	Management of Shelf-Life Items	4.0
GPR 4220.1	Standards For Office Furniture and Furnishings	5.4
GPR 4520.2	Receiving Inspection and Test	4.5
GPR 4520.3	Control of Customer Supplied Product	4.5
GPR 5100.1	Procurement	4.4
GPR 5330.1	Work Order Authorization (WOA) Process	3.0 and 4.0
GPR 5340.2	Documentation and Control of Process Nonconformances and Customer Complaints	1.2
GPR 5340.4	Problem Reporting and Problem Failure Reporting	1.2
GPR 6400.1	Logistics Support	3.4 and 5.0
GPR 8621.4	GSFC Mishap Preparedness and Contingency Plan	1.1.8
GPR 8710.3	Certification and Recertification of Ground-Based Pressure Vessels and Pressurized Systems	1.1.8
GPR 8710.7	Cryogenic Safety	1.1.8
GPR 8715.8	Fall Protection Requirements for GSFC	1.1.8
GPR 8719.1	Lifting Devices and Equipment (LDE) Certifications and Operations	1.1.9
GPR 8730.1	Metrology and Calibration	1.1.8
GPR 8730.6	Electrostatic Discharge (ESD) Control	4.0
GPR 8830.1	Facilities Operations Managers	1.1.9

GSFC Documents

	Title	SOW Section
300-PG-8730.6.1	GSFC Electrostatic Discharge (ESD) Control Plan	4.5
500-PG-4520.2.1	Electrical, Electronic and Electromechanical (EEE) Counterfeit Parts Avoidance Plan (CPAP)	4.5
541-PG-8072.1.2	Goddard Space Flight Center Fastener Integrity Requirements	4.5

547-WI-5100.1.4	Outsourcing for Fabrication Services	4.7.3
-	GSFC Qualified Parts List Directory	4.4
-	eMOD User's Manual	1.4

Information and Logistics Management Division
Procedures and Guidelines (PG) and Work Instructions (WI)

	Title	SOW Section
270-PG-1410.2.2	Goddard Directives Management System (GDMS) Configuration Management Process	2.2
270-WI-1460.0.1	Commercial Mail Metering Process	7.2.2
270-WI-1460.2.2	Mail Services Center	7.2
270-WI-1490.0.1	Handling Suspicious Mail	7.2
270-WI-4100.2.1	Hazardous Materials Data Management	4.2.8
270-WI-4200.0.2	Equipment Management	6.1
270-WI-4300.0.1	Excess Property Management	6.2
270-WI-4520.2.1	Receiving Project Parts	4.5
270-WI-4520.2.2	Central Receiving Operations	4.5
270-WI-5100.1.2	Procurement	4.4
270-WI-5330.0.1	Inspection and Test of Project Parts	4.0
270-WI-5330.1.1	Project Parts Inventory Management	4.0
270-WI-5340.2.1	Control of Non-Conforming Project Parts	4.0
270-WI-5340.3.1	Response to Alerts and Safe Alerts	4.0
270-WI-6400.0.11	Traffic Management	5.1
270-WI-6400.1.1	Packaging and Preserving NASA Material and Equipment	3.3
270-WI-6400.1.3	Project Storage Program	3.4
270-WI-6400.1.4	Packaging and Marking of Project Parts	4.0
270-WI-6400.1.5	Storage of Project Parts	4.6
270-WI-6400.1.6	GSFC Export Control Office (Draft)	3.5
270-WI-6400.1.9	Process for Electrostatic Discharge (ESD) Control	4.0
270-WI-6400.1.10	Office and Lab Moves	5.2.5
270-WI-6700.0.1	Vehicle and Equipment Fleet Management Operations	5.3
270-WI-6700.0.2	Transportation Dispatch Operations	5.2
270-WI-7060.0.1	Project Logistics Support	3.0
270-WI-7900.0.1	Aircraft Parts Disposal Procedures	6.2
270-WI-8072.0.1	Procedure for Prohibited Materials Analysis Using the XDAL XRF Machine	4.2
271-WI-1440.8.1	Records Management	7.1

Information and Logistics Management Division Documents

Title		SOW Section
-	Advanced Materials Management System (AMMS) User's Manual	4.0
-	Dispatch/Automated Fleet Information System (DAFIS) User's Guide	5.3.2
-	Hazardous Materials Management System (HMMS) Material Manual	2.3
-	Hazardous Materials Management System (HMMS) Waste Manual	2.3
-	Storage Information Management System (SIMS) User's Guide	3.4
-	Goddard's Property Custodian Handbook	1.1.7 and 6.0

Military Regulations and Documents

Title		SOW Section
AFJM 24-204	Preparing Hazardous Materials for Military Air Shipments	3.3.2
DOD 4000.25-1-M	Military Standard Requisitioning and Issue Procedures (MILSTRIP)	4.4
DOD 4000.25-2-M	Military Standard Transaction Reporting and Accounting Procedures (MILSTRAP)	4.4
DOD 4000.25-7-M	Military Standard Billing System (MILSBILLS)	4.4
DOD 4100.38-M	Department of Defense Provisioning and Other Preprocurement Screening Manual	4.0
DOD 4100.39-M	Federal Logistics Information System (FLIS) Procedures Manual	2.0 and 4.0
DOD 4140.27-M	Shelf-Life Management Manual	4.2.4
DOD 4500.9-R	Defense Transportation Regulation, Part II	5.1
MIL-E-17555	Packaging of Electronic and Electrical Equipment, Accessories, and Provisioned Items (Repair Parts)	3.3
MIL-HDBK-304	Package Cushioning Design	3.3
MIL-PRF-81705	Barrier Materials, Flexible, Electrostatic Discharge Protective, Heat-Sealable	3.3
MIL-STD-129	Military Marking for Shipment and Storage	3.3
MIL-STD-2073-1	Standard Practice for Military Packaging	3.3 and 5.2

Other Documents

	Title	SOW Section
ANSI/ESD S20.20	Electrostatic Discharge Control Program Standard	4.6
BOE-6000-T	Bureau of Explosives, Hazardous Materials Regulations of the Department of Transportation	3.3 and 5.1
DMM	U.S. Postal Service Domestic Mail Manual	7.2.2
IATA	International Air Transportation Association Rules and Regulations	3.3 and 5.1
IMM	U.S. Postal Service International Mail Manual	7.2.3
IMO	International Maritime Organization, International Maritime Dangerous Goods Code (IMDG Code)	3.3 and 5.1
NARA Bulletin 2014-04	Revised Format Guidance for the Transfer of Permanent Federal Electronic Records	8.4.2
NIST Special Publication 500-267	A Profile for IPv6 in the U.S. Government – Version 1.0.	2.0
U.S. GPO	Style Manual	7.3 and 8.3

Hardware and Software Used and Supported

The Goddard Logistics and Technical Information Contractor shall use and provide support for the following hardware and software.

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology (Server and Release)	Technology (Database and Release)	Technology (Application / MiddleWare and Release)	Support Provided
Advanced Materials Management System (AMMS)	Web-based supply system used by the GLTIC to manage and provide supplies and materials to GSFC (Greenbelt and Wallops) and NASA Headquarters. Customers also use the system to order their supplies and materials.	1.3 1.4 4.0	600 User accounts at GSFC, WFF, and HQ	HP ProLiant DL GS 380 Servers for production, test, and development; additional servers (4) for Active Directory implementation	Linux Suse 11	Oracle 11	Oracle E-Business Suite v. 12.0.4; includes custom programming	Full server and application administration and development support. Three environments: Production, Test, and Development.
Record Document Scanning System (DOCUMENTUM)	Scans, stores, and indexes disposal and equipment backup-up documents related to changes in property managed by the NASA PP&E system.	6.0	20 GLTIC	Virtualized (VMWare) Windows Server	Windows Server 2008	SQL Server	EMC Documentum and Captiva	Full server and application administration; application support.
Furniture Information Management System (FIMS)	Tracks furniture housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Database hosted on GLTIC managed file share (ILMD File Share); client installed on end user workstation	Client: Windows 7 64 bit	FoxPro 8	n/a	Full server and application administration; application support.

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology (Server and Release)	Technology (Database and Release)	Technology (Application / MiddleWare and Release)	Support Provided
Fleet Management - FuelMaster and PMXpert Note: At a future date, PMXpert will be replaced by the NASA Agencywide "Maximo for Transportation" application.	Fleet management system that includes FuelMaster gasoline inventory management system that is integrated with the PMXpert vehicle maintenance management system.	5.3	2 GLTIC	Virtualized (VMWare) Windows Server	Windows Server 2008 and Windows 7 64 bit (client)		Syntech FuelMaster, PMXpert	Full server and application administration; application support.
Goddard Directives Management System (GDMS)	This system is a repository of GSFC directives, and it is also used for the review and approval of GSFC directives.	All Areas	200 User accounts at GSFC and WFF; application available for Center use by all GSFC and WFF users	Virtualized (VMWare) Server	Linux Suse 11	Oracle 11	Java	Full server and application administration and development support. Two environments: Production and Test.
ILMD FileShare	Provides file repository for databases, files, and executables that cannot be stored in SharePoint.	All Areas	100 User accounts at GSFC and WFF	Virtualized (VMWare) Windows Server	Windows Server 2008			Full server and application administration support.
ILMD SharePoint	Provides file repository and information sharing functions for all of Code 200.	All Areas	200 User accounts at GSFC and WFF	Virtualized (VMWare) Windows Server	Windows Server 2008	SQL Server	Microsoft SharePoint 2013	Full server and application administration and development support.

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology (Server and Release)	Technology (Database and Release)	Technology (Application / MiddleWare and Release)	Support Provided
ILMD Web Site (ILMS)	Websites providing information for members of ILMD and users of ILMD services. These sites include the ILMD, supply, TIMS and export control websites.	All Areas	3 management accounts; available for reference by all GSFC	Virtualized (VMWare) Windows Server	Windows Server 2008 Standard Edition	SQL Server	Joomla	Full server and application administration support.
Miscellaneous Information Management System (MIMS)	Tracks miscellaneous items (items other than furniture and publications) housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Database hosted on GLTIC managed file share; client installed on end user workstation	Windows 7 64 bit	FoxPro 8	n/a	Full server and application administration; application support.
Offline Parts Database (Offline) Note: This database is in the process of being replaced and included in AMMS.	Inventory database of all project parts received, stored, processed, and issued on behalf of the GSFC project teams, including residual parts.	4.2	20 GLTIC	ACES-managed workstations; database stored on Windows-based network file share	Not a server-based application – Users access database from client application installed on each Windows 7 workstation.	FoxPro 8.0 MS-Excel	n/a	Provide system backup and recovery and basic support. No development changes made.
Publications Information Management System (PIMS)	Tracks and manages publications housed in Logistics warehouse supporting NASA HQ.	4.6	5 GLTIC	Database hosted on GLTIC managed file share (ILMD File Share); client installed on end user workstation	Windows 7 64 bit	FoxPro 8	n/a	Full server and application administration; application support.
Storage Information Management System (SIMS)	Keeps track of property (equipment) in the Project Storage Program.	3.4 4.6	50 Users, GSFC and WFF; available for reference to all GSFC and WFF users	Virtualized (VMWare) Windows Server	Linux Suse 11	Oracle 11	Java	Full server and application administration and development support. Two environments: Production and Test.

Application Name and Acronym	Description / Purpose	SOW Section	User Accounts and User Base	Hardware Description	Technology (Server and Release)	Technology (Database and Release)	Technology (Application / MiddleWare and Release)	Support Provided
TIMS/MOVES Work Request Tracking System (STUDIOSUITE8)	Tool to track all pre-2016 Creative Services work requests and Office/Lab move requests. Users have read-only access to historical data.	1.4 5.3.2.7 7.0 8.0 9.0	50 GLTIC	Virtualized (VMWare) Windows Server	Windows Server 2008	FileMaker Server 9.0v3	AlterMedia Studio Suite 8	Full server and application administration support.
Traffic Information Management System (TIMS)	Captures shipping information, prints GBLs and CBLs, tracks data on all shipments.	5.1	5 GLTIC	Database hosted on GLTIC managed file share (ILMD File Share); client installed on end user workstation.	Windows 7 64 bit	FoxPro 8	n/a	Full server and application administration; application support.
TIMS Photo Image Archive System (Extensis)	Maintains inventory of images by TIMS (Creative Services) personnel, contractors, vendors, and clients.	8.0	5 GLTIC; accessible for reference by all of GSFC	Virtualized (VMWare) Windows Server	Windows Server 2008 Standard	Extensis Portfolio	Extensis Portfolio	Full server and application administration support.

Software Used But Not Supported

The Goddard Logistics and Technical Information Contractor shall use but not provide programming support for the following software. This is not an all inclusive list and only includes those used on a frequent basis.

Application Name and Acronym	Description / Purpose	SOW Section
ARCIS	Initiates transfers and retrievals transactions from WNRC	7.1
Automated Commercial Environment (ACE)	Used to file export information with U.S. Customs.	3.5 5.1
Business Objects (BOBJ)	Used to generate reports and extract data from the NASA SAP financial system.	1.3 1.4 4.3.1.2 6.1
Dispatch/Automated Fleet Information System (DAFIS)	Manages pickup/deliver/mileage on vehicles and dispatch cars and prints trip tickets.	5.2
Defense Automatic Addressing System Center Automatic Message Exchange System (DAMES)	Used to submit and manage supply orders placed into the DLA and GSA supply systems.	4.0
Enterprise Service Desk	Used to report issues with computer systems, order leased computers and services from the ACES contract, and to manage the computers and services obtained from that contract.	All Areas, especially 2.0

Application Name and Acronym	Description / Purpose	SOW Section
Federal Logistics Data (FED LOG)	Used to obtain cataloging information on stock numbers and part numbers.	4.0
Freeflow Makeready	This software allows the operator to prepare documents for digital printing by automating labor intensive production tasks such as editing, composition, insertion, and imposition.	7.3
GSFC Electronic Management Operations Directorate (eMOD) System	Used to submit work requests for services to the Management Operations Directorate and to manage work requests from customers.	All Areas, especially 1.4
GSFC Funds Control System (FCS)	Used to obtain detailed financial data involving supplies (e.g., track outstanding purchases) and manage the inventory pool.	1.3
GSFC Records Management	Tracks and reports daily records transactions	7.1
GSFC Scheduling and Meeting Request System (SAMR)	Used to manage scheduling of meeting rooms.	9.1.2
H-Series	A series of cataloging handbooks including information on federal supply classifications, CAGE Codes, and other items.	4.0
Hazardous Materials Management System (HMMS)	Application to track hazardous material inventory and disposal at GSFC.	4.2.8
Job Tracking System (JTS)	Database used to create GPO Forms 2511 and 2044 and print printing reports,	7.5

Application Name and Acronym	Description / Purpose	SOW Section
Maximo	Used to manage work requests involving facilities.	1.4
NASA Electronic DAA System (eDAA)	Used to review and approve the publication and dissemination of scientific and technical information.	7.4
NASA NF1018 Electronic Submission System (NESS)	Used to review and update information concerning contractor-held property.	6.1.3
NASA Property Disposal System (DISPOSAL)	Used to manage the disposal of Government-owned personal property.	6.2
NASA Property Plant and Equipment System (PP&E)	Used to manage Government-owned personal property.	6.1
NASA Publications Numbering Database	Database that is used to assign publication numbers for all NASA communication publications	7.5
NASA Resource Scheduler (NRS)	Used to manage scheduling of video teleconferences.	9.1.2
NASA SAP financial system (SAP)	Used for various supply and property transactions (e.g., recording receipt of GSFC procured items) impacting the NASA financial system and to manage the inventory pool.	1.3 1.4 4.3.1.2 4.5 6.1
Plant Clearance Automated Reutilization Screening System (PCARSS)	Used to manage excess Government property located at contractor facilities.	6.1.3

Application Name and Acronym	Description / Purpose	SOW Section
Radio Frequency Identification (RFID) scanner	Tool to track/scan RFID tags for equipment inventory purposes	6.0
TIMS Duplication Facility (TIMSDUP)	On-center XEROX duplication facility for non-GPO printing requests.	7.3
Visual Compliance	Used to screen foreign persons and companies against various denied or restricted parties lists prior to exports to them.	3.5

Software used for SOW 3.2, Transportation Engineering

Design/Drafting Software

Adobe Acrobat Professional
 Autodesk AutoCAD
 Autodesk Inventor
 PTC Pro Engineer

FLIR Tools
 IST Dynamax
 Lansmont SaverXware
 LMS Express 7
 Madgetech 4

Instrumentation Software

National Instruments Labview
 OROS NV Gate
 Rotronic HW4
 T&D RTR 500DC for Windows
 Trackstick Manager

Additionally, the contractor uses other desktop software including, but not limited to:

Acrobat Professional, Adobe Creative Suite, AutoCAD, Design Premium, Filemaker Pro, Microsoft Office (including Outlook), Photoshop, Production Premium, Pro/Engineer, Microsoft Project, and Visio.

List of Motor Vehicles

1. Greenbelt Vehicles – These vehicles are managed and maintained by the contractor.

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
Light Duty Sedans						
172	2012 GEM e-4 - NEV	ELECTRIC CAR	1040 hrs	ELECTRIC	\$154.00	\$39.12
173	2007 GEM e-4 - NEV	ELECTRIC CAR	2340 hrs	ELECTRIC	\$681.50	\$48.88
NA000526	2010 PONTIAC G6	SEDAN	40130	E-85	\$374.39	\$452.93
NA001327	2011 FORD FUSION	SEDAN	11125	E-85	\$369.02	\$129.57
NA000124	2010 FORD FUSION HYBRID	SEDAN	19379	UNLEADED HYBRID	\$387.00	\$48.92
NA000056	2010 FORD FUSION HYBRID	SEDAN	32036	UNLEADED HYBRID	\$275.07	\$252.56
NA000099	2010 FORD FUSION HYBRID ⁴	SEDAN	58734	UNLEADED HYBRID	\$694.25	\$870.68
NA000122	2010 FORD FUSION HYBRID ⁴	SEDAN	102733	UNLEADED HYBRID	\$1,516.07	\$789.50
MD7AC0270	2009 CHEVROLET MALIBU HYBRID	SEDAN	10317	UNLEADED HYBRID	\$1,202.36	\$515.97
NA000567	2009 CHEVROLET IMPALA ⁴	SEDAN	78314	E-85	\$1,083.92	\$1,010.52
NA000601	2006 CHEVROLET IMPALA	SEDAN	63622	E-85	\$617.07	\$266.52
NA000549	2010 CHEVROLET IMPALA	SEDAN	17835	E-85	\$265.92	\$58.81
NA000445	2010 CHEVROLET IMPALA	SEDAN	21835	E-85	\$374.66	\$192.81
NA000515	2010 CHEVROLET IMPALA ⁴	SEDAN	66102	E-85	\$1,018.80	\$924.08
NA000521	2010 CHEVROLET IMPALA ⁴	SEDAN	73473	E-85	\$1,073.87	\$817.70
MD5FNL73	2010 CHEVROLET IMPALA	SEDAN	23538	E-85	\$387.41	\$267.50
NA000583	2010 CHEVROLET IMPALA ⁴	SEDAN	53717	E-85	\$519.77	\$699.14
NA000239	2010 CHEVROLET IMPALA	SEDAN	10909	E-85	\$264.92	\$110.25
NA000245	2010 CHEVROLET IMPALA ⁴	SEDAN	71135	E-85	\$2,018.99	\$944.31

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
MD5AEX34	2005 CHEVROLET IMPALA	SEDAN	47109	UNLEADED	\$265.26	\$82.37
Light Duty SUVs, Trucks, Minivans						
NA000011	2006 CHEVROLET UPLANDER ⁵	7 PASS VAN	54707	UNLEADED	\$201.31	\$258.91
NA000017	2007 CHEVROLET UPLANDER ⁵	7 PASS VAN	74090	UNLEADED	\$1,368.17	\$1,268.18
NA000525	2010 DODGE CARAVAN ⁴	7 PASS VAN	59543	E-85	\$3,212.83	\$1,315.43
NA000577	2010 DODGE CARAVAN ⁴	7 PASS VAN	70605	E-85	\$1,355.63	\$1,153.91
NA000311	1999 CHEVROLET ASTRO ⁵	8 PASS VAN	83138	UNLEADED	\$583.69	\$860.18
NA000579	2010 DODGE CARAVAN ⁵	CARGO VAN	22725	E-85	\$320.77	\$907.13
NA000520	2009 FORD RANGER	PICK-UP 4x2	29717	UNLEADED	\$98.00	\$57.73
NA001492	2014 CHEVY SILVERADO	PICK-UP 4x2	19672	E-85	\$84.00	\$624.50
NA000163	2009 CHEVROLET HHR	SUV	16287	E-85	\$519.54	\$148.00
NA000412	2009 CHEVROLET HHR	SUV	9957	E-85	\$299.94	\$291.70
NA000268	2009 CHEVROLET HHR ⁴	SUV	63583	E-85	\$802.40	\$1,098.29
NA000265	2010 CHEVROLET HHR	SUV	10994	E-85	\$312.23	\$301.25
NA000388	2010 CHEVROLET HHR	SUV	11012	E-85	\$299.94	\$241.14
NA000223	2010 CHEVROLET HHR	SUV	20925	E-85	\$559.92	\$417.68
NA000511	2010 CHEVROLET HHR	SUV	13875	E-85	\$341.89	\$38.00
NA000536	2010 CHEVROLET HHR	SUV	12684	E-85	\$531.13	\$119.00
NA000560	2010 CHEVROLET HHR	SUV	22978	E-85	\$268.44	\$639.18
NA000275	2010 CHEVROLET HHR ⁵	SUV	25714	E-85	\$428.04	\$475.13
NA000226	2010 CHEVROLET HHR ⁵	SUV	11266	E-85	\$279.89	\$270.00
NA000561	2010 CHEVROLET HHR	SUV	9884	E-85	\$243.94	\$275.47
NA000224	2010 CHEVROLET HHR	SUV	15331	E-85	\$435.54	\$71.50
NA001340	2010 CHEVROLET HHR	SUV	24042	E-85	\$443.49	\$179.03
NA000448	2010 CHEVROLET HHR	SUV	19151	E-85	\$466.18	\$585.69

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
NA000556	2010 CHEVROLET HHR ⁴	SUV	20444	E-85	\$1,321.27	\$1,020.22
NA000566	2010 CHEVROLET HHR ⁴	SUV	31129	E-85	\$1,386.67	\$995.61
NA000559	2010 CHEVROLET HHR	SUV	9266	E-85	\$229.94	\$133.82
NA001338	2010 CHEVROLET HHR	SUV	18812	E-85	\$187.94	\$58.00
NA000544	2010 CHEVROLET HHR	SUV	18924	E-85	\$633.77	\$278.59
NA000286	2010 CHEVROLET HHR	SUV	8569	E-85	\$256.23	\$62.75
NA000563	2010 CHEVROLET HHR	SUV	21016	E-85	\$293.89	\$406.00
NA000529	2010 CHEVROLET HHR	SUV	11916	E-85	\$429.60	\$93.50
NA000546	2010 CHEVROLET HHR	SUV	16334	E-85	\$257.94	\$842.23
NA000555	2010 CHEVROLET HHR ⁵	SUV	14400	E-85	\$170.12	\$76.56
NA000571	2010 CHEVROLET HHR	SUV	16798	E-85	\$211.75	\$311.10
NA000537	2010 CHEVROLET HHR ⁵	SUV	19521	E-85	\$420.01	\$272.60
NA000296	2010 CHEVROLET HHR	SUV	10208	E-85	\$440.29	\$467.50
NA000557	2010 CHEVROLET HHR	SUV	7346	E-85	\$302.13	\$318.15
NA000572	2010 CHEVROLET HHR ⁵	SUV	27633	E-85	\$292.91	\$113.31
NA001339	2010 CHEVROLET HHR ⁵	SUV	8678	E-85	\$215.94	\$156.78
NA000535	2010 CHEVROLET HHR	SUV	3883	E-85	\$401.58	\$117.39
NA000227	2010 CHEVROLET HHR	SUV	22558	E-85	\$335.10	\$301.54
NA000292	2010 CHEVROLET HHR	SUV	14565	E-85	\$449.54	\$517.02
MD642M871	2004 MERCURY MOUNTAINEER	SUV 4x2	33300	UNLEADED	\$310.57	\$92.95
NA000962	2005 FORD EXPLORER ⁵	SUV 4x2	29614	E-85	\$375.59	\$865.49
NA000015	2008 CHEVROLET TRAIL BLAZER	SUV 4x2	35304	UNLEADED	\$316.45	\$140.00
NA000350	2009 FORD ESCAPE HYBRID	SUV 4x2	7375	UNLEADED HYBRID	\$314.34	\$88.35
NA000376	2009 FORD ESCAPE HYBRID	SUV 4x2	4576	UNLEADED HYBRID	\$610.59	\$31.81
MD46323M6	2010 FORD EXPLORER	SUV 4x2	22140	UNLEADED	\$1,369.71	\$260.29
NA001498	2013 CHEVROLET SUBURBAN	SUV 4x2	54630	E-85	\$0.00 ³	\$1,711.77

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
NA000012	2005 CHEVROLET SUBURBAN ⁵	SUV 4x4	136439	E-85	\$1,102.83	\$3,624.09
MD01566M7	2007 FORD EXPEDITION XLT MAX	SUV 4x4	17594	UNLEADED	\$434.18	\$161.65
NA000340	2008 FORD ESCAPE HYBRID	SUV 4x4	8870	UNLEADED HYBRID	\$414.55	\$22.73
NA000021	2009 FORD ESCAPE	SUV 4x4	15978	UNLEADED	\$540.37	\$161.89
NA001389	2013 JEEP WRANGLER	SUV 4x4	5941	UNLEADED	\$246.28	\$330.43
Medium Duty Trucks						
NA000272	2008 FORD E-350 ⁵	8 PASS BUS	79816	DIESEL	\$278.01	\$723.59
NA001381	2012 FORD E-350 ⁵	14 PASS BUS	78749	E-85	\$4,206.05	\$11,599.19
NA000299	2005 FORD 15 PASS VAN ⁵	15 PASS VAN	52164	DIESEL	\$500.76	\$932.79
NA001435	2009 FORD E-350	CARGO VAN	25547	E-85	\$402.96	\$845.18
NA001108	2009 FORD E-350	CARGO VAN	9478	E-85	\$271.29	\$406.53
NA000581	2010 FORD E-350	CARGO VAN	13838	E-85	\$410.69	\$399.24
NA000303	1997 FORD E-350	DELIVERY VAN	41548	UNLEADED	\$522.77	\$97.72
NA000305	1997 FORD E-350	DELIVERY VAN	14176	UNLEADED	\$340.29	\$71.63
NA000304	1998 DODGE RAM 2500HP	PICK-UP 4x2	23481	UNLEADED	\$358.49	\$90.06
NA001408	2014 FORD F-350	PICK-UP 4x2	14976	DIESEL	\$540.50	\$48.00
NA000308	1998 CHEVROLET C2500	PICK-UP 4x4	53429	DIESEL	\$762.64	\$181.14
NA000656	2005 FORD F-350	PICK-UP 4x4	22298	DIESEL	\$852.34	\$800.96
NA000658	2005 FORD F-350	PICK-UP 4x4	19243	DIESEL	\$1,798.28	\$1,417.29
NA000657	2005 FORD F-350	PICK-UP 4x4	12878	DIESEL	\$645.41	\$392.48
NA000655	2005 FORD F-350	PICK-UP 4x4	25913	DIESEL	\$463.52	\$541.17
NA000804	2009 CHEVROLET 2500 HD	PICK-UP 4x4	21463	DIESEL	\$431.51	\$305.77
NA000257	1993 CHEVROLET CK20906/CARRYALL ⁵	SUV 4x4	34995	UNLEADED	\$140.00	\$421.87
NA000288	1996 CHEVROLET WRECKER ⁵	TOW TRUCK 4x4	38022	DIESEL	\$659.43	\$12.00
NA000330	2001 FORD F-350	UTILITY BODY 4x4	68377	DIESEL	\$978.29	\$689.35
NA000801	2002 FORD VAN	VAN	35135	UNLEADED	\$84.00	\$167.65

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
Heavy Duty Trucks						
NA001365	2012 FREIGHTLINER S2C 106CAB ⁵	23 PASS BUS	9326	DIESEL	\$548.80	\$1,502.47
NA000315	1999 INTERNATIONAL 3400 ⁵	24 PASS BUS	38134	DIESEL	\$1,201.47	\$873.20
NA000341	1988 GMC AERIAL LIFT	AERIAL LIFT	25145	UNLEADED	\$257.78	\$8.00
NA000235	1991 INTERNATIONAL AERIAL LIFT	AERIAL LIFT	20127	DIESEL	\$421.59	\$32.00
NA000334	2002 FORD F550 AT37	BUCKET TRUCK	26614	DIESEL	\$1,200.49	\$1,123.37
NA000318	1999 INTERNATIONAL TRUCK/TRACTOR ⁵	CHASSIS-CAB	37806	DIESEL	\$292.81	\$458.36
NA001436	2014 FORD/FARBER	COMMAND CENTER	2364	UNLEADED	\$378.50	\$114.68
NA000278	2007 MITSUBISHI FM260 ⁵	CRYO TRUCK	21154	DIESEL	\$523.88	\$1,239.56
NA000295	1997 FORD DUMP	DUMP TRUCK	7435	DIESEL	\$285.37	\$26.00
NA000677	2007 INTERNATIONAL 4300 ⁵	ROLLBACK	70421	DIESEL	\$558.32	\$268.95
NA000289	1997 FORD STAKE	STAKE BODY 4x2	13559	DIESEL	\$260.87	\$18.00
NA001432	2008 INTERNATIONAL 4300 ⁵	STAKE BODY 4x2	26002	DIESEL	\$793.71	\$442.44
NA000251	1997 FORD STRAIGHT TRUCK ⁵	STRAIGHT TRUCK	81240	DIESEL	\$1,262.97	\$929.50
NA000640	2001 STERLING ACTERRA ⁵	STRAIGHT TRUCK	9672	DIESEL	\$967.41	\$1,205.30
NA000735	52003 INTERNATIONAL 4300 ⁵	STRAIGHT TRUCK	153726	DIESEL	\$383.69	\$1,883.50
NA000240	2003 INTERNATIONAL 4300 ⁵	STRAIGHT TRUCK	34993	DIESEL	\$807.52	\$1,586.90
NA000007	2005 FORD F650 ⁵	STRAIGHT TRUCK	85606	DIESEL	\$351.64	\$701.31
NA000104	2005 FREIGHTLINER M2106 ⁵	STRAIGHT TRUCK	66960	DIESEL	\$877.02	\$1,178.52
NA001418	2007 FREIGHTLINER M2106	STRAIGHT TRUCK	88079	DIESEL	\$1,117.21	\$3,151.68
NA000360	2007 FREIGHTLINER M2106 ⁵	STRAIGHT TRUCK	119628	DIESEL	\$719.78	\$2,709.80
NA001382	2007 HINO 338 ⁵	STRAIGHT TRUCK	72804	DIESEL	\$2,052.41	\$1,236.20
NA000639	2010 FORD F550	STRAIGHT TRUCK	7439	DIESEL	\$250.01	\$249.75
NA000107	2005 INTERNATIONAL 8600 ⁵	TRACTOR	71415	DIESEL	\$373.38	\$593.50

VEHICLE ID	YEAR, MAKE, MODEL	DESCRIPTION	TOTAL MILES (as of 6/1/16)	FUEL TYPE	ONE YEAR ¹ MAINT COSTS	ONE YEAR ² FUEL COSTS
NA001402	2012 DODGE 4500	UTILITY BODY 4x4	10695	DIESEL	\$248.50	\$1,880.83
Total Vehicles: 118						

¹ Includes repair and maintenance costs from June 1, 2015 - May 31, 2016

⁴ These twelve vehicles are part of the motor pool fleet.

² Fuel costs are from June 1, 2015 - May 31, 2016

⁵ These thirty-two vehicles are available to perform GLTI contract operations. The GLTI contractor can also use motor pool vehicles.

³ Newly acquired vehicle. No maintenance yet performed.

Note: A 40 passenger propane bus has been ordered as an additional bus to support the GLTI contract operations.

2. Wallops Vehicles – The following three vehicles are available to perform GLTI contract operations at Wallops. The contractor does not manage or maintain these vehicles.

2002 Ford Windstar

2009 Ford Ranger

2009 Chevy Malibu

Pickup and Delivery Services

All runs are at the GSFC-Greenbelt location unless otherwise noted.

	Description	Frequency
1.	<u>GSFC Pickup and Delivery</u> Pickup and deliver items from Central Receiving and other on Center and off Center locations (within 10 miles) that weigh up to 70 lbs. Does not include categories of items described below.	Daily
2.	<u>NASA Headquarters Pickup and Delivery</u> Pickup and deliver items between NASA HQ and GSFC, including: supply deliveries; excess equipment and furniture; documents involving NASA HQ Finance, Human Resources and Procurement Offices; documents between GSFC Passport Agent and HQ; publications, furniture and other items from the NASA HQ Storage facility.	Daily
3.	<u>GSFC Mail Pickup and Delivery</u> Pickup and deliver mail to on Center and off Center locations (within 10 miles) in accordance with published schedule. There are 35 mail stops at Greenbelt with a total of 322 mail bins.	Daily
4.	<u>Excess Equipment and Furniture</u> Pickup excess equipment and furniture from on Center and off Center locations (within 10 miles) and deliver the items to the Excess Warehouse.	Daily
5.	<u>Bulk Deliveries</u> Pickup and deliver items from receiving and supply warehouse to on Center and off Center locations (within 10 miles) that weigh more than 70 lbs.	Daily
6.	<u>Cryogenics Run</u> Pickup and deliver gas cylinders and dewars to on Center and off Center locations (within 10 miles). Requires HAZMAT and cryogenics handling training, knowledge of SDS, and CPR certification.	Daily
7.	<u>Hazardous Materials Delivery</u> Deliver hazardous materials from Central Receiving to on Center and off Center locations (within 10 miles).	Daily
8.	<u>Off-Site Pickup and Delivery</u> Pickup and deliver items to the Government Printing Office in Washington, D.C., pickup and deliver records from the Federal Records Center in Suitland, MD, and pickup and deliver items to other local destinations.	Approximately 2/week
9.	<u>Passenger Shuttle to BWI</u> Provide passenger transportation to and from GSFC and BWI in support of NASA-8.	Approximately 1/month