

Headquarters Operational Support Services (HOSS) Sources Sought Notice

Attachment: Description of Services **DRAFT**

Document Number: FY22\_HOSS

July 22, 2022

**DRAFT**  
FY22\_HOSS - Description of Services

**Contents**

<u>1.0 BACKGROUND .....</u>	<u>1</u>
<u>1.1 Scope.....</u>	<u>1</u>
<u>2.0 REQUIREMENTS.....</u>	<u>1</u>
<u>2.1 Program Management.....</u>	<u>1</u>
<u>2.1.1 Quality: Customer Service/Timeliness .....</u>	<u>2</u>
<u>2.1.2 Deliverables.....</u>	<u>2</u>
<u>2.2 Mail Center Operations and Mail Services.....</u>	<u>2</u>
<u>2.2.1 Quality: Customer Service/Timeliness .....</u>	<u>5</u>
<u>2.2.2 Deliverables.....</u>	<u>7</u>
<u>2.2.3 Training.....</u>	<u>8</u>
<u>2.3 Mail List, Postal Designs, and Classifications Services .....</u>	<u>8</u>
<u>2.3.1 Quality: Customer Service/Timeliness .....</u>	<u>10</u>
<u>2.3.2 Deliverables.....</u>	<u>10</u>
<u>2.3.3 Training.....</u>	<u>11</u>
<u>2.4 Mail Screening Services .....</u>	<u>11</u>
<u>2.4.1 Quality: Customer Service/Timeliness .....</u>	<u>12</u>
<u>2.4.2 Deliverables.....</u>	<u>13</u>
<u>2.4.3 Training.....</u>	<u>13</u>
<u>2.5 Facilities Help Desk Operations .....</u>	<u>13</u>
<u>2.5.1 Quality: Customer Service/Timeliness .....</u>	<u>14</u>
<u>2.5.2 Deliverables.....</u>	<u>16</u>
<u>2.6 Conference Scheduling.....</u>	<u>16</u>
<u>2.6.1 Quality: Customer Service/Timeliness .....</u>	<u>17</u>
<u>2.6.2 Deliverables.....</u>	<u>17</u>
<u>2.7 Move Services.....</u>	<u>18</u>
<u>2.7.1 Quality: Customer Service/Timeliness .....</u>	<u>19</u>
<u>2.7.2 Deliverables.....</u>	<u>20</u>
<u>2.8 Maintenance Mechanics .....</u>	<u>20</u>
<u>2.8.1 Quality: Customer Service/Timeliness .....</u>	<u>21</u>
<u>2.8.2 Deliverables.....</u>	<u>22</u>
<u>2.8.3 Training.....</u>	<u>22</u>

**DRAFT**

FY22\_HOSS - Description of Services

2.9 Electrical Support Services ..... 22

2.12.1 Quality: Customer Service/Timeliness ..... 24

2.12.2 Deliverables..... 24

2.13 Audio-Visual/Video Teleconferencing/Electronic Presentation (AV/VTC/EP) Support Services ..... 25

2.13.1 Quality: Customer Service/Timeliness ..... 28

2.13.2 Deliverables..... 29

3.0 SPECIAL REQUIREMENTS ..... 30

3.1 Security Clearance ..... 30

3.2 Certificates and Licenses ..... 30

3.3 Physical Ability..... 30

3.4 Uniforms ..... 30

3.5 Drug- and Alcohol-Free Workplace ..... 30

3.6 Health and Safety Training and Awareness..... 30

3.7 Section 508 Standards..... 31

4.0 EQUIPMENT ..... 31

5.0 INDEFINITE DELIVERY INDEFINITE QUANTITY (IDIQ) TASK ORDERS ..... 32

5.1 Support Services Requiring Overtime Work Hours ..... 32

5.1.1 Materials..... 33

5.2 Emergency Preparedness and Response ..... 33

6.0 GREENHOUSE GAS EMISSIONS ..... 34

7.0 RELEVANT DOCUMENTS ..... 34

8.0 TABLE OF DELIVERABLES AND SCHEDULE ..... 36

9.0 ACRONYMS/DEFINITIONS ..... 38

## **DRAFT**

### FY22\_HOSS - Description of Services

Program title: Headquarters Operational Support Services (HOSS)

Program office: NASA Headquarters, Support Services Division, Office of Strategic Infrastructure

#### **1.0 BACKGROUND**

This acquisition will provide operational support services for NASA Headquarters Support Services Division (HQ SSD) for the management of professional, technical, and administrative support services. This is a hybrid firm fixed price (FFP) core with indefinite delivery indefinite quantity (IDIQ) FFP task orders. The IDIQ portion of this procurement will provide support services for operation of library services, archival services, information center services, driver courier and executive driver services; as well as unknown events, projects, resources (supplies/materials), and emergency situations that are consistent with, but beyond the defined regularly scheduled business hours of the core requirement. The individual core tasks within the scope of this contract contain varying business hours. It is the contractor's responsibility to schedule staff to appropriately provide services during these business hours, yet maintain an 8-hour business day for each employee. Core tasks that require services beyond the 8-hour business day are noted within the task descriptions.

#### **1.1 Scope**

The following NASA Headquarters operations/services shall be fully operated and completely staffed by the contractor: information center operations; mail center operations; mail list and database services; postal design and mailing classification services; mail screening services; facilities help desk operations; office and equipment moving services; facilities maintenance services; driver/courier services; executive driver services; electrical services; and audio visual/video teleconferencing/electronic presentation services. In addition, overall program management is a requirement within the scope of this acquisition.

#### **2.0 REQUIREMENTS**

##### **2.1 Program Management**

The Program Manager (PM) shall provide effective and efficient oversight of all support service and operations requirements contained within this statement of work. The PM shall provide communication to the contracting officer's representative (COR), which include both written and orally-presented reports. The PM shall provide overall program management to include quality control, training and supervision of the contractor employees, and implementation of, and ensuring compliance with, the contractor's Health and Safety Plan (which will be incorporated into the contract). The PM is responsible for ensuring organizational effectiveness by providing leadership for the contractor employees. The PM shall ensure maximum effectiveness and efficiency of the contractor employees through continuous improvements of each function, as well as coordination and communication between functions. The PM shall coordinate with other members of their management team to support program awareness across teams, collaborating whenever possible. The PM must be able to drive management team and Agency initiatives

## **DRAFT**

### FY22\_HOSS - Description of Services

which contribute to long-term operational excellence. The PM shall perform administrative tasks related to contract requirements, such as monthly reports, correspondence, and other contract responses and updates as required. The PM shall provide leadership and guidance in the areas of project planning and developing project schedules.

#### **2.1.1 Quality: Customer Service/Timeliness**

The PM shall ensure the development, implementation, and compliance with all of standard operating procedures for the services/requirements of this statement of work (SOW).

The PM shall provide timely notification of issues or other items requiring action by the program office.

The PM shall assess customer satisfaction surveys for each support service requirement.

The PM shall ensure that the Special Requirements (listed in Section 3.0) are met as applicable to each requirement of this SOW.

#### **2.1.2 Deliverables**

Status Meetings: The PM shall meet weekly with the COR to request approval for purchases, to provide timely notification of issues or other items requiring government action, and to discuss the status of projects and services.

Performance Report: The PM shall provide a written performance report on a monthly basis that includes the status on all support service requirements.

Summary of Performance Report: The PM shall provide a summary of the performance report at the Program Review via oral presentation. The purpose of the summary is to address potential problems which have been identified by the contractor in an environment conducive to resolving the problems. However, the contractor is encouraged to bring potential problems to the attention of the COR or technical monitor (TM) at the weekly status meetings, or immediately for urgent matters.

Program Review Meeting: The PM shall attend the monthly Program Review Meeting, which is scheduled by the program office, to discuss work and projects performed and the performance report.

#### **2.2 Mail Center Operations and Mail Services**

The contractor shall be responsible for mail operations and services. Mail operations and services include, but are not limited to, the receipt, x-raying, processing, and delivery of incoming mail, such as: U.S. Postal Service (USPS) mail including accountable mail (express, insured, certified, and registered), interoffice mail, and mail delivered by Federal Express (FedEx), United Parcel Service (UPS), and other commercial carriers. The contractor shall be responsible for preparing, processing, and managing outgoing mail via the USPS and shipments via commercial vendors at NASA HQ.

**DRAFT**

FY22\_HOSS - Description of Services

The contractor shall provide staff and supervisors to support the mail function and provide the full range of mail services and operations, including telephone coverage, in the NASA HQ Mail Center from 7:30 a.m. to 5:00 p.m. each business day.

Mail services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

The contractor shall provide all necessary mail services personal protective supplies (e.g., lab coats, hooded coveralls, gloves, respirators, face masks/shields for the screening process) to perform and complete mail services work at NASA HQ. However, the government will provide the personal protective supplies pertaining to the glove box function, e.g., gloves, sleeves, filters, and swab testing kits. In addition, the government will provide mailing and metering supplies. The contractor shall monitor these supplies to maintain sufficient stock and shall notify the COR when the supplies require replenishment.

The contractor shall be knowledgeable of USPS regulations, specifically those governing federal government mailing, penalty metered mail, penalty metered mail systems, and software applications and equipment, and shall maintain the USPS Domestic and International Mail Manuals.

The contractor shall be knowledgeable of commercial shipping services, software applications, and equipment. The contractor shall be knowledgeable in the handling of suspicious packages and skilled in the use of x-ray and magnetometer equipment for processing all incoming mail delivered by the USPS. The contractor shall screen and segregate suspicious letters and packages in accordance with established NASA policies and guidelines.

The contractor shall accomplish all mail operations and services in accordance with established NASA policies and guidelines and USPS and Department of Transportation (DOT) regulations.

The contractor shall pick up and deliver mail to established mail delivery points at NASA HQ twice daily. Incoming mail shall be presorted and packaged in the NASA HQ Mail Center in accordance with established organizational breakdowns. As mail is delivered to the established organizational mail stops, the contractor shall pick up outgoing mail and sort it into two categories -- internal and external, before returning to the NASA HQ Mail Center. All other sorting shall be performed in the NASA HQ Mail Center.

Mail carts shall not be left unattended in the main corridors during mail runs.

The contractor shall provide special pickup and delivery services for items such as newspaper subscriptions and incoming articles for the Offices of the Administrator, Legislative Affairs, and Public Affairs.

The contractor shall mark any item of improperly addressed mail with the proper suite number in accordance with the NASA Enterprise Directory, approved organizational breakdowns, and delivery points.

**DRAFT**

FY22\_HOSS - Description of Services

The contractor shall meter all outgoing mail to be collected by the USPS by 4:00 p.m. each business day. The contractor shall ensure that information collected in the metering process is electronically backed up by the close of business each business day. All outgoing letters and flats for USPS pickup shall be placed in trays/bins provided by the Government.

The contractor shall call the USPS to inquire as to the collection of the afternoon outgoing daily mail when the USPS does not arrive to collect the mail by 4:00 p.m. and to inquire as to whether collection is expected to be made by the USPS by 4:30 p.m. The contractor shall immediately notify the Mail Center Supervisor and the COR/TM to inform them of the delays and if the USPS indicates that collection can or cannot be made by 4:30 p.m.

The contractor shall lower the rollup door and close the Mail Center 4:30 p.m. when the loading dock closes. The Mail Center supervisor shall contact the USPS the next business day and report the missed pick up.

The contractor shall respond to all routine inquiries from customers regarding mail service. Routine inquiries include, but are not limited to, advice on proper mailing procedures, mailing classifications, mail pickup and delivery times and location points, and information about the least expensive mail costs. Extraordinary inquiries shall be directed to the COR for resolution if the contractor is unable to provide an adequate response. Extraordinary inquiries include, but are not limited to, those situations of a non-routine nature, or where the customer is not satisfied, or in agreement, with a response or policy. The contractor shall respond to typical customer mail issues in accordance with established NASA policies and guidelines, the HQ Postal Dollars and Sense Guide, NASA Mail Guide, and USPS regulations as defined in the USPS Domestic Mail Manual, and the USPS International Mail Manual.

The contractor shall notify the COR when incremental postage funds are required on any metering machine in the NASA HQ Mail Center (when the amount remaining on the meter reaches \$20,000).

The contractor shall maintain files and records in accordance with NPG 1441.1, NASA Records Retention.

The contractor shall provide personnel that understand the basic functions of mail center equipment such as copier machines, staple machines, typing machines, personal computers, and metering equipment. Contractor personnel shall be capable of identifying and troubleshooting malfunctions in accordance with equipment standards and warranties. The contractor shall take immediate action to correct most operative problems, notifying the COR when the scope of repair requires outside expertise, parts, or equipment.

The contractor shall support the COR in efforts related to the continual improvement of the NASA HQ mail system and services provided by the HQ Mail Center. The contractor (Mail Center Supervisor) shall contact the originating organization/office to determine the appropriate mailing or shipping options for large parcels or boxes, regardless of mailing address destination.

## **DRAFT**

### FY22\_HOSS - Description of Services

#### **2.2.1 Quality: Customer Service/Timeliness**

The contractor shall provide quality mail operation services to NASA staff, providing prompt and courteous service at all times, ensuring that customers at the mail center counter are greeted and helped promptly.

The contractor shall establish and maintain the highest standard of quality in providing the services required in this task.

The contractor shall make every attempt to satisfy any customer's request, however, in the event of special or unique circumstances, the contractor shall discuss options with the COR and TM to ensure an appropriate outcome.

The contractor shall process and deliver all Express mail including USPS, UPS, and FedEx within one business day of receipt.

The contractor shall process and deliver all regular mail and packages within two business days of receipt.

The contractor shall reconcile and finalize Express mail (UPS and FedEx invoices) within two business days.

The contractor shall conduct an annual user survey to ensure that mail is being delivered correctly and in a timely manner and to obtain and measure customer satisfaction.

The contractor shall offer every customer at the conclusion of his/her visit to the Mail Center a customer satisfaction survey form. The form shall be placed in a secure box in the Mail Center to be provided to the Technical Monitor and COR in the performance report.

#### Accountable Mail

The contractor shall sign the appropriate paperwork provided by the USPS to signify receipt of the accountable mail.

The contractor shall contact the NASA HQ Security Office prior to opening any USPS bag containing accountable mail. The NASA HQ Security Office will be present to observe the contractor opening the USPS bag, and will determine whether the USPS bag contains classified documents, certified, and registered mail. The NASA HQ Security Office will remove any mail pieces determined to contain classified documents, certified, and registered mail for further inspection and processing, and will return the certified mail to the contractor for delivery. The NASA HQ Security Office is responsible for delivering classified and registered mail.

The contractor shall extract pertinent information from and obtain the appropriate signature on the USPS Form 3811, Domestic Return Receipt. The contractor shall make a photocopy of the form and file the photocopy with a mail log. The contractor shall maintain a log to record each piece of accountable mail received in accordance with established NASA policies and guidelines. The log shall include, but not limited to, items such as the control number of the mail

**DRAFT**

FY22\_HOSS - Description of Services

piece, addressee name, suite number, cost center, date received, and date received and signed by the addressee.

The contractor shall be responsible for processing all outgoing accountable mail. The contractor shall meter and prepare all outgoing accountable mail and shall place mail pieces in the appropriate USPS bag for pickup by the USPS.

Express Mail

The contractor shall be responsible for processing shipments via commercial vendors such as Federal Express (FedEx) and United Parcel Services (UPS).

The contractor shall receive and verify the NASA HQ Form 241, Request for Special Mail Services, with each letter or package from a NASA customer. If the NASA customer is on official NASA travel and requires express mail services, the contractor shall coordinate with the NASA customer and provide a prepaid express mail label via email. The contractor shall verify each NASA HQ Form 241 and each express mail label to ensure the letter or package is addressed correctly. The contractor shall maintain a database of accountability along with appropriate file documentation and records for all outgoing Federal Express (FedEx) and United Parcel Services (UPS) mail processed through the FedEx PowerShip® program and the UPS WorldShip® program.

The contractor shall trace, as necessary, express mail deliveries using the FedEx PowerShip® program and the UPS WorldShip® program.

The contractor shall be responsible for reconciling the expenditures for all items processed through the FedEx PowerShip® program and the UPS WorldShip® program in accordance with established NASA policies and procedures.

The contractor shall be responsible for delivering letters and packages received via FedEx, UPS, or other carriers up to 50 lbs.

The contractor shall sort all outgoing international mail for processing Federal Express International Consolidated Mail in accordance with NASA policies and guidelines.

The contractor shall call the express mail vendor (currently FedEx and UPS) to inquire as to the collection of the afternoon outgoing daily express mail when the express mail vendor does not arrive to collect the mail by 4:00 p.m., and to inquire as to whether collection is expected to be made by the express mail vendor by 4:30 p.m. The contractor shall immediately notify the Mail Center Supervisor and the COR/TM to inform them of the delays and if the express mail vendor indicates that collection can or cannot be made by 4:30 p.m. The contractor shall review the outgoing express mail for urgent letters and packages (such as letters or packages addressed to NASA HQ's officials on travel or passport packages) and be prepared to hand deliver the urgent letters and packages to an alternate outgoing shipping location if the express mail vendor does not arrive by 5:00 p.m.

## DRAFT

### FY22\_HOSS - Description of Services

The contractor shall lower the rollup door and close the Mail Center at 4:30 p.m. when the loading dock closes. The Mail Center supervisor shall contact the express mail vendor the next business day and report the missed pick up and arrange for a pick up as soon as possible.

#### Sensitive but Unclassified Storage

The contractor shall pick up sealed Sensitive but Unclassified (SBU) "burn bags" containing Privacy Act, proprietary, and sensitive materials from designated pickup and delivery points on regularly scheduled mail runs and shall secure these materials in SBU locked bins provided by a shredding contractor to the NASA HQ Mail Center. The shredding contract is a separate contract held by NASA. Approximately 5,000 pickups, varying in weight from 10-50 pounds each, are estimated per year. The contractor shall deliver SBU locked bins to customers upon request, and pick them up each day by 5:00 p.m. The contractor shall maintain a tracking log of the location of each SBU locked bin to ensure all are accounted for. The contractor shall coordinate with the shredding contractor the frequency of onsite shredding. The contractor shall unlock the SBU storage room and unlock each bin for the shredding contractor, and the contractor shall observe and verify that the contents of each SBU bin is shredded. The contractor shall receive the shredding "Certificate of Destruction" and provide it to the NASA COR.

The contractor shall be required to deliver mail to NASA Goddard Space Flight Center (GSFC) routinely one time per day. There may be a second mail delivery to GSFC on occasion. A government vehicle will be furnished for these mail deliveries.

#### **2.2.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for Mail Center Operations and Mail Services. The SOP shall be approved by the Technical Monitor.

USPS Meter Log: At the beginning and ending of each business day, the contractor shall record the data from the USPS meters and maintain the log accordingly.

Service Reports: The contractor shall file completed Request for Special Mail Services, NHQ Form 241 and FedEx PowerShip® and United Parcel Service reports by 12:00 p.m. each business day to ensure proper invoice reconciliation of the actions that were processed for shipping on the previous business day.

Accountable Mail Logs: Logs of both incoming and outgoing accountable mail will be maintained on a daily basis and presented to the COR or TM upon request.

User Survey: The survey form shall contain questions regarding all mail center services and shall be preapproved by the COR before being distributed to NASA customers. The survey results shall be included in the performance reports.

Performance Reports: The contractor shall provide a performance report to the COR that includes the following:

## DRAFT

### FY22\_HOSS - Description of Services

- Number of mail pieces received
- Amount of postage spent
- Number of pieces mailed
- Monthly pouch mail to Center statistics, including number of pieces and costs
- Number of outgoing express mail letters and packages processed, including domestic expedited, international expedited, and consolidated international pouch, number of pieces and costs for each
- Indications of current problems which may impede performance and proposed corrective actions or problems which may impede performance and proposed corrective actions
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of each performance report at the Program Review Meeting.

#### **2.2.3 Training**

The contractor shall provide ongoing training to ensure personnel understand USPS and DOT regulations, software applications and equipment related to mailing and shipping systems, and technological changes affecting the mailing and shipping industries.

The contractor shall provide training to ensure personnel are able to effectively evaluate any customer's needs, and explain all types of mail services available to the customer. The contractor staff shall participate in internal mail meetings, conferences, and industry trade shows which offer pertinent information and training.

#### **2.3 Mail List, Postal Designs, and Classifications Services**

The contractor shall be knowledgeable of the full range of USPS regulations, including those specifically governing federal government penalty metered mail, penalty metered mail systems, postal discounts for mass mailings, and software applications and equipment for developing, maintaining, and producing address mailing lists, email mailing lists, and databases. This function includes, but is not limited to, the full range of elements associated with optimum mail communications and mailing classifications for mass mailings, one-time and repeat mass mailings, and targeted mailings that are used to support HQ's outreach initiatives. Typical mailings contain domestic and international mail address composition.

The contractor shall interface with the COR, NASA HQ Mail Center Manager, NASA HQ Printing Officer, NASA HQ Communications Services Support Center (CSSC), NASA HQ employees and contractor employees, USPS representatives, and software/hardware vendors as appropriate in accomplishing assignments for mail list services and postage classifications.

The contractor shall be responsible for the development, maintenance, and production of address mailing and email databases and lists for NASA HQ. Databases shall consist of internal (NASA) and external mailing and email address information (domestic and international). The contractor shall provide targeted mailing address information to support specific audiences when required.

## **DRAFT**

### FY22\_HOSS - Description of Services

The contractor shall create, update, merge, delete, and sort mailing lists in sizes ranging from 50 to 200,000 addresses.

The contractor shall develop and upgrade mailing lists to incorporate ZIP+4(+2), bar-coding and presorting, and eliminate duplicate addresses. Mailing lists must comply with standardized address formats to meet USPS machine-readable requirements and acceptability.

The contractor shall import data from Microsoft Word or Microsoft Excel, or manually enter addressees' information including transferring data to a track or disk as required.

The contractor shall provide mailing list data on a disk for printing the address information directly on the mail pieces. The contractor shall also, when required, print mailing lists using Cheshire labels and/or pressure sensitive labels.

The mail list coordinator shall maintain a sufficient amount of supplies to satisfy the customer's needs in a timely manner. Via coordination with the COR, these supplies will be acquired through the government's internal supply system.

The contractor shall maintain a system of recordkeeping and accountability of all mail list management control records and work products to include, but not limited to, service request date, originating HQ office, list size, and frequency of use, address composition, printed format, and potential cost savings projection/analysis by mail list.

The contractor shall maintain the mail stop list for NASA HQ. The contractor shall update the mail stop list as offices move, such as during building renovation and general restacking.

The contractor shall perform mail services to support HQ customer distribution and mailing as required. Typical mail services shall include, but is not limited to, preparing printed and paper materials for mailings; for example, inserting material in envelopes, addressing envelopes by affixing preprinted mailing address labels and using automated addressing methods.

The contractor shall provide staff who are knowledgeable and skilled in operating equipment for printing address information directly on mail pieces, in compliance with Agency policy and USPS regulations.

The contractor shall be knowledgeable of the full range of USPS regulations, including those specifically governing mail piece design and postal classifications for penalty metered and permit mail and for business and courtesy reply mail. The contractor shall provide support for mass mailings, repeat mass mailings, and one-time mailings that include domestic and international mail address information composition that result in postal discounts.

The contractor shall work with the Communications Support Services Center (CSSC) to ensure mail piece design including all aspects of the layout, and the size, weight, postage classification, and postal markings and endorsements meet printing specifications and requirements of USPS.

The contractor shall interface with NASA HQ customers and shall provide support in determining the most economical mail classification. The USPS mail classification shall be

## **DRAFT**

### FY22\_HOSS - Description of Services

based on the following criteria: a) number of pages of the document, b) time-sensitivity, c) number of addresses and copies per address, d) composition of the mailing address information (domestic, international).

The contractor shall support the COR and the HQ Mail Program Manager in efforts related to the continual improvement of the NASA HQ use of the USPS to accomplish its mail communications.

#### **2.3.1 Quality: Customer Service/Timeliness**

The contractor shall provide quality mail list services to NASA staff, providing prompt and courteous service at all times, ensuring that customers at the mail center counter are greeted and helped promptly.

The contractor shall establish and maintain the highest standard of quality in providing the services required in this functional area.

The contractor shall make every attempt to satisfy any customer's request, however, in the event of special or unique circumstances, the contractor shall discuss options with the COR and TM to ensure an appropriate outcome.

The contractor shall process mail list services per the customer's requirement in a timeframe agreed upon between the customer and the mail list specialist.

#### **2.3.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for mail list services. The SOP shall be approved by the Technical Monitor.

User Survey: The contractor shall conduct an annual user survey to ensure that mail list services are being delivered correctly and in a timely manner and to obtain and measure customer satisfaction. The survey results shall be included in the performance reports.

Performance Reports: The contractor shall provide a performance report that includes the following:

- Number of lists maintained and size
- Number of requests for mail list services
- Number of labels printed
- Number of requests and description of postal classification and costs
- Projected cost savings to be realized by utilizing USPS discount plans
- Number of requests for mailing services by Headquarters organizations
- Number of mailings performed
- Number of domestic, international, and NASA addresses for each mailing request
- Number of labels affixed for each mailing request

## **DRAFT**

### FY22\_HOSS - Description of Services

- Indication of any current problems which may impede performance and proposed corrective action
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

#### **2.3.3 Training**

The contractor shall provide ongoing training to ensure personnel understand USPS regulations, software applications, and equipment related to mailing systems, postal discounts, U.S. Government Printing Office (GPO) printing requirements, and technological changes affecting the mailing and printing industries. The contractor shall provide training to ensure personnel have current skills in all mail list services.

The contractor shall provide training to ensure personnel are able to effectively evaluate any customer's needs, and explain all types of mail services available to the customer. The contractor shall provide staff to participate in internal mail meetings, conferences, and industry trade shows, all of which provide information and training for this task.

#### **2.4 Mail Screening Services**

The contractor shall provide the skilled personnel and specialized materials necessary to perform the work as specified below. The government will provide specialized equipment necessary to perform work as specified below.

The contractor shall receive all incoming USPS mail. The contractor shall ensure that all incoming USPS mail is properly x-ray screened and processed through the onsite magnetometer equipment by the Headquarters Mail Center staff. The contractor shall follow proper NASA protocol for suspicious letters and packages discovered in the x-ray process.

The contractor shall sort all incoming mail that has cleared the x-ray screening procedure and separate mail that requires further examination. The Headquarters Mail staff shall remove and hold the remaining mail for sorting and delivery. No mail shall be delivered until all mail separated for further examination is cleared for delivery.

The contractor shall follow proper NASA protocol and screen mail that was separated for further examination, specifically to determine the presence of any potentially hazardous and chemical materials or biological agents. The contractor shall examine this mail inside the government provided, sealed, glove box. The mail opening operation will be conducted in Government provided space at NASA Headquarters.

Any repairs or replacements to mail screening equipment shall be coordinated with the COR. The contractor shall schedule the repairs and replacements, however, the government will provide the repairs and replacements.

## **DRAFT**

### FY22\_HOSS - Description of Services

The contractor shall perform routine testing twice each week: self-administered tests of the bins, glove box, and areas where suspicious mail pieces are processed and stored to determine the presence of anthrax spores and other biological agents. The contractor shall keep a record of all self-administered tests performed onsite and provide them to the COR upon request.

The contractor shall maintain an inventory of all government provided mail screening supplies used onsite, such as the gloves, sleeves, filters, and test kits, used for the glove box. The schedule for changing the gloves, sleeves, and filters for the glove box shall be posted in a visible location and updated by the contractor as these items are changed.

The contractor shall establish systems of accountability and record keeping to log and document on a daily basis the number of pieces suspected of contamination and the number of suspect pieces retained by the HQ Security Office. The COR will approve the method used for documentation and the log contents.

The contractor shall perform random testing each month using contractor generated suspicious packages or letters designed to test the mail screening procedures. The procedures and methods of creating the suspicious packages and letters are to be approved by the COR and TM to ensure the testing does not induce harm. The contractor shall immediately report the results of the test to the COR and TM, including type of suspicious package or letter used, insertion point, discovery method, and procedures following the incident.

The contractor shall process potentially contaminated mail items in accordance with prescribed NASA procedures and guidelines. The contractor shall immediately place a potentially contaminated mail piece in a double-sealed plastic bag and call the NASA HQ Security emergency number. As soon as practicable, the contractor shall notify the COR of the identification of the potentially contaminated mail piece.

The contractor shall reassemble those mail items not suspicious in accordance with prescribed NASA procedures and guidelines. The contractor shall enter the reassembled mail items back into the Headquarters mail system for delivery.

#### **2.4.1 Quality: Customer Service/Timeliness**

Mail for the Offices of Administrator, Legislative Affairs, and Public Affairs must be processed and delivered within 24 hours of receipt. Mail for all other offices must be processed and delivered within 48 hours of receipt.

The contractor shall provide quality mail screening services. The contractor shall stamp each opened piece of mail to notify the customer that it was inspected. The contractor shall be trained to answer questions or concerns from NASA customers regarding inspected mail.

The contractor shall make every attempt to satisfy any customer's request, however, in the event of special or unique circumstances, the contractor shall discuss options with the COR and TM to ensure an appropriate outcome.

## DRAFT

### FY22\_HOSS - Description of Services

The contractor shall establish and maintain the highest standard of quality in providing the services required in this functional area. The contractor shall provide prompt and courteous service at all times, ensuring that customers at the mail center counter are greeted and assisted promptly.

#### **2.4.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for mail screening services, which will include routine procedures and procedures for emergency situations to include proper clean-up of the equipment. The SOP shall be approved by the Technical Monitor.

Mail Screening Log: The contractor shall maintain a daily mail screening log.

Performance Reports: The contractor shall submit a performance report to that includes the following:

- Number of isolated mail pieces screened and opened, number of pieces suspect to contamination
- Number of suspect pieces retained by the HQ Security Office
- Include mail screening log
- Indication of any current problems which may impede performance and proposed corrective action
  
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

#### **2.4.3 Training**

The contractor shall provide ongoing training to ensure personnel understand, and are proficient in, USPS regulations and procedures, and be able to operate and troubleshoot recommended equipment related to mail screening. The contractor shall provide training to ensure personnel have current skills in all mail screening services.

The contractor shall provide staff to participate in internal mail meetings, conferences, and industry trade shows, all of which provide information and training for this task.

#### **2.5 Facilities Help Desk Operations**

The contractor shall maintain a centralized facilities help desk to provide a variety of services for Headquarters' employees. The help desk will serve as a place to register and submit service requests for the following contract areas: audio visual support, conference scheduling, electrical

**DRAFT**  
FY22\_HOSS - Description of Services

services, mover services, and maintenance mechanics, as well as building service requests and custodial requests via the Facilities Help Desk System (FHDS). The contractor shall ensure that each work assignment is processed through the FHDS. Each work assignment will show required work, place of assignment, contact person, and the requested completion date.

The contractor shall provide personnel to receive and process information between the hours of 7:30 a.m. to 5:30 p.m. each business day.

Facilities Help Desk services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

The facilities service requests, building service requests, custodial requests, and conference requests shall be accepted via electronic ticket system, email, telephone, and walk-in. Once the building service request is logged and assigned a ticket number, the Help Desk Specialist shall enter building service tickets into the Angus System© which is the current electronic ticketing system used to assign tasks for engineer services. Once the custodial requests are entered into the help desk system, the ticket is assigned to the custodial contractor (separate contract). The custodial contractor will return the ticket to the facilities help desk when it is complete. Note: This is not a matrix for resolving custodial calls, as this contract does not provide custodial service.

Emergency requests shall be processed and sent to responsible parties immediately via telephone and tracked by ticket submittal. An after-action report explaining the emergency shall be provided to the COR within four hours after registering the event in the ticketing system. All telephone and walk-in service requests shall be processed at the time of receipt to provide the customer with the electronic ticket number. Nonemergency requests received electronically shall be processed within 15 minutes of receipt.

All building service updates shall be delivered via the property management electronic system. The contractor shall enter update status into the original ticket when there is a delay with the completion of the ticket prior to closing the ticket.

**2.5.1 Quality: Customer Service/Timeliness**

Service requests shall be prioritized according to the following:

Priority	Definition
Priority 1*	An emergency situation in which life is threatened and or there is a likelihood of catastrophic damage to building. Also, special requests approved by COR, TM, or Director, HQ SSD.
Priority 2*	Work that is required on the day of request or within 24 hours, and is likely to be a threat to security, health, persons or buildings or may cause further damage if not attended within 24 hours.

**DRAFT**  
 FY22\_HOSS - Description of Services

Priority 3	Work that requires attention and tends to be in response to general wear and tear within the building. There is not a significant loss to service.
Priority 4	Work that is associated with a project and must be completed according to the project schedule.

\*Priority 1 and 2 service requests that are performed outside of business hours are under the IDIQ portion of this Statement of Work.

The contractor must escalate all repeat requests to the appropriate facility manager via telephone and email to alert them of the problem area.

The contractor shall make every attempt to satisfy customer’s request, however, in the event of special or unique circumstances, the contractor shall refer to the COR and TM for additional assistance.

Facilities requests are reactive maintenance work as well as scheduled facilities requests, and are important to keep both the facilities operating and the customers satisfied; therefore, service requests shall be completed according to the following:

Priority	Maximum time to close the work order
Priority 1*	4 hours
Priority 2*	24 hours
Priority 3*	2 business days
Priority 4	Per project timeline

\*Contractor must obtain approval from COR/TM if work will exceed these times.

The contractor shall provide a daily and weekly schedule to each TM with assigned tasks/FHDS tickets, in order of Priority level, and projected completion dates/times. The TM will review this daily/weekly schedule and adjust completion dates/times to fit a customer’s needs as necessary.

The contractor shall ensure that each ticket includes a narrative describing services performed at close out of ticket, including details, remedies, issues, etc.

The contractor shall randomly contact customers to survey their satisfaction with the processing and completion of their ticket to ensure customer satisfaction.

The contractor shall follow-up on open service requests from the previous business day to verify these tickets were assigned, and action officers are working on the tickets.

## DRAFT

### FY22\_HOSS - Description of Services

#### 2.5.2 Deliverables

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for facilities help desk services. The SOP shall be approved by the Technical Monitor.

After-Action Report: An after-action report explaining the emergency shall be provided to the COR within four hours after registering the event in the ticketing system.

User Survey: The contractor shall conduct a user survey annually to ensure that facilities requests are completed in a timely manner and to obtain and measure customer satisfaction. The survey form shall contain questions regarding facilities services and shall be preapproved by the COR and TM before being distributed to NASA customers. The survey results shall be included in the performance reports.

Performance Reports: The contractor shall provide a performance report that includes the following:

- Number of Facilities Requests received in their various categories
- Number of closed Facilities Requests received in their various categories
- Identify any current problems which may impede performance and proposed corrective action
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

#### 2.6 Conference Scheduling

The contractor shall provide support for scheduling onsite conference rooms using the Headquarters Conference Scheduling System (HQCSS). All conferences scheduled shall be entered onto the audiovisual support services master schedule. The contractor shall provide support to ensure that last-minute requirements for conference support are met with a minimum disruption to the conference or participants. The COR must be notified of any customer issues or complaints.

If a client needs to be moved from their meeting site, it is the responsibility of the contractor to notify and explain why they are being relocated. The contractor shall attempt to relocate and satisfy the needs of the client. The COR shall be notified if their support is needed to complete this process.

The contractor shall be responsible for providing scheduling services for all HQ SSD supported conference rooms, event rooms, and special spaces.

## DRAFT

### FY22\_HOSS - Description of Services

Advanced scheduling is limited to four months. The COR/Director, HQ SSD may approve exceptions for certain meetings that may require publication announcing several months prior to the actual meeting date.

Requests to reserve the conference rooms for luncheons, parties, and special events must be forwarded to the COR for approval. Customer requests for the conference rooms are to be submitted in writing to the COR.

Government agencies can reserve the NASA Auditorium with the COR's approval (outside agencies must be notified that the scheduled meeting can be cancelled without notice due to NASA activities).

Conference scheduling services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

#### **2.6.1 Quality: Customer Service/Timeliness**

The contractor shall make every attempt to satisfy any customer's request, however, in the event of special or unique circumstances, the contractor shall discuss options with the COR and TM to ensure an appropriate outcome.

Emergency telephone calls/requests shall be processed within three minutes of receipt. Upon receipt, the contractor shall process as indicated in the Help Desk SOP.

All nonemergency requests shall be processed and forwarded within 15 minutes of receipt.

#### **2.6.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for handling Conference Room requests. The SOP shall be approved by the Technical Monitor.

User Survey: The contractor shall conduct a user survey annually to ensure that conference rooms are set up correctly and in a timely manner and to obtain and measure customer satisfaction. The survey form shall contain questions regarding all conferencing services and shall be preapproved by the Technical Monitor and the COR before being distributed to NASA customers. The survey results shall be included in the performance reports.

Performance Reports: The contractor shall provide a performance report that includes the following:

- Number of Conference requests received for each of the conference rooms.
- Number of Conference requests received requiring special services (such as audiovisual equipment and services).
- Identify any current problems which may impede performance of receiving and processing tickets and proposed corrective action
- Monthly calculations of data points above
- Calendar year and contract year totals

**DRAFT**  
FY22\_HOSS - Description of Services

Summary of Performance Reports: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

## **2.7 Move Services**

The contractor shall provide move support services at NASA HQs. These services shall be provided from 7:00 a.m. to 5:00 p.m. each business day.

Move services may be required for special events outside of business hours to include support of the maintenance mechanic services and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

The contractor shall provide appropriate personal protective supplies to perform/complete move services.

The contractor shall receive work assignments through the Facility Help Desk System (FHDS). The FHDS will include required work, place of assignment, contact person, and the requested completion date. The Government will also make assignments to the contractor for removal of excess items via the FHDS, and the NF1602 for controlled items. **The contractor shall provide a narrative describing services performed at close out of FHDS ticket, including details, remedies, issues, etc.**

The contractor shall provide move services for personnel and office moves onsite at NASA HQs, to include, but not limited to, boxes, chairs, furniture, and equipment, as listed on move sheets and as items are labeled. The contractor shall also provide move services for large furniture items such as lateral file cabinets, supply cabinets, tables, and refrigerators. The contractor shall coordinate with the property custodian before moving controlled equipment, such as NASA exhibits and artifacts, to ensure chain of accountability is maintained, and to confirm proper access to the pick-up and drop off locations. The contractor shall adhere to NASA policies and procedures for moving special items such as safes. The contractor shall deliver freight packages greater than 40 lbs.

The contractor shall be required to provide support; such as:

- Packing and unpacking items for employees with a permanent or temporary disability and special moving projects (a government official will be present when the contractor is performing this task).
- Supporting government personnel in the set-up of exhibits and displays at HQs and offsite locations.

The contractor shall be required to provide moving services in conference rooms, the Management Information Center (MIC) rooms, multipurpose rooms, vending rooms, training rooms, East/West Lobby areas and the HQs Auditorium. The contractor shall provide support in the assembly, disassembly and reconfiguration of furniture. The contractor shall also load,

## **DRAFT**

### FY22\_HOSS - Description of Services

transport, unload, uncrate and set-up furniture, equipment and material. The contractor shall provide support in the removal of all debris after set up of new furniture and equipment. The contractor team lead or supervisor shall be responsible for coordinating, supervising, and managing all moving support services at HQs and the offsite locations. The contractor shall be responsible for delivering, picking up and storing empty move boxes, to include returning recently relocated personnel and offices to pick up empty move boxes as necessary until move is complete. The government will provide the moving boxes and the storage for the moving boxes.

The contractor shall process all work order requests through the FHDS and the customer must be contacted via email with the scheduled completion date as well as notification of delays in services and rescheduling.

The contractor shall track, control, schedule, and maintain a log of all moving services; this includes pickup/delivery, furniture moves, general maintenance services, excess, courier, supply service center, special event items, display set-ups, receptions and moves incidental to the contractor's daily operation of this requirement.

The contractor shall provide all necessary moving equipment, tools, personal protective equipment to perform and complete move services work at NASA HQ. The government will provide government vehicles to be used for special moving projects. It shall be the contractor's responsibility to evaluate each project on what vehicle type/size and time period is required to complete the project.

The storage rooms shall be maintained in a neat and orderly fashion and properly secured at all times. The contractor shall maintain control of tools and equipment, ensuring the walls, elevators, and surrounding areas are not damaged during transport and use. The contractor shall not leave tools and equipment unattended while performing services within the building and keep an inventory of the tools, label them as contractor owned, and safeguard them at all times. The contractor shall keep tools in good repair or replace tools when needed.

#### **2.7.1 Quality: Customer Service/Timeliness**

The contractor shall maintain control of tools and equipment, ensuring the walls, elevators, and surrounding areas are not damaged during transport or use.

Timeliness Requirements:

Priority 1 work orders (as defined in section 2.6) shall be completed within four hours of notification.

Priority 2 work orders (as defined in section 2.6) shall be completed within 24 hours of notification.

Priority 3 work orders (as defined in section 2.6) shall be completed within 2 business days of notification, or as scheduled by HQ SSD.

Priority 4 work orders (as defined in section 2.6) shall be completed by the project due date.

## **DRAFT**

### FY22\_HOSS - Description of Services

#### **2.7.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for move services. The SOP shall be approved by the Technical Monitor.

Move Log: A log of all moving services shall be provided to the TM daily/monthly. The contractor shall provide a daily and weekly schedule to each TM with assigned tasks/FHDS tickets, in order of Priority level, and projected completion dates/times. The TM will review this daily/weekly schedule and adjust completion dates/times to fit a customer's needs as necessary.

Status Meeting: The contractor shall meet weekly with the Technical Monitor to discuss projects and tasks, and shall provide schedules to the Technical Monitor weekly.

Performance Report: The contractor shall provide a performance report that includes the following:

- Number of moves and other services assigned and the number of move and other services accomplished during the report period (both in functional area and incidental to the contractors daily operation (Receiving/Shipping Area, AudioVisual Electronic Area, Excess, Supply Services Center)
- The vehicle mileage accumulated in all moving services.
- Indication of any current problems which may impede performance and proposed corrective action which may impede performance and proposed corrective action
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

#### **2.8 Maintenance Mechanics**

The contractor shall provide maintenance mechanic services to include assessing repairs/upgrades and evaluating which materials (bill of materials), tools and equipment requirements is required to complete the project. These services shall be provided from 7:00 a.m. to 5:00 p.m. each business day.

Maintenance mechanic services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

The contractor shall work with associated shop members to plan material and equipment requirements, and ancillary support operations supporting identified work. The contractor shall operate and use a wide variety of special woodworking machines and tools, including setting up, adjusting, and maintaining tools to meet required specifications. The contractor shall perform plastering, painting and carpentry work. The contractor shall plan, measure and lay out carpentry

## DRAFT

### FY22\_HOSS - Description of Services

materials using typical shop mathematics for complex and exact projects. The contractor shall work from building plans, blueprints and sketches to plan and lay out the routing, placement, slant, slope, fall and proper operation of systems and equipment. The contractor shall be responsible for cutting and installing floor and carpet tile, as well as coordinating this work with the relocation of floor boxes for electricity and data. The contractor shall make minor repairs to doors and walls, as well as painting as directed throughout the Headquarters building. The contractor shall use paint with low volatile organic compound (VOCs) and provide Material Safety Data Sheets (MSDS) sheets to the government for approval. The contractor may be required to assist in setting up or assembling exhibits and displays, or other maintenance mechanic services.

The contractor shall receive all requests for services from the Facilities Help Desk. The contractor team lead or supervisor shall be responsible for coordinating, scheduling, supervising and managing maintenance mechanic/moving services. The contractor shall coordinate the scheduling of the work, such as painting, with appropriate NASA personnel. The contractor shall protect any work area prior to painting with drop clothes, cones, and wet paint signs. The contractor shall remove tools, equipment, and debris from the work area after the work period.

The contractor shall provide a narrative describing services performed at close out of FHDS ticket, including details, remedies, issues, etc. The contractor shall provide the necessary tools for the maintenance mechanic to perform the work assignments. The contractor shall maintain the storage rooms in a neat and orderly fashion and ensure they are properly secured at all times. The contractor shall maintain control of tools and equipment, ensuring the walls, elevators, and surrounding areas are not damaged during transport and use. The contractor shall report any damage to walls, elevators, and surrounding areas to the government as soon as possible. The contractor shall not leave tools and equipment unattended while performing services within the building. The contractor shall keep tools in good repair and replace tools when needed. The contractor shall keep an inventory of the tools, label them as contractor owned, and safeguard them at all times.

The maintenance mechanic may be required to assist electricians and other support personnel with minor tasks such as securing the ladder, carrying, loading, unloading floor/carpet tile or cabling runs. The maintenance mechanic may be required to assist with personnel office moves to meet government schedule or project requirements.

The contractor shall provide appropriate personal protective supplies to perform/complete maintenance mechanic work.

#### **2.8.1 Quality: Customer Service/Timeliness**

The contractor shall maintain control of tools and equipment, ensuring the walls, elevators, and surrounding areas are not damaged during transport or use. The contractor shall provide personnel skilled in maintenance mechanic services for the performance of assigned duties.

Priority 1 work orders (as defined in section 2.6) shall be completed within four hours of notification.

## DRAFT

### FY22\_HOSS - Description of Services

Priority 2 work orders (as defined in section 2.6) shall be completed within 24 hours of notification.

Priority 3 work orders (as defined in section 2.6) shall be completed within 2 business days of notification, or as scheduled by HQ SSD.

Priority 4 work orders (as defined in section 2.6) shall be completed by the project due date.

#### **2.8.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for maintenance mechanic services. The SOP shall be approved by the Technical Monitor.

Maintenance Mechanic Log: The contractor shall provide a daily and weekly schedule to each TM with assigned tasks/FHDS tickets, in order of Priority level, and projected completion dates/times. The TM will review this daily/weekly schedule and adjust completion dates/times to fit a customer's needs as necessary.

Status Meeting: The contractor shall meet weekly with the Technical Monitor to discuss projects and tasks, and provide copies of schedules to the Technical Monitor weekly.

Performance Report: The contractor shall provide a performance report that includes the following:

- Number of maintenance mechanic requests assigned during the report period in each category, such as patching, painting, furniture assembly, signage installation.
- Number of maintenance mechanic requests completed during the report period in each category, such as patching, painting, furniture assembly, signage installation.
- Identify any current problems which may impede performance and proposed corrective action

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

#### **2.8.3 Training**

The contractor shall be trained in patching, painting, and the proper use of carpentry tools such as drills, hammers, screwdrivers. The contractor shall be responsible for providing appropriate training necessary to perform the work as defined in this requirement.

#### **2.9 Electrical Support Services**

The contractor shall perform select electrical repairs and installations (less than 550 volts) at NASA HQ from 7:00 a.m. to 5:00 p.m. However, if an electrical project requires interruption to electrical systems or life safety systems, the contractor may be required to temporarily adjust the work hours to accommodate the project. For example, the contractor may be required on occasion to perform the work during evening hours to minimize disruption to offices during the

## DRAFT

### FY22\_HOSS - Description of Services

business day. In such cases, the contractor shall be required to adjust the work hours to maintain an 8-hour work day. Such work hour adjustments must have prior approval by the COR or TM.

Electrical support services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

This support shall include, but is not limited to relocating floor mounted outlet boxes, wall boxes (for individual offices), cutting floor/carpet tile to enable them to relocate or remove floor outlet boxes, pulling circuits, labeling panels, providing As Built Drawings, installing new circuit breakers, and evaluating electrical loads. The contractor shall plan and lay out work in accordance with blueprints, sketches, wiring diagrams, and additional oral, written instructions or information from NASA HQs' electronic system: Facility Help Desk System (FHDS). **The contractor shall provide a narrative describing services performed at close out of FHDS ticket, including details, remedies, issues, etc.**

The contractor shall provide appropriate electrical equipment, materials, tools, and personal protective supplies to perform/complete electrical work as described in the paragraph above. The contractor shall keep tools in good repair and replace tools when needed. The contractor will also keep an inventory of the tools, label them as contractor owned, and safeguard them at all times.

The contractor shall ensure sustainable acquisition for the supply of products and for the procurement of services, requiring that the products are energy efficient (Energy Star) or Federal Energy Management Program (FEMP)-designated.

The contractor shall locate electrical shortages, diagnose trouble in office areas and repair a variety of electrical equipment, such as florescent, incandescent, direct and indirect lighting equipment; public address systems; emergency warning equipment; fans, motors, timing mechanisms, recording and monitoring devices; distribution panels/boxes; and connections for machines and office appliances.

The storage rooms and areas shall be maintained in a neat and orderly fashion and properly secured at all times. The contractor shall maintain control of tools and equipment, ensuring the walls, elevators, and surrounding areas are not damaged during transport and use. The contractor shall not leave tools and equipment unattended while performing services within the building.

The contractor shall maintain and conduct regular inspections of all electrical equipment to ensure safe operation. The contractor shall have a process in place and maintain written records of the inspections, and inspection and maintenance schedules.

The contractor supervisor shall be responsible for coordinating, scheduling, supervising and managing electrical support services.

## **DRAFT**

### FY22\_HOSS - Description of Services

#### **2.9.1 Quality: Customer Service/Timeliness**

The contractor shall comply with all federal, state, local, and NASA regulations and policies for electrical work. The contractor shall comply with all health, safety, and environmental regulations and directives as listed in this Statement of Work. The contractor shall be required to maintain Journeyman level licensed personnel for the performance of assigned duties. The contractor shall be trained in lock out/tag out procedures. The current certification and licenses shall be maintained onsite.

Priority 1 work orders (as defined in section 2.6) shall be completed within four hours of notification.

Priority 2 work orders (as defined in section 2.6) shall be completed within 24 hours of notification.

Priority 3 work orders (as defined in section 2.6) shall be completed within 2 business days of notification, or as scheduled by HQ SSD.

Priority 4 work orders (as defined in section 2.6) shall be completed by the project due date.

#### **2.9.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for electrical services. The SOP shall be approved by the Technical Monitor.

Electrical Services Log: The contractor shall provide a daily and weekly schedule to each TM with assigned tasks/FHDS tickets, in order of Priority level, and projected completion dates/times. The TM will review this daily/weekly schedule and adjust completion dates/times to fit a customer's needs as necessary.

Status Meeting: The contractor shall meet weekly with the Technical Monitor to discuss projects and tasks. The contractor shall provide copies of timesheets and schedules to the Technical Monitor weekly.

Performance Report: The contractor shall provide a performance report that includes the following:

- Number of electrical requests completed during the report period in each category, such as floor box work, ceiling light fixture work, light switch changes, light bulb replacement, and number of wiring projects.
- Identify any current problems which may impede performance and proposed corrective action

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

## DRAFT

### FY22\_HOSS - Description of Services

#### **2.10 AudioVisual/Video Teleconferencing/Electronic Presentation (AV/VTC/EP) Support Services**

The contractor shall provide support for the AV/VTC/EP requirements of the NASA HQ SSD conference rooms (there are approximately 30 conference rooms) from 7:00 a.m. to 5:00 p.m. each business day.

AV/VTC/EP support services may be required for special events outside of business hours and will be accomplished under the IDIQ portion of the contract through issuance of a task order.

The conference rooms are reserved/controlled through the Conference Scheduling System (see section 2.7 Conference Scheduling).

Many of the conference rooms within the NASA HQ building are equipped with LED wall displays, monitors, and rear view projection systems. These conference rooms are operational with PC and Mac systems.

The contractor shall be responsible for safely operating the divider wall of conference rooms to enlarge or reduce the size of the room as requested by the government.

All work performed in support of this requirement shall be operated and performed by the contractor, with schedules and specific requirements provided by the COR. The level of support varies but could include setting up the room for the customer, and remaining in the room and operating the equipment for the customer for the duration of the meeting/event.

#### General AV/VTC/EP Requirements

The contractor shall provide day-to-day meeting support and perform a variety of (AV/VTC/EP) tasks such as completing Facilities Help Desk tickets and responding to telephone requests for AV/VTC/EP assistance, maintaining an active status board on system readiness, duplication services, providing support for special events, and ensuring that all AV/VTC/EP equipment is operational and set-up properly. The contractor shall set up and monitor video calls as needed. The contractor shall provide in-room technical support of planned events, both onsite and offsite, within the Washington D.C. metropolitan area. The Government will furnish the appropriate vehicles to transport equipment to the designated locations. The location is mainly at NASA HQs, however on occasion, the contractor shall support press conferences held on Capitol Hill. The contractor shall coordinate outside rental and staging services for special events which have been approved by the Government. The contractor shall review upcoming AV/VTC/EP requests and advise the COR of future schedules for conferencing activities. **The contractor shall provide a narrative describing services performed at close out of FHDS ticket, including details, remedies, issues, etc.**

The contractor shall perform routine preventative maintenance checks and services on AV/VTC/EP systems, including presentation laptops and theatrical lighting (Auditorium). The

## DRAFT

### FY22\_HOSS - Description of Services

contractor shall test the AV/VTC/EP equipment for proper operation. The contractor shall provide maintenance support on all AV/VTC/EP systems, including but not limited to, basic troubleshooting and system fault isolation, projector lamp changes, and projector filter changes/cleaning. The contractor shall track all maintenance activity from start to finish with proper documentation. The contractor shall notify the COR or Technical Monitor immediately of equipment that needs a certified technician to further service the equipment. The contractor shall advise the COR of needed equipment upgrades and advise on industry trends when new equipment and services are to be identified to meet NASA's changing needs.

The contractor shall have proficient computer skills in Apple and PC-based software such as: Microsoft Office 365 (Word, Excel, & PowerPoint), Microsoft Outlook, Microsoft Teams, and Microsoft Project. The contractor shall be proficient in Internet Explorer, WebEx, and other core programs. The contractor shall be familiar with and support Crestron, Extron, and AMX operation systems. The contractor shall be adaptable to systems and new technology that NASA may incorporate into conference rooms and event spaces. Supplemental training for certain technologies will be provided by NASA as necessary.

Electronic presentations given in the Headquarters' conference rooms will be in PowerPoint for PC or Macintosh format. Electronic presentations can be presented by, but not limited to, using memory drives, or CDs/DVDs. All presentation files will be transferred/loaded to the internal hard drives of the computers used for the presentation for faster access and projection. The contractor shall provide direct assistance to end users in the operation of AV systems.

This task may be required outside of business hours, which will be accomplished under the IDIQ portion of the contract through issuance of a task order.

#### Inspection, Inventory, and Preparation of Conference Rooms

The contractor shall perform a daily inspection of all conference facilities, including projection rooms, AV storage rooms, and AV booths at NASA HQ to ensure that these areas are neat, clean, and in safe condition. The contractor shall correct all furniture and equipment problems and report all conference facility problems to the NASA HQ Help Desk. A report detailing these inspections shall be prepared daily and submitted weekly to the COR.

The contractor shall check conference rooms at least fifteen minutes prior to each scheduled meeting to ensure that chairs are straight and properly placed around tables, tables are neat and properly aligned, and that all cables are coiled and stored properly. Marker boards shall be clean and ready for use. Markers, erasers, flip chart pads, and other related supplies and equipment shall be placed in the room prior to meetings as required by the requestor.

The contractor shall maintain an inventory of supplies (i.e. audio supplies and room supplies) to effectively meet customer needs.

The contractor shall maintain an accurate inventory of all AV/VTC/EP systems including spare parts. The contractor shall maintain sufficient spare parts on hand to affect rapid problem

**DRAFT**  
FY22\_HOSS - Description of Services

resolution for routine service issues. The contractor shall notify the government when these parts need to be ordered, and the government will supply the parts.

The contractor shall ensure vendor compliance with all customer safety and procedural guidelines at all times.

The contractor shall maintain storage rooms in a safe and organized manner and secured at all times. The contractor shall store items in equipment rooms designated for conference rooms as needed and will maintain equipment in an orderly and safe fashion.

#### Video Duplication

The contractor shall receive and process requests for videotape duplication/recording from requests submitted through the online Headquarters Conference Scheduling System. The contractor shall maintain a database of all requests received. The database shall include, but is not limited to, a brief description of services requested, date of receipt from customer, date processed in-house (if applicable), date transmitted to outside vendor (if applicable) and date received from outside vendor. Requests may include, but are not limited to, duplication in the following formats:

- MP3
- CD/DVD
- Thumb drive
- Blu-ray

The contractor shall provide routine duplication services (in-house) within three business days of each request. The contractor shall occasionally be asked to provide same-day or next-day rush service. The contractor shall coordinate such requests with existing requirements and provide customers with a confirmation that the request can or cannot be accommodated based on the existing schedule for duplication services. The COR will make the decision to provide same-day or next-day service to customers. The contractor may occasionally be required to provide service on an urgent basis.

#### Event Recording

The contractor shall record official events at NASA HQs. The contractor shall review and ensure that site conditions are conducive to recording and make any adjustments (e.g., lighting, sound) as necessary to capture the event at the highest quality recording possible. The COR shall be notified prior to any adjustments being made as soon as possible.

#### Temporary Equipment Issue/Loan

The contractor shall manage the temporary issue/loan of AV equipment from their inventory and maintain an equipment log. When a request for such equipment is made for use in office space or meeting rooms not controlled by the contractor, the contractor shall ensure a temporary

## DRAFT

### FY22\_HOSS - Description of Services

equipment issue form, NHQ DIV Form 762A, and a NASA HQs employee property pass and removal permit, NASA Form 892 (if the equipment will be taken out of the building) has been completed. The contractor shall ensure that all equipment is in proper working order prior to delivery and set-up, familiarize the customer with its operation, and retrieve the equipment when the customer is finished.

The standard equipment loan period is from a half hour to ten business days. Requests for equipment loans beyond ten days must be approved by the COR.

#### Audio-Visual Coordination

The contractor shall coordinate all audio-visual requirements to facilitate audio teleconferencing, which may involve coordination with the teleconference service contractor.

The contractor shall set up and test all equipment and confirm the ViTS Bridge.

#### **2.10.1 Quality: Customer Service/Timeliness**

The contractor shall maintain control of AV/VTC/EP equipment, ensuring they are in functioning order or reporting to COR when repairs are needed, maintaining inventory for each piece. The contractor shall use qualified and fully trained personnel to provide the services required.

The contractor shall:

- Have a minimum of three years of experience installing and servicing AV/VTC/EP systems, broadcast AV system or similar technology
- Be familiar with commercial audiovisual, videoconferencing, and broadcast manufacturers of equipment, including some direct training
- Receive training from appropriate suppliers on the operations of associated AV/VTC/EP equipment located at NASA HQ, to include programming and troubleshooting techniques
- Possess soldering skills and experience in installing crimp-on and compression fittings for audio and video cables

The contractor lead shall:

- Have a minimum of five years of experience installing and servicing AV/VTC/EP systems, broadcast AV system or similar technology
- Be familiar with commercial AV/VTC/EP and broadcast manufacturers of equipment, including some direct training
- Have experience in interpreting audiovisual system drawings
- Have manufacturer training and experience in servicing video wall technology including edge-blending processor, wall controllers and other related sub-systems as needed to properly maintain customer deployed systems
- Have training and experience with customer deployed Audio Signal Processors equipment including setup and servicing

## DRAFT

### FY22\_HOSS - Description of Services

- Have training and experience with customer deployed video teleconference equipment including setup and servicing
- Receive training from appropriate suppliers on the operations of associated AV/VTC/EP equipment located at NASA HQ, to include programming and troubleshooting techniques.

The contractor shall check conference rooms fifteen minutes prior to each scheduled meeting for proper equipment and room configuration. The contractor shall perform daily inspection of all conference facilities, including projection rooms at NASA HQ to ensure that these areas are neat, clean and in safe condition. Prior to scheduled meetings, the contractor shall correct all furniture and equipment problems and report all conference facility problems to the Facilities Help Desk.

#### **2.10.2 Deliverables**

Standard Operating Procedure: The contractor shall develop a standard operating procedure (SOP) (modified as needed) for audio visual services. The SOP shall be approved by the Technical Monitor.

Status Meeting: The contractor shall meet weekly with the Technical Monitor to discuss projects and tasks. The contractor shall provide copies of timesheets and schedules to the Technical Monitor weekly.

Inventory of Systems, Spare Parts and Supplies: The contractor shall maintain an inventory of AV/VTC/EP systems, spare parts, and supplies.

Video Duplication Report: The contractor shall provide a weekly report on the duplication services provided to Headquarters.

Performance Report: The contractor shall provide a performance report that includes the following:

- Number of meetings supported, which will include organization, conference room number, and any type of special set-up requests
- Number of equipment loans by type
- Number and type of video duplicated in-house and the number sent to outside sources
- Number of audio teleconferences (single-point and multi-point)
- Indication of any current problems which may impede performance and proposed corrective action
- Monthly calculations of data points above
- Calendar year and contract year totals

Summary of Performance Report: The contractor shall orally present a summary of the performance report at the Program Review Meeting.

## **DRAFT**

### FY22\_HOSS - Description of Services

## **3.0 SPECIAL REQUIREMENTS**

### **3.1 Certificates and Licenses**

The contractor shall be responsible for ensuring the workforce has current licenses and certifications necessary to perform each task described in this statement of work. The contractor shall maintain copies of the licenses and certifications onsite and copies shall be provided to the COR upon hiring or when license or certificate is earned. The contractor shall verify quarterly that the licenses are current, notify the COR immediately of any changes to licenses (e.g., license suspended or revoked), and make appropriate adjustments to staffing.

### **3.2 Physical Ability**

The mail center staff shall be able to lift up to 50 lbs. The move services staff shall be able to lift up to 50 lbs., and shall assist the mail center staff with packages weighing more than 50 lbs.

### **3.3 Uniforms**

The contractor shall provide a uniform to all employees in the following support service areas: AV/VTC/EP, electrical services, mover services, maintenance mechanics, and mail center. The uniforms must be approved by the COR.

The Program Management staff and Facilities Help Desk operations staff are highly visible contractor staff and shall be dressed in a professional manner. Women may wear a skirt or pants suit with dress shoes while men may wear a blazer or suit jacket, button down shirt, suit pants, a tie, and dress shoes.

### **3.4 Drug- and Alcohol-Free Workplace**

The Civil Space Employee Testing Act of 1991 requires NASA to prescribe regulations for periodic testing of contractor employees for use of alcohol or controlled substances in violation of applicable law or federal regulation. Per this law, NASA implemented a requirement for NASA contractors to institute and maintain a program for achieving a drug- and alcohol-free workforce by providing for pre-employment, reasonable suspicion, random, post-accident, and follow up testing of contractor employees (reference 48 CFR 1852.223, Drug- and Alcohol-Free Workplace). Therefore, the contractor shall institute and maintain a program for achieving a drug- and alcohol-free workforce by providing for pre-employment, reasonable suspicion, random, post-accident, and follow-up testing of contractor employees.

### **3.5 Health and Safety Training and Awareness**

The contractor shall bear sole responsibility and cost to train employees to meet contract requirements in health and safety. The contractor shall provide employees job specific safety training per OSHA requirements (<https://www.osha.gov/Publications/osha2254.pdf>), including but not limited to, the annual training in the following areas:

- Manual materials handling training
- HAZCOM training
- Blood borne pathogens training

## **DRAFT**

### FY22\_HOSS - Description of Services

Training records shall be maintained onsite. A copy of all training documentation shall be provided in the contract required Health and Safety Reports and in the Performance Reports. Among other requirements and programs listed in the Relevant Document's section of this statement of work (Section 7.0), the contractor shall comply with the following health and safety programs and regulations:

- U.S. Department of Labor, Occupational Safety and Health Administration (OSHA) regulation 29 CFR 1910 (accessed at the above OSHA web link)
- NASA Headquarters health and safety programs (accessed at <http://www.hq.nasa.gov/hq/safety.html>)
- NPR 1800.1, NASA Occupational Health Program Procedures
- NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping
- NPR 8715.1, NASA Occupational Safety and Health Programs □ NPR 8715.3, NASA General Safety Program Requirements

The contractor shall provide the personal protective supplies such as gloves and protective eye wear to all employees associated with the contract in order to perform their services in a safe and effective manner.

#### **3.6 Section 508 Standards**

In order to comply with the Section 508 Electronic and Information Technology Accessibility Standards, the contractor shall perform all work required under this contract in compliance with the following technical standards delineated in Code of Federal Regulations (CFR) Title 36:

- Software applications and operating systems (1194.21)
- Web-based intranet and internet information and applications (1194.22)
- Telecommunications products (1194.23)
- Video and multimedia products (1194.24)
- Self-contained, closed products (1194.25)
- Desktop and portable computers (1194.26)

#### **4.0 EQUIPMENT**

The contractor shall maintain an inventory of the installation accountable government property (IAGP), using the contract attachment listing the IAGP as the base document. The contractor shall provide this equipment inventory report to the COR on a weekly basis, and shall include the inventory report in the Performance Report for the related task.

The contractor shall manage the equipment inventory and notify the COR when repairs and replacements are necessary. The equipment repairs and replacements are provided by the government.

## **DRAFT**

### FY22\_HOSS - Description of Services

The contractor shall maintain a maintenance schedule for all equipment, and post it in a visible location for government inspection. The contractor shall maintain an adequate inventory of supplies on hand for scheduled equipment maintenance and for replacement of supplies as needed onsite.

The contractor shall ensure that all equipment provided and used onsite meet the applicable safety requirements from all sources listed in the Relevant Document's section of this SOW and are used according to guidelines presented therein. The contractor shall ensure that all equipment is maintained properly and routinely inspected to ensure safe operation.

All telecommunication devices used in the performance of this contract will be provided, maintained, and controlled by the government. The devices will be designated to contractor personnel via approval by the COR.

All vehicles used in the performance of this contract will be provided, maintained, and controlled by the government. The vehicles will be designated to contractor personnel via approval by the COR.

#### **5.0 INDEFINITE DELIVERY INDEFINITE QUANTITY (IDIQ) TASK ORDERS**

The following requirements shall be accomplished through the issuance of individual task orders by the contracting officer (CO) under the IDIQ component of the contract:

##### **5.1 Support Services Requiring Overtime Work Hours**

The contractor may be required to provide services outside of the regularly scheduled business day to support tasks of the Core portion of this statement of work. In such instances, the contractor shall provide timely and responsive support services for both unknown or special events and projects. Examples of these events/projects include renovations, mail support, help desk priorities 1 and 2 service requests, conferences, employee social events, and VIP visits. These events may require move and maintenance mechanic services, driver services, electrical services, and audio visual services.

Examples of special projects requiring electrical support include (but is not limited to): IT infrastructure upgrades, work which may disrupt life safety systems, power outages or lighting outages that would disrupt work operations in the building, and renovation projects requiring electrical support.

Example of special projects requiring mail support include (but is not limited to): the contractor may be required to hire an appropriate company to conduct periodic testing for anthrax spores and other biological agents. The contractor may also be required to hire an appropriate company to conduct non-routine testing, including but not limited to, post-incidence testing (reference task 2.5).

The contractor may be required to participate in external conferences and trade shows that require travel. These travel events will take place no more than twice per fiscal year and must be approved in advance by the COR (reference tasks 2.3, 2.4, 2.5).

## **DRAFT**

### FY22\_HOSS - Description of Services

The contractor shall document all overtime hours with dates, times, and project names, and include the overtime documentation in the monthly performance report for the related Core task.

The overtime hours must be approved by the COR prior to the overtime work being performed.

The contractor shall provide a weekly report to the COR that outlines the total number of overtime hours performed for each of the tasks requiring driver support. The report shall be detailed, to include specific tasks and trips performed and total hours. This report shall outline the previous week's overtime performance.

#### **5.1.1 Materials**

The contractor shall provide and maintain all materials/supplies for services for the IDIQ portion of this contract. For example, the contractor shall provide and maintain all materials and supplies needed for projects onsite, such as wall repair, renovation (e.g., drywall, signs, barriers, barricades to block hazardous areas such as indoor construction and wet floors).

The contractor shall provide and maintain all tools, such as drills and hammers. The contractor shall keep tools in good repair and replace tools when needed. The contractor shall also keep an inventory of the tools, label them as contractor owned, and safeguard them at all times.

The contractor shall provide a list of all materials/supplies/products to be used onsite, the intended use of each of the products, and the material safety data sheets for each of the products. The contractor shall not use any materials or products that the COR determines as unsuitable to use or harmful to surfaces.

#### **5.2 NASA Headquarters (HQ) Library Operations**

The contractor shall fully staff and operate the NASA HQ Library. The NASA HQ Library serves the HQ staff and also provides limited services to NASA centers, government agencies, and the general public. The collection includes books, journals, audiovisual materials, selected NASA documents, legislative documents, materials management policies, and Internet access.

#### **5.3 NASA Headquarters (HQ) Archives Office Operations**

The contractor shall fully staff and operate the NASA HQ Archives Office and provide archival support in the following areas: acquisitions, appraisal, arrangement and description, reference and access, digitization, and preservation.

#### **5.4 Driver and Courier Services and Executive Driver Services**

The contractor shall operate Government-owned and/or leased vehicles to deliver packages and transport personnel, including executive personnel, to/from locations within the Washington D.C. metropolitan area.

#### **5.5 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,

## DRAFT

### FY22\_HOSS - Description of Services

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.

#### **6.0 RELEVANT DOCUMENTS**

Following is a list of documents that are relevant to this acquisition. The contractor personnel shall become familiar with the documents and comply accordingly.

Unless otherwise noted, the following NPDs and NPRs may be accessed at NASA Online Directives Information System: <http://nolis3.gsfc.nasa.gov>

#### **NASA Policy Directives:**

NPD 1600.2 NASA Security Policy

NPD 1800.2, NASA Occupational Health Program

NPD 2800.1, Managing Information Technology

NPD 2810.1, NASA Information Security Policy

NPD 8700.1, NASA Policy for Safety and Mission Success

NPD 8710.1, Emergency Management Program NPD

5101.32, Procurement, Financial Assistance NASA

#### **Procedural Requirements:**

NPR 1600.1 NASA Security Program Procedural Requirements

NPR 8000.4, Agency Risk Management Procedural Requirements

NPR 1800.1, NASA Occupational Health Program

NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping

NPR 8715.1, NASA Occupational Safety and Health Programs

NPR 8715.2, NASA Emergency Management Program Procedural Requirements

NPR 8715.3, NASA General Safety Program Requirements

NPR 1441.1, NASA Records Management Program Requirements

NPR 8820.2, Facility Project Requirements

NPR 1620.3, Physical Security Requirements for NASA Facilities and Property

**DRAFT**  
FY22\_HOSS - Description of Services

NPR 2800.1, Managing Information Technology

NPR 2810.1A, Security of Information Technology

**Additional relevant documents:**

HQ PR 6000.1 Motor Pool Transportation

([https://nodis3.gsfc.nasa.gov/hq\\_Lib/hqd\\_display.cfm?Internal\\_ID=HQ\\_PR\\_6000.1\\_TOC&idx=1](https://nodis3.gsfc.nasa.gov/hq_Lib/hqd_display.cfm?Internal_ID=HQ_PR_6000.1_TOC&idx=1))

HQ PD6730.1 Home to Work Vehicle Use by the  
Administrator

([https://nodis3.gsfc.nasa.gov/hq\\_Lib/hqd\\_display.cfm?Internal\\_ID=HQ\\_PD\\_6730.1\\_TOC&idx=1](https://nodis3.gsfc.nasa.gov/hq_Lib/hqd_display.cfm?Internal_ID=HQ_PD_6730.1_TOC&idx=1))

NASA STD 8719.11, Safety Standards for Fire Protection  
(<https://www.hq.nasa.gov/office/codeq/doctree/871911.pdf>)

HQPR 8621.1 Mishap Reporting, Investigating, and Recordkeeping Program and Plan  
([http://nodis3.gsfc.nasa.gov/hq\\_Lib/hqd\\_display.cfm?Internal\\_ID=HQ\\_PR\\_8621.1\\_Chapter1&idx=6](http://nodis3.gsfc.nasa.gov/hq_Lib/hqd_display.cfm?Internal_ID=HQ_PR_8621.1_Chapter1&idx=6))

Department of Defense (DOD 5220.22M) National Industrial Security Program Operating  
Manual

29 CFR Part 1910, Occupational Safety and Health Standards  
([https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_toc\\_level=1&p\\_part\\_number=1910](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1910))

29 CFR 1926, Safety and Health Regulations for Construction  
([https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_toc\\_level=1&p\\_part\\_number=1926](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1926))

29 CFR 1960, Basic Program Elements for Federal Employee Occupational Safety and Health  
Programs and Related Matters  
([https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_toc\\_level=1&p\\_part\\_number=1960](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1960))

29 CFR 1977, Discrimination Against Employees Exercising Rights Under the Williams-Steiger  
Occupational Safety and Health Act of 1970  
([https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_part\\_number=1977&p\\_toc\\_level=1](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_part_number=1977&p_toc_level=1))

41 CFR 102.74 Facility Management  
([http://www.gsa.gov/portal/ext/public/site/FMR/file/FMRTOC102-\\_74.html/category/21859/](http://www.gsa.gov/portal/ext/public/site/FMR/file/FMRTOC102-_74.html/category/21859/))

**DRAFT**

FY22\_HOSS - Description of Services

49 CFR 571, Federal Motor Vehicle Safety Standards (<http://www.ecfr.gov/cgi-bin/textidx?SID=f821a26851bd376fbee7951f9f36be18&mc=true&node=pt49.6.571&rgn=div5>)

Executive Order 13693 “Planning for Federal Sustainability in the Next Decade,” dated 19 March 2015 (<https://www.whitehouse.gov/the-press-office/2015/03/19/executive-order-planningfederal-sustainability-next-decade>)

Executive Order 12196, “Occupational Safety and Health Program’s for Federal Employees” (<http://www.archives.gov/federal-register/codification/executive-order/12196.html>)

**8.0 TABLE OF DELIVERABLES AND SCHEDULE**

<b>Task number</b>	<b>Deliverable</b>	<b>Frequency of deliverable</b>	<b>Format of deliverable</b>	<b>Recipient</b>
2.1.2, 2.8.2, 2.9.2, 2.13.2, 2.14.2	Status Meeting	Weekly	Oral discussion	COR
2.1.2, 2.2.2, 2.3.2, 2.4.2, 2.5.2, 2.6.2, 2.7.2, 2.8.2, 2.9.2, 2.10.2, 2.11.2, 2.12.2, 2.13.2, 2.14.2	Performance Report	Monthly	Word* document submitted via email	COR and TM
2.1.2, 2.2.2, 2.3.2, 2.4.2, 2.5.2, 2.6.2, 2.7.2, 2.8.2, 2.9.2, 2.10.2, 2.11.2, 2.12.2, 2.13.2, 2.14.2	Program Review Meeting	Monthly	Oral Summary of Performance Report	COR and TM
2.3.2	USPS Meter Log	Twice daily	Log document maintained on file for review on request	COR
2.3.2	Service Reports	Daily	Log document maintained on file for review on request	COR

**DRAFT**

FY22\_HOSS - Description of Services

2.2.1, 2.3.1, 2.4.1, 2.5.1, 2.6.1, 2.7.1, 2.8.1, 2.9.1, 2.10.1, 2.11.1, 2.12.1, 2.13.1, 2.14.1	Standard Operating Procedures (SOP)	Due 60 Days after contract start date, then annually, and continuously updated as procedures change.	Document submitted via email and a hard copy delivered by hand	TM
2.2	Information Services Updates (database, contacts, home page, publications)	Daily	Per the individual format	COR
2.3.2	Accountable Mail Logs (Incoming Mail and Outgoing Mail)	Daily	Log document maintained on file for review on request	COR and TM
2.5.2	Mail Screening Log	Daily	Log document maintained on file for review on request	COR and TM
2.3.2, 2.4.2, 2.6.2, 2.7.2	User Survey	Annually, every September	Word document submitted via email	COR
2.6.2	After-Action Report	Within 4 hours of registering the event	Document submitted via email and a hard copy delivered by hand	COR
2.8.2	Move Log	Monthly	Log document maintained on file for review on request	COR
2.10.2, 2.11.2, 2.12.2	Transportation Log	Each trip	NASA HQ 837	COR
2.10.2	Driving Record	Every 6 months	Word document submitted via email	COR

**DRAFT**

FY22\_HOSS - Description of Services

2.10.2	Gasoline receipts	Weekly	Original receipts attached to a hard copy of the receipts, delivered by hand	COR
2.14.2	Inventory: AV systems, spare parts, supplies	Monthly	Document maintained on file for review upon request	COR/TM
2.14.2	Video Duplication Report	Weekly	Word document submitted via email	COR

3.2	Copy of license/certification	Upon hiring or changes	Word document submitted via email	COR
4.0	Equipment Report	Weekly	Word document to be included in the Performance Reports	COR
5.1	Driver Overtime Hours Report	Monday of each week	Word document submitted via email	CO, COR and TM

\*Microsoft Word

COR=Contracting Officer’s Representative

TM=Task Monitor

**9.0 ACRONYMS/DEFINITIONS**

<b>Term</b>	<b>Definition</b>
Business day/work day	For this contract a business day is considered every official working day of the week, which are days between and including Monday to Friday and do not include public holidays and weekends and consists of 8 working hours.
Equipment	For this contract, equipment is listed as IAGP (contract Attachment B, Installation-Accountable Government Property), and is applicable to the Core portion of the contract. See FAR 52.245-1 (a) (3) for the definition of “Equipment.”
Material	Material is applicable to the IDIQ portion of the contract. The terms: products, supplies, and tools are included in this category. See FAR 52.245-1 (a) (3) for the definition of “Material.”

**DRAFT**

FY22\_HOSS - Description of Services

Program Office/HQ SSD	NASA Headquarters Support Services Division
CO	Contracting Officer
COR	Contracting Officer's Representative
FHDS	Facility Help Desk System
HQ	NASA Headquarters
IAGP	Installation Accountable Government Property
MIC	Management Information Center
SOP	Standard Operating Procedure
TM	Technical Monitor