

# **Performance Work Statement For Acquisition and Business Support Services**

## **1.0 INTRODUCTION**

This Performance Work Statement (PWS) broadly defines the requirements for providing a variety of business support and acquisition support services to assist the Marshall Space Flight Center (MSFC) and the Michoud Assembly Facility in fulfilling their missions and is depicted in the Work Breakdown Structure Diagram provided in Figure 1. These services include a myriad of operational and administrative disciplines in support of the Office of the Chief Financial Officer (CFO), the Office of Procurement, and other MSFC Offices and Directorates. Work under this Indefinite Delivery/Indefinite Quantity (IDIQ) order will be authorized and more specifically defined in individual task orders executed by the Contracting Officer.

The support provided through this order shall utilize the functions provided by the Integrated Financial Management Program (IFMP). IFMP is an agency-wide transformation of NASA's business systems and processes to improve NASA's fiscal and management accountability. The purpose of developing the IFMP was to improve the financial, physical, and human resources management systems and processes throughout the Agency – re-engineer NASA's business infrastructure using industry "best practices" and implement supporting technology to provide management information needed to support the Agency's strategic implementation plan. The IFMP uses SAP/R3 as the backbone, with a new Contract Management Module (CMM), and incorporates Business Warehouse as an additional reporting capability. This system is the primary tool that will be used by the personnel performing this contract. Additional information about IFMP can be found at <http://ifmp.nasa.gov>.

The Contractor, as a member of the MSFC team, shall embrace the commitment to NASA's core values of safety, the NASA family, excellence and integrity, as supplemented by MSFC's values. These core values provide the guiding principles for behavior and decisions that enable the team to exploit technology in the execution of processes that achieve mission success safely. To that end, the Contractor shall also be committed to the overarching team goal of being number one in safety within NASA by providing world class safety for the public, astronauts and pilots, and the NASA workforce as well as high-value equipment and property. Additional information about the NASA Values can be found at [http://www.nasa.gov/about/highlights/nasa\\_values.html](http://www.nasa.gov/about/highlights/nasa_values.html).

## **2.0 PROGRAM MANAGEMENT**

The Contractor shall provide the necessary management, personnel, and equipment/ supplies (not otherwise provided by the Government) required to performing the support services broadly defined in this PWS, the Data Procurement Document

(DPD) 1079, and other attachments that contain specific contractor requirements and as more specifically described in subsequent task orders issued by the Contracting Officer. The Contractor shall determine the data restriction that applies to each data deliverable and mark or transmit the data restriction in accordance with section 2.3.3 of the Data Procurement Document.

## 2.1 Contract Management and Control

The Contractor shall provide the planning, coordination, technical direction, and surveillance of the activities necessary to assure disciplined work performance and timely resources application to accomplish all task orders issued under the contract. The Contractor shall be responsible for maintaining communication with the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR), and to immediately notify both the CO and the COTR of any problems that would prevent timely performance of task orders issued under this contract.

The Contractor shall establish, implement, and maintain technical management and oversight of all work performed under this PWS. The Contractor shall assure the technical excellence, cost effectiveness, and timeliness of all required work and deliverable products.

The Contractor shall conduct Customer Survey Results to address PWS 3.0 and 4.0 activities. Customer Survey Results shall be reported in accordance with DRD 1079MA-004.

Customers shall respond to the surveys with adjective ratings that reflect each customer's assessment of the overall quality of the contractor's support during the rating period. Adjective ratings shall be as follows (weights are in parentheses):

1. **Excellent** (4): Noteworthy performance, fully responsive to order requirements, in a timely, efficient, and economical manner; very minor (if any) deficiencies with no adverse effect on overall quality of support.
2. **Very good** (3): Very effective performance, fully responsive to order requirements; order requirements accomplished in a timely, efficient, and economical manner for the most part; only minor deficiencies.
3. **Good** (2): Effective performance; generally responsive to order requirements; reportable deficiencies, but with little identifiable effect on overall quality of support.
4. **Satisfactory** (1): Meets or slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
5. **Poor/Unsatisfactory** (0): Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.

## 2.2 Plans and Reports

The Contractor shall provide the overall management effort required to integrate operational and programmatic functions necessary to perform all task orders issued under the order and to effectively administer the contract. The Contractor shall prepare and submit for approval a Management Plan in accordance with DRD 1079MA-001.

The Contractor shall provide an Organizational Conflict of Interest (OCI) Avoidance Plan in accordance with DRD 1079MA-002.

The Contractor shall establish, implement, and maintain management control systems required to plan, organize, direct, and control order activities. The Contractor's management system should track the status of all task orders from planning to completion, and record projected and actual resources expended on each task order. This data should be presented in Monthly Status Reports that status each task order on a monthly basis in accordance with DRD 1079MA-003.

The Contractor shall prepare and maintain a report identifying and listing all equipment, tools, etc., provided by the Government for use by the contractor in the performance of contracted effort, and for which the contractor has been given physical custody. This report shall be prepared and maintained in accordance with DRD 1079LS-001.

Contractor personnel (being charged as a direct cost under this contract) who are located off-site, either at the Contractor's facility or under a flex-place work tour, shall be identified in an addendum to the DRD.

The Contractor shall prepare and submit Badged Employee and remote IT User Listings in accordance with DRD 1079MA-005.

The Contractor shall prepare and submit Contractor Employee Clearance Documents in accordance with DRD 1079MA-006.

The Contractor shall prepare and submit Position Risk Designation for Non-NASA Employee Forms in accordance with DRD 1079MA-007.

The Contractor shall establish and implement an industrial safety, health, and environmental program and provide a Safety, Health, and Environmental (SHE) Plan in accordance with DRD 1079SA-001. The Contractor's industrial safety, health, and environmental program shall incorporate the following:

- a. Management commitment and employee involvement in the safety and health program.
- b. System and worksite hazard analysis.

- c. Hazard prevention and control.
- d. Safety and health training.

The Contractor shall report mishaps and safety statistics to the MSFC S&MA Office in accordance with DRD 1079SA-002.

The Contractor shall develop and implement a comprehensive information technology security program which addresses the management, operational, and technical aspects of protecting the confidentiality, integrity and availability of information and information technology systems. The IT security program shall ensure the contractor is responsible for information and IT security when physical or electronic access to NASA's computer systems, networks, or IT infrastructure is required or when information systems are used to store, generate, process or exchange information with NASA or on behalf of NASA, regardless of where the information resides. The contractor shall develop and submit a Contractor IT Security Program Plan in accordance with DRD 1079CD-001.

### 3.0 BUSINESS SUPPORT

The Contractor shall provide professional and technical services as needed in support of MSFC business, resources, program control, schedules, and accounting operations. The Contractor shall provide preparation and analysis of budget and financial data and preparation of pertinent briefing materials, analysis and entry of financial data into automated systems, preparation of business resources and financial reports, business and programmatic support to MSFC organizations and teams, and documentation of financial processes and systems. The Contractor shall provide verification and assessment of budget and financial data, evaluation of compliance with applicable policies and procedures, support for independent business and financial analysis and reviews, and operational auditing support. The Contractor shall develop and maintain business and financial data bases.

#### 3.1 Accounting Operations

The Contractor shall provide professional services as needed in support of NASA Accounting Operations. Support shall include processing of year end 1099 Miscellaneous Income forms and support to internal and external audits. The Contractor shall provide services in support of the general ledger, journal vouchers, cost processing, funds distribution, and purchase requisitions. The Contractor shall also enter data from a variety of sources into systems, forms, reports and schedules for designated projects and/or organizations.

#### 3.2 Budget Integration and Analysis

The Contractor shall provide budget and resource support to all MSFC organizations, programs, and projects as required. The Contractor shall support the Collaborative Workforce Commitment process, Phasing Plans, Program Operating Plans, and similar budget data calls as required. The Contractor shall monitor and track funding,

obligations, and schedules; utilize financial databases and reports; provide financial analysis and presentations; support cost proposals; and document financial processes.

### 3.3 Business Systems

The Contractor shall provide professional and technical services as needed in support of NASA payroll functions. The contractor shall assist in processing of payroll records, reconciliations, audits, retirement close outs, and various payroll adjustments such as rate changes, bonus payments, award payments, etc. The Contractor shall provide liaison services to other NASA Centers, assist employees, retirees, Office of Personnel Management, Department of Interior, and others as needed with resolution of payroll issues.

### 3.4 Business Best Practices and Business Development

The Contractor shall assist MSFC programs, projects, and offices with assessing business practices, processes, and tools used in order to maximize efficiency, streamline business processes, and improve overall business operations. The Contractor shall provide assistance in analyzing organizational effectiveness and efficiency and assessing possible differences or changes in program content with recommended potential corrective actions. The Contractor shall perform independent cost/schedule analyses, provide independent status reports and assessments as required, and track and analyze program cost/schedule status to predict program/project progress at selected milestones or fiscal year end. The Contractor shall develop business models and plans to assist MSFC with strategies for improved resource and facility usage under full cost accounting methodologies.

## 4.0 ACQUISITION SUPPORT

The Contractor shall provide professional and technical services as needed in support of MSFC acquisition planning through solicitation, award, performance, final payment, and preparation for closeout for the full range of contractual instruments used by the Government, including grants and cooperative agreements. The Contractor shall provide this support in a manner fully consistent with applicable statutes and regulations.

### 4.1 Administrative Services

The Contractor shall provide administrative support services to each of the Procurement Offices in the areas of intermittent clerical support, data processing support, and mailroom and distribution support.

#### 4.1.1 Procurement Clerk (Typing) Support

The Contractor shall provide clerical and procurement administration support to each Procurement Office as required to alleviate temporary absences of clerical staff, assisting clerical staff during periods of unusually heavy workload, and assisting contract specialists in the preparation of administration documentation for all types of contractual instruments. This support shall entail scheduling appointments, answering telephones, greeting

visitors, preparing correspondence, distribution of documents, along with other routine administrative tasks such as gathering information, preparing routine order file documentation, and preparation of recurring and non-recurring reports. This support requires clerical personnel possessing knowledge of general office routine, and a basic knowledge of the federal acquisition process.

#### 4.1.2 Data Processing Support

The Contractor shall provide data processing services using a variety of Windows-based software programs to include the Microsoft Office Suite. The Contractor shall ensure that data processing personnel are trained and proficient in the software programs available to Procurement Office personnel. Data to be processed may be provided to the Contractor in a number of different forms ranging from handwritten notes in draft form through final drafts submitted electronically for formatting and pagination. Typical end products shall include PowerPoint presentations with graphics, spreadsheets, schedules, and PERT charts in both hardcopy and electronic formats.

#### 4.1.3 Mailroom and Distribution Support

The Contractor shall pick up, sort, and deliver incoming mail from the Center's Central Mail Facility twice daily, Monday through Friday. The Contractor shall deliver all incoming mail to the appropriate Procurement Office mail stop the same day it is picked up. The Contractor shall pick up outgoing mail from each Procurement Office mail stop and deliver it to the Center's Central Mail Facility twice daily, Monday through Friday. Procurement Office personnel are located in various buildings throughout the Center necessitating contractor on-site travel.

The Contractor shall also provide for special delivery support on an "as needed" basis, which may involve the delivery of documents to MSFC offices outside the Procurement Office along with local area contractors located outside the gates of Redstone Arsenal.

### 4.2 Acquisition Policy Services

The Contractor shall support the Policy and Information Management Department providing assistance for tasks such as, but not limited to, preparing and maintaining policy documentation; interpretation and dissemination of procurement regulations; preparing pricing and cost analysis reports; creating training classes and maintaining training records; and creating, updating and maintaining contract and solicitation mats (templates).

#### 4.2.1 Marshall Management System Documentation Support

The Contractor shall assist preparation and updates to ISO 9001 documents that are the responsibility of the Procurement Office. The Contractor shall assist Procurement Office personnel by attending document control board meetings (DCB), providing responses/resolutions

for action items resulting from DCB meetings, and participating in internal Procurement Office assessments.

#### 4.2.2 Procurement Policy and Regulations Support

The Contractor shall monitor changes issued to the FAR and NFS, along with procurement policy decisions made by NASA Headquarters, and shall provide these, along with a description of their impact upon current operations, for dissemination to Procurement Office personnel.

#### 4.2.3 Pricing and Cost Analysis Support

The Contractor shall provide pricing and cost analysis services to individual contract specialists to support negotiations of new awards and modifications to existing contractual instruments. These services may require the Contractor to interface with the Defense Contract Audit Agency (DCAA), the Office of Naval Research, other Government audit agencies, and Center contractors in order to prepare the required pricing or cost analysis reports. The Contractor shall prepare pricing and cost analysis reports in accordance with the FAR, NFS, and DCAA pricing manuals, and Center procurement policies. The Contractor shall support contract negotiations as necessary by providing expert pricing advice to the Contracting Officer or source evaluation board member.

#### 4.2.4 Procurement Systems Services Support

The Contractor shall perform data reconciliation among the various procurement systems (e.g., AMS and CMM Financial and Contractual Status (FACS) system). This reconciliation involves coordination with representatives responsible for data residing in non-procurement systems, such as financial management systems (e.g., IFMP). The Contractor shall perform data queries utilizing user interfaces to procurement systems. This support requires personnel with an in-depth knowledge of the FAR and NFS plus skills in Windows-based and web-based desktop applications. More specifically, it requires an in-depth working knowledge of all procurement desktop applications deployed in the Procurement Office.

#### 4.2.5 Special Studies, Databases, Reports, and Programs Support

The Contractor shall prepare and maintain information databases (paper and electronic), recurring and non-recurring procurement reports and special studies in response to procurement-related inquiries from Center organizations, other NASA Centers, Federal Agencies, oversight organizations, and the general public. The Contractor shall coordinate with appropriate systems programming organizations, procurement representatives, and other entities to compile data in support of these activities. Examples of recurring reports, databases, special studies, and programs that may require support include the acquisition forecast, master buy plan, unsolicited proposal program, procurement professional (civil service) certification program, COTR certification program, performance evaluation boards, and source evaluation boards. Reports and studies shall be maintained in on-line databases, other electronic media, or paper files as required. This support requires personnel with an in-depth knowledge of the FAR and

NFS plus skills in Windows-based and web-based desktop applications. More specifically, it requires an in-depth working knowledge of all procurement desktop applications deployed in the Procurement Office.

#### 4.3 Acquisition Management Services

The Contractor shall provide assistance to COs and Contract Specialists in preparing documentation for awarding and administering the Center's solicitations and contractual instruments. These services shall include tracking and providing status of procurement activities, preparing contract file documentation for CO signature, and preparing contractual documents for CO signature. For the purposes of this contract, contractual documents include any type of solicitations, contracts, agreements, purchase orders, delivery orders, grants, and cooperative agreements available for use by the Contracting Officer. Contract file documentation includes any supporting documentation required by law, regulation or policy in order to execute a contractual document.

##### 4.3.1 Tracking and Providing Status of Procurement Activities

The Contractor shall establish a mechanism for tracking and processing recurring activities in support of individual Contract Specialists and COs. The Contractor shall be required to prepare routine correspondence or documentation for the CO's signature, transmit those actions to the appropriate offices for action, track and provide the status on those actions to the CO, and file completed actions in the official contract file.

##### 4.3.2 Contract File Documentation Preparation Support

The Contractor shall assist individual Contract Specialists by preparing routine contract file documentation required by the FAR, NFS, and Center policies. This documentation provides the supporting rationale required to make new awards or modify existing contractual instruments. All documentation shall be reviewed and, if necessary, signed by a CO before being placed in the official contract file. The Contractor shall also assist individual Contract Specialists by updating and maintaining official contract files as necessary, to include the development of file plans for individual contract actions.

##### 4.3.3 Contractual Document Preparation Support

The Contractor shall assist individual Contract Specialists by preparing contractual documents in accordance with the FAR, NFS, Center procurement policies, and CO guidance. All award documents and modifications shall be reviewed and executed by a CO. This task shall require the Contractor to interface with other Center COTRs and contractors in order to obtain the data needed to prepare the contractual document. The Contractor shall not participate in actual negotiations with another contractor or represent the CO in any decision-making capacity in performance of this task.

# Work Breakdown Structure Diagram

