

## **NASA HQ OPERATIONS AND PROGRAMMATIC SUPPORT SERVICES (OPSS) STATEMENT OF WORK (SOW)**

### **1.0 Introduction**

The National Aeronautics and Space Administration (NASA) is engaged in various initiatives aimed at positioning programs for maximum efficiency. These initiatives are designed to arm Program Management with tools, practices, and processes for better execution of programs. This requirement primarily supports NASA Headquarters (HQ) but may also include other NASA Centers. The primary offices requiring support are the Office of Education (OE) and the Office of Human Capital Management (OHCM). The contractor shall have the ability to support all NASA Mission Directorates at NASA HQ and its installation Centers, in addition to the aforementioned offices.

This contract is performance-based. Task Orders SOW will describe the work to be performed by the Contractor in terms of NASA-required outcomes and/or results. The Contractor shall be responsible and accountable for achieving the required results.

Task Orders will be issued by the Contracting Officer via Optional Form (OF) 347, Order of Supplies or Services. The contractor shall employ a responsive and efficient process to respond to IDIQ Task Orders, as issued by the Contracting Officer, and submit a Task Plan and Cost Estimate for review and approval by the Government, in accordance with clause 1852.216-80 Task Ordering Procedure, and clause GSFC 52.216-93 Supplemental Task Ordering Procedures.

### **2.0 General Requirements**

The contractor shall identify high-caliber professionals who possess excellent oral and written communication skills, the ability to work in a team-based working environment, demonstrated program/project management capabilities, and technical expertise to perform the work specified in this statement of work. The contractor shall maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the contract/task order specifications and requirements.

Across all tasks, the contractor shall provide continuous efforts to improve operations, decrease turn-around times, stream-line work processes, and work cooperatively to provide quality seamless customer service and increase efficiency and effectiveness. The contractor shall work cooperatively to forecast and prevent potential problems, resolve roadblocks or impediments, and generally assist in problem solving.

When required, the contractor shall formulate recommended courses of action based upon

background research, adherence to NASA policy and Federal laws and regulations, alignment with strategic plans and outcomes, potential impact and opportunity costs, and experience with operations and procedures within NASA.

The work requires general business skills, including proficiency with Microsoft Office 2010 tools, particularly manipulating complex spreadsheets with Microsoft Excel; Adobe Acrobat; general administration/office skills; and the ability to learn nonstandard systems quickly, work independently, and communicate very well with a diverse range of people, both face-to-face and in writing, including e-mails.

### **3.0 Place of Performance**

Performance under this contract may be either on-site at Government's facilities, at off-site Contractor facilities, or a mixture of on-site and off-site locations as specified in the individual Task Orders.

### **4.0 Services Description**

NASA requires support analysis across a wide range of activities as necessary. The nature of the tasks requires the following:

**Responsiveness.** A proven ability to rapidly react and establish a program plan and team to satisfy the task requirements

**Program Management Capability.** A proven ability to manage a team of experts on high visibility programs

**Independence.** The ability to certify no conflict of interest including the mitigation of any appearance of conflict of interest

**Objective Analysis.** Proven capability for providing analysis of alternatives with ability to trace requirements to program performance to program cost

The specific services to be performed will be delineated on task orders issued by the contracting officer.

The contractor shall provide the following areas:

#### **4.1 Administrative/Business Support**

The contractor shall perform general Administrative and Business support services to assist in achieving NASA's organizational and programs goals.

Services include, but are not limited to:

- a. Coordination of daily operational activities
- b. Assist with communiqués and liaison with internal and external constituents.
- c. Provide administrative support to senior level staff meetings
- d. Handling of business correspondence
- e. Greet and assist visitors in the office
- f. Meeting coordination and support
- g. Planning and scheduling
- h. Visit arrangements
- i. Travel arrangements coordination
- j. Calendar maintenance
- k. Newsletters editing and production Data processing
- l. Editing and proofreading, maintenance of documents, databases, and presentations
- m. Support the development, implementation, and maintenance of administrative tracking and control programs and systems
- n. Maintain and update electronic files, records, and data
- o. Template formulation
- p. Special events (incl. conferences, seminars, etc.) planning, coordination, and support
- q. Information dissemination
- r. Presentation research , preparation, and support
- s. Interact with Mission Directorates at Headquarters, multiple NASA Centers and external organizations
- t. NASA publications support
- u. Documentation management

#### **4.2 Program/Project Management Support**

The contractor shall provide a full range of Program Management support to NASA. The contractor shall also provide support to multiple projects within NASA HQ in the development and maintenance of schedules, process flow charts, and plans necessary to monitor and control each project. Additional support includes:

- a. Develop and implement crisis response plans and lessons-learned as required to ensure that rapid organizational response is available, if necessary.
- b. Support of strategic planning initiatives to support the identification of critical paths, areas of overall program risk, and a process to identify technology readiness level risks.

- c. Support the publication, both web-based and hard copy, of program/project management materials
- d. Implement and support (including facilitation and program/meeting logistics) Tiger Teams and other internal NASA activities.
- e. Provide project management support to assigned special projects, including scoping the effort, identifying requirements, mapping outcomes
- f. Implementation of training programs, syllabi, and tools to support change management.
- g. Perform historical analyses and compile electronically lessons-learned for case studies, analyses, and contingency planning.
- h. Support the design, development, and the implementation of research and development activities
- i. Participate in team meetings, working groups, program reviews, senior level status reviews, and special events.
- j. Provide support and management of program and project management forums, outreach activities, seminars, conferences, and workshops.
- k. Provide assistance with the implementation of the recommendations from the Business Service Assessment (BSA).
- l. Programmatic and operational support for Agency/Center training programs and projects
- m. Development of relevant program materials for use at the Agency and Center levels.
- n. Development of technical and/or operational manuals.
- o. Support in the development and implementation of policies and procedures
- p. Communications management for NASA offices, programs, and initiatives. Provide the necessary skills and tools to support the development and execution of communications plans, awareness campaigns, and outreach initiatives.
- q. Support of a broad range of multimedia products tailored to support meetings, conferences, outreach, training, briefings and other NASA HQ program requirements to provide concept of operations to wide audience internal and external to the NASA.

## **5.0 Deliverables**

Deliverables shall be submitted as stated in the contract and also as specified in each task order.

## **6.0 Greenhouse Gas Emission Reporting**

As set forth in section 15 of Executive Order 13693, dated March 25, 2015, and to encourage both the management and the reduction of greenhouse gas (GHG) emissions, the contractor shall:

1. Calculate its annual corporate GHG emissions inventory using methodologies such as those defined by The Climate Registry (available at: <https://www.theclimateregistry.org/wp-content/uploads/2014/11/General-Reporting-Protocol-Version-2.1.pdf>), the Greenhouse Gas Protocol Corporate Standard (available at: <http://www.ghgprotocol.org/standards/corporate-standard>), or equivalent.
  
2. Report and identify the URL of its annual corporate GHG emissions inventory on a publicly accessible website or to third-party reporting entities such as:
  - CDP (formally the Carbon Disclosure Project) —[www.cdp.net](http://www.cdp.net), a centralized annual questionnaire and data warehouse of corporate practices related to GHG management and climate risk.
  - The Climate Registry — [www.theclimateRegistry.org](http://www.theclimateRegistry.org), a data warehouse for GHG inventories that includes both public and private sector entities.
  - GRI (Global Reporting Initiative) [www.globalreporting.org](http://www.globalreporting.org), system for tagging and organizing content of corporate sustainability reports.

## **7.0 Travel**

Contractor employees may be required to travel outside and away from their duty station in support of their duties and/or training. Travel may be required to other NASA facilities (Wallops Flight Facility, Kennedy Space Center, etc., or other government facilities). Travel will be as specified in individual task orders. Travel must be in accordance with the Federal Travel Regulations (FTR), and the NASA Federal Travel Regulation Supplement (NFTRS).

(End of Statement of Work)