

NN407DA01C Basic Information  
Technology Services Support SEWP  
Attachment A SOW

SCAN

Statement of Work  
NASA SEWP 8(a) Contractor

1.0 Background

NASA SEWP is a Government-Wide Acquisition Contract (GWAC) procurement vehicle consisting of over 20 contracts that offer a vast selection and wide range of advance technology UNIX, Linux and Window based computers and servers along with peripherals, network equipment, storage devices and other Information Technology (IT) products to NASA and all other Federal Agencies and their authorized contractors.

SEWP, the longest running GWAC, is constantly evolving and improving. The SEWP Program offers the low prices (generally below GSA schedule prices), lowest GWAC surcharge, and procurement friendly ordering procedures.

SEWP is utilized by every Government Agency and has an extensive Federal Customer base. Through SEWP, agencies can find an exact fit for their IT product needs at the best overall value by searching the Web and choosing the right solutions offered directly by leading hardware and software manufacturers and experienced Government integrators. Providing the Federal customer with continued exposure to the availability and benefits of the SEWP Program ensures that all Federal Customers are able to make an informed decision as to the best contract solution for their needs.

Additional information concerning the SEWP contracts is available at <http://www.sewp.nasa.gov>

2.0 Scope

The purpose of this Performance Work Statement (PWS) is to describe the Contractor's Management support requirements for this effort. The resulting contract will be used to acquire the services of a Contractor to provide the necessary personnel, resources, and related services needed for a broad and comprehensive business information technology services support function, which includes all mandatory tasks as Financial Systems Management, Accounting Systems Administration, Financial Reports and Data Analysis, Customer Outreach, and Business Management services in support of the SEWP Program. The Contractor shall provide for a broad range of services required by SEWP for the term of the contract. The Contractor shall create solutions using strategically targeted Program Management, Business Management and Financial Management tactics, including, but not limited to strategic business planning, reporting, briefings, data entry, guidance in the implementation of law, regulations, and principles of procurement rules and financial management.

### 3.0 Selection Criteria/Additional Instructions

#### Provided Government Property

The government shall provide the following equipment and facilities to the contractor for performance under this contract. All furnished equipment shall remain at the GSFC site, and shall be used exclusively for work requirements related to this contract unless authorized by the Government for off-site usage through the GSFC 20-72 form. Any situation requiring equipment to be moved, repaired, or replaced shall first be brought to the attention of the COTR and SEWP Property Manager for approval.

This list is subject to revision following contract award.

#### 1. **Facilities:**

- a. **Office Space:** Government supplied office space (approx 65 sf / person), furniture, and utilities including local phone service.

#### 2. **Equipment:**

- a. One computer for each on-site contractor employee
- b. Use of copier and fax machine

#### General Requirements

##### 3.1 Personnel and Qualifications

##### 3.1.1 Qualifications

The Contractor shall provide technically competent personnel to fulfill all Government requirements for business information technology services. All Contractor personnel shall be experienced, knowledgeable, and skilled in the current technology for their functional area(s). They shall be capable of operating all equipment in their functional area(s).

##### 3.1.2 Project Manager

The Contractor shall appoint an off-site Project Manager who will be the Contractor's authorized supervisor for technical and administrative work performed under this contract. The Project Manager shall provide the single point of contact between the Contractor and the Government COTR. The Project Manager shall receive and implement, on behalf of the Contractor, all requirements issued by the Government within the terms and conditions of this contract.

### 3.2 Health and Safety

The Contractor shall ensure the health and safety of its personnel. The Contractor is responsible for assuring conformance to all requirements, methods, and standards established by the safety and health plan of this contract for all personnel.

### 3.3 Safety, Reliability, and Quality Assurance

The Contractor shall ensure the safety, reliability and quality of all Contractor-provided products and services. The Contractor is responsible for assuring conformance to all requirements, methods, and standards established by the Government, including verification and validation of services delivered under this contract. The Contractor shall develop, implement, and maintain safety, reliability and quality policies, plans and procedures that ensure services conform to the PWS and task assignment requirements.

### 3.4 Coordination with Other Government Contractors

The Contractor shall be required to coordinate with NASA and GSFC IT and non-IT contractors and program (i.e. SEWP operational staff, ODIN, CNE, VPN, NACC, CSOC). This also includes partnering with other NASA and GSFC service contractors as directed by the Government. This coordination shall ensure minimal disruption to the existing operational use of existing assets, optimal interface to the affected systems, and that customer satisfaction is maintained or improved.

### 3.5 Task Assignments

During this contract, task assignments shall be issued by the Government specifying the required outcomes for work to be complete under PWS **Section 3.6 Indefinite Delivery Indefinite Quantity Services (IDIQ). (FAR 52.216-20 (a-d))** The Contractor shall review the requirements and shall provide the Government with a written proposal for meeting the requirements within five business days. At the Government's discretion, it may identify any task assignment as a "Rush" task assignment. For a Rush task assignment, the Contractor shall provide the Government a preliminary proposal within two business days (after receipt of Government's request) including at least items #1, #3, #4, #6, and #7 listed below. The Rush task assignment data that is provided within the first two days shall be considered a rough-order-of-magnitude (ROM) estimate and may be revised and resubmitted at any time before the written proposal is due. The final written proposal shall be due within three business days of the Government's receipt of the Rush task assignment proposal. In

addition to H.6, the Contractor shall provide the Government with the following information for each task assignment proposal unless an item is specifically waived by the Government for that task assignment.

- (1) The technical approach for performing the work and how the work is to be managed. Including sub-contracting, cost control, equipment and work breakdown structure;
- (2) A communications plan detailing the interactions between the Contractor and Government personnel and how they will be handled;
- (3) A milestone schedule including recommendations on minor and major reviews as well as termination decision points;
- (4) The deliverable items;
- (5) A risk analysis
- (6) An estimate of the monthly and total hours (by labor category) and skill mix required to complete the task assignment;
- (7) An estimate of the total cost to complete the task assignment, including all labor costs, other direct costs (ODC's) and indirect costs.

### 3.6 Documentation

The Contractor shall be required to develop and deliver to the Government both electronic and hard copy documentation for all work under this contract unless otherwise directed by the Government. At a minimum, this documentation shall include the following items.

- (1) Operational procedures for all work areas under the contract;
- (2) Monthly Status reports
- (3) Annual Performance reports

### 3.7 Information Technology (IT) Security

The Contractor is responsible for the Information Technology Security requirements on all hardware, system software, and applications maintained, developed, or sustained under this contract.

## 4.0 TECHNICAL REQUIREMENTS

### 4.1 General Requirements

The Contractor shall provide all necessary support to successfully perform the requirements under this contract. Certain work performed for this contract may require daily communications between the Contractor and the Government for the purpose of technical classification. Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the workflow to accommodate this work during normal working hours; however, there may be occasional projects which will require work to be done outside the normal business hours.

The minimum requirements include, but are not limited to the following:

1. Exhibit a positive customer service attitude to all persons.
2. Partner with the Government staff, including exchanging information, in order to meet the requirements of the PWS.
3. Adhere to the security procedures for all facilities.
4. Respond to phone and e-mail messages from customers as soon as possible, but no later than the close of the business day the following day. If it is necessary to refer the call to a knowledgeable back-up person, the response to the customer must be made within the same time frame. Responses to messages left after-hours will be made by the end of the next business day. (Exceptions to this requirement shall be noted elsewhere in the PWS or specifically noted in a Task Assignment).
5. Observe all safety requirements
6. Be responsible for security and safekeeping of all equipment, including assigned IPGP.
7. Be familiar with NASA and GSFC procedures as well as scientific, technical, and management missions and terms.
8. Attend training provided by the Government for all job requirements.
9. Maintain function skills and knowledge of up-to-current-date to perform the task assignments.

### 4.2 Program Management Services

The contractor shall provide all necessary management and administrative support for the Contractor to successfully perform the requirements under this contract. The Contractor shall have an organizational structure, procedures, and administrative support functions to effectively and efficiently manage the work under this contract. At a minimum, the Contractor shall have an off-site Program Manager. The Program Manager shall be the point-of-contact of all Contractor services and products. The Program Manager is the Contractor's authorized

supervisor for program, financial and administrative work performed under this contract. The Program Manager shall provide the single point-of-contact between the Contractor and the Government COTR.

The Contractor management shall ensure that the Contractor provides business, financial and administrative support under this contract. The Contractor shall assist the Government in defining data and information requirements, data sources, appropriate information technology, products and capabilities for satisfying information requirements. The Contractor, through the Program Manager with oversight by the Government COTR, shall ensure that the appropriate staffing and skill mix are applied to each effort on the contract. The Contractor shall hire and retain a skilled staff that is appropriate to meet the Government's requirements. The Contractor shall demonstrate flexibility in meeting the Government's requirements. The Contractor shall review each requirement and provide the Government with a range of possible actions or solutions to each situation. The Contractor shall also initiate and perform studies analyzing new technologies, analyzing business approaches, analyzing financial data, analyzing alternative solutions, recommending approaches and solutions, and estimating costs and benefits. The Contractor shall proactively initiate recommendations to the Government for value-added new processes and improvements to existing processes.

#### 4.3. SEWP Program Services

The Contractor shall provide technically competent personnel to perform the requirements in a timely and effective manner.

##### 4.3.1. Business Management and Planning

The Contractor shall assist in managing a variety of functions, including strategic planning, customer outreach, contracting/procurement, operations, training and education.

The Contractor will ensure that SEWP's strategic plan, mission, vision, and values are integrated into the program's strategies, goals, objectives, work plans, and work products/services. Regularly participates in management decision-making and policy formulation, program planning, and control. This includes define and execute marketing strategies. The Contractor will perform research, analysis and evaluation of a variety of technical, policy, procedural, administrative and managerial issues. Presents findings, conclusions, recommendations and to SEWP PM. Analyzes and resolves complex or controversial problems/issues involving SEWP customers, contract holders, other Federal agencies, and various other entities.

The Contractor shall assist in planning, scheduling, and coordinating all SEWP operations, including the establishment of management policies to accomplish long range goals for work packages.

The Contractor shall coordinate projects with all levels of employees, managers and executives within the SEWP program, obtaining information, resolving customer service issues, and presenting findings or reports. The Contractor will prepare a variety of briefing materials and memoranda on controversial, sensitive, and highly visible issues. Initiates, coordinates, and directs special projects related to the business development and management functions of the SEWP Program Office. This includes development of systems and criteria to measure and track accomplishments, productivity, and customer satisfaction. The Contractor will participate in carrying out the on-going and long-range plans and objectives set by senior management.

Attends and/or assist in the coordination of all SEWP customer outreach functions to include contract holder meetings, conference exhibiting and speaking engagements, customer networking and training events, and management retreats.

#### 4.3.2. Business and Program Administration

Provides overall administrative support to SEWP Program Office. Serve as point of contact for coordinating and planning meetings with SEWP internal and external clientele. The contractor will assist in the maintenance and purchase of SEWP equipment and supplies.

The Contractor shall assist in purchasing and financial administration. The contractor will act as Government Purchase Requisitioner using NASA Integrated Enterprise Management Project (IEMP) system. Organizes and maintains financial files. The Contractor will ensure that copies are distributed to appropriate individuals and enter financial data into spreadsheets and accounting systems. The Contractor shall access financial reports through the IEM and Business Warehouse Systems. Tracks financial data and notifies appropriate staff of issues.

Coordinates travel arrangements for Program staff. This includes booking airline reservations, researching and selecting hotels based on surrounding areas of SEWP events which offer the allowed government per-diem rate. The contractor will generate official Government travel orders using the NASA, IEM financial system (Travel Manager). Creates and generates reimbursement vouchers upon travelers return using the IEM financial system.

The Contractor will assist in general Program operations including but not limited to data entry and conference support.

#### 4.3.3 Business systems planning and infrastructure support

- Assists in managing a variety of functions, including strategic planning, customer outreach, contracting/procurement, operations, training and education.

- Researches and assists in developing innovative procurement tools and procedures
- Provides insight and support for activities related to Agency-specific and Agency-wide IT procurement activities
- Participates in carrying out the on-going and long-range plans and objectives set by senior management.
- Provides technical writing assistance in reviewing of SEWP Program documents

#### 4.3.4. Financial Management

Acts as a liaison representing the SEWP Program in Working Capital Fund (WCF) team activities agency-wide and manage the day-to-day operations of the SEWP WCF. The Contractor will provide advice on the interpretation of WCF regulations and impact on SEWP Program operations. Prepares comprehensive written reports and presents briefings and presentations to management on WCF adaptation to the agency's integrated financial management system. Validates data entered into accounting systems. Monitors the cost and revenue process for the program and takes all appropriate action to insure that the program and the WCF remain in compliance with the internal and external audits. Responsible for accuracy and justification of multi-year budget reports for agency level and OMB review, for developing and maintaining program WCF Business case and for insuring that program financial operation policies are compliant with agency regulations and WCF legislation.

The Contractor assists the WCF liaison in team activities agency-wide. Enters and assists in the validation of data entered into accounting systems. Tracks and reports on the cost and revenue process for the program. Assists in the development and tracking of multi-year budgets and reports for agency level and OMB review.

Enters data, produces reports and tracks data using the appropriate NASA and SEWP financial systems

##### 4.3.4.1 Financial and Resource Support

The Contractor shall provide support for business systems planning and infrastructure support, and financial and resources support on an as-needed basis as requested by the Government. These activities may include but are not limited to the following activities:

- Enters and assists in the validation of data entered into accounting systems. Tracks and reports on the cost and revenue process for the

program. Assists in the development and tracking of multi-year budgets and reports for agency level and OMB review

- Enters data, produces reports and tracks data using the appropriate NASA and SEWP financial systems

#### 4.4 Outreach and Customer Planning Services

The Contractor shall provide support for business systems planning and infrastructure support, financial and resources support, outreach and customer service planning on an as-needed basis as requested by the Government. These activities may include but are not limited to the following activities:

- Plans, coordinates and assists in implementation of customer outreach activities including but not limited to strategic planning; quality assurance planning, execution and review; internal training; backup for customer service team.
- Develops marketing plans including assisting in writing brochure and informational materials; conference attendance and exhibition planning; arranging / proposing speaking opportunities
- Assists in external training to Government and Industry on proper use of the SEWP Program and Contracts
- Attends and/or assists in the coordination of all SEWP customer outreach functions to include quarterly contract holder meetings, SEWP customer retreats, and SEWP management retreats.