

ORGANIZATIONAL WORK INSTRUCTION

PLANS AND SYSTEMS ANALYSIS OFFICE

CENTERWIDE ADMINISTRATIVE SERVICES CONTRACT MANAGEMENT

**APPROVING
AUTHORITY**

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
_____	Chief, Plans & Systems	CD02	11/14/03

CHECK THE MASTER LIST-
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

David Jeffreys

Analysis Office

**CHECK THE MASTER LIST-
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 2 of 9

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		September 3, 2001	Establish Department Baseline Document
Revision	A	October 16, 2002	Applicable Documents and Control of Quality Records changed.
		May 28, 2003	Document Review
Revision	B	November 11, 2003	Change of organizational responsibility from CD10 to CD02.

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 3 of 9

1. PURPOSE

The purpose of this Organizational Work Instruction (OWI) is to document processes and reflect how the Centerwide Administrative Services Contract is managed. This OWI establishes the procedures and responsibilities performed by the Plans and Systems Analysis Office (CD02) that relate to the maintenance and operation of the Centerwide Administrative Services Contract, which primarily provides products and services to NASA headquarters and the Marshall Space Flight Center customers. This OWI extends information from the Marshall Management System (MMS) as defined by the Marshall Management Manual (MMM).

2. APPLICABILITY

This procedure applies to the following in-scope activities related to contract support:

- 2.1 Customer Support
- 2.2 Customer Funding and Requests for Support
- 2.3 Day-to-day operations

3. APPLICABLE DOCUMENTS

(All use is current Revision unless there is overriding authority)

NAS8-02002 Centerwide Administrative Services Contract

3.1 REFERENCE DOCUMENT LIST

(All use is current Revision unless there is overriding authority)

MPD 1280.1	Marshall Management Manual
MPG 1280.4	MSFC Corrective Action Systems
MPG 8730.3	Control of Nonconforming Product

4. DEFINITIONS

APRS – Automated Procurement Request System

CaER – Customer and Employee Relations Directorate

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 4 of 9

COTR – Contracting Officer’s Technical Representative

DO – Delivery Order (A procurement document that formally initiates requirements of the contractor that will require funding above and beyond what has been negotiated in the defined portion of the contract).

HR – Human Resources

OPR – Office of Primary Responsibility

OWI – Organizational Work Instruction

QRs – Quality Record. Documents maintained to demonstrate conformance to specified requirements and the effective operation of the MMM.

QS – Quality System. The process of tracking quality records and follow-up actions.

Request for Proposal – A request from the COTR to Procurement to initiate the process of issuing a DO.

Request for Support – A written request from the customer to the COTR describing in detail the support required.

5. INSTRUCTIONS

The instructions below address ISO clauses for this OWI. All contract activities follow the processes shown in the flow chart corresponding to paragraph 11. Documents that control these processes are included in appendices.

5.1 Management Responsibility – The COTR will ensure adequacy of this OWI, overall implementation, and will conduct annual management reviews to ensure continuing suitability and effectiveness of the OWI to satisfy applicable clauses. The results of the reviews will be maintained as QRs and will be distributed to interested parties.

5.2 Quality System – The scope of work of the contract specifies quality and effective metrics (See NAS8-02002).

5.3 Contract Review – The COTR is responsible for ensuring that the Contractor complies with the defined Statement of Work or specifications included in the contract. Assists the

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 5 of 9

Contractor and the Contracting Officer in interpreting technical requirements. Assure the Contractor uses the levels of personnel contracted for and necessary for performance of contractual requirements. Review and evaluate the Contractor's progress in relation to expenditures and advise the Contracting Officer of disparities indicating excessive or deficient funding.

- 5.4 Design Review – None
- 5.5 Document and Data Control – Required documents and reports are specified in the contract.
- 5.6 Purchasing – None
- 5.7 Control of Customer Supplied Product – None
- 5.8 Product Identification and Trace-ability – None
- 5.9 Process Control – None
- 5.10 Inspection and Testing – None
- 5.11 Inspection, Measuring, Test Equipment – None
- 5.12 Inspection and Test Status – None
- 5.13 Control of Nonconforming Product – The contract specifies procedures for evaluating the quality and timeliness of products and services, including fee penalties for substandard service or late delivery. Details are outlined in contract NAS8-02002.
- 5.14 Corrective and Preventive Action – The COTR and Technical Monitors are responsible for maintaining a dialog between customers and the Contractor during the definition, funding, and execution stage of each request for support. The COTR has the responsibility to determine if the customer is providing
 - a. QS comments regarding services provided under the contract (i.e., compliment, complaint, or observation).
 - b. Non-QS comments regarding services provided under the contract (i.e., revision of request, correction to request etc.) are normally provided by telephone, e-mail, or in person.
 - c. To ensure the contractor takes an action approach, the COTR or alternate COTR and Technical Monitors will meet with the support contractor to review all open customer

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 6 of 9

actions weekly. The contract tasks the contractor to be innovative in its approach to improve quality, safety, and efficiency of the contract.

5.15 Handling, Storage, Packaging, Preservation, and Delivery – The contract outlines requirements for handling, storing, and packaging.

5.16 Control of Quality Records

- a. Contract Records, such as safety inspections, incident reports, auto mileage log sheets will be maintained by the Contractor Program Manager, until contract completion.
- b. Request for Support with changes. The Contractor Program Manager, the COTR and the Contracting Officer will maintain a copy of Requests for Support, until the requested support is completed or until contract completion, whichever comes first.
- c. Letters of commendation of complaints will be maintained by the COTR until contract completion.
- d. Financial documentation is maintained by the Contracting Officer, the Contractor, and the CaER Budget Representative until contract completion.

5.17 Internal Quality Audits – The contractor shall be responsible for conducting surveillance of its own performance and quality applicable to work performed for the Government. The COTR and Technical Monitors are responsible to spot-check the quality of products and services in coordination with the Contractor Program Manager.

5.18 Training – The contractor is required to provide qualified and properly trained personnel to support the work as outlined in the scope of work of the contract. The contractor, with input from the COTR, will develop training plans to familiarize new contractor employees with processes and procedures that may be unique to NASA and MSFC.

5.19 Servicing – None

5.20 Statistical Techniques – None

6. NOTES – None

7. SAFETY PRECAUTIONS AND WARNING NOTES

The contract requires the contractor to establish and maintain a safety plan. The contractor plan is filed and maintained by the contractor, as outlined above.

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 7 of 9

8. APPENDICES, DATA, REPORTS, AND FORMS

See Appendix A for Request for Support Form.

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 8 of 9

9. RECORDS – None

10. TOOLS, EQUIPMENT, AND MATERIALS

The contractor shall provide all resources except for those stated in the contract as furnished by the Government necessary to complete the work outlined in the statement of work.

11. PERSONNEL TRAINING AND CERTIFICATION

See paragraph 5.18

12. FLOW DIAGRAM

See Appendix B

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 9 of 9

APPENDIX A

REQUEST FOR CAS SUPPORT FORM				
REQUESTED BY:		PHONE NUMBER:		OFFICE SYMBOL:
REQUEST DATE:	REQUIRED DATE:		REQUEST NUMBER: <i>(Completed by COTR)</i>	
TASK DESCRIPTION: <input type="checkbox"/> New Support <input type="checkbox"/> Additional Support <input type="checkbox"/> Reduction in Support Location: Building: _____ Room: _____ Estimated number of people required: _____ Estimated period of performance: Specific Tasks to be performed: <i>Typical tasks may include: Desktop Processing, Human Resources Transactional Processing, TDY Travel Support, Office Files/Records Maintenance, Mail/Reports Distribution, General Administrative Support, Human Resources Technical Support, Training Support, Security Support, and Technical Writing Support</i>				
SPECIAL NOTES/COMMENTS:				
<i>Request for Administrative Support outside the scope of this contract will be returned to the requestor by the COTR or CO for revision.</i>				
APPROVAL LEVEL	PRINTED NAME/SIGNATURE	DATE APPROVED	PHONE NUMBER	OFFICE SYMBOL
DIRECTOR/MANAGER				
COTR				
CONTRACTING OFFICER				
FOR MTI USE ONLY				
ORDER NUMBER:		DATE RECEIVED:		REVIEWED BY:
<input type="checkbox"/> ACCEPTED		<input type="checkbox"/> NOT ACCEPTED		COST ESTIMATE:
IF NOT ACCEPTED, STATE REASON WHY:				
PERSONNEL ASSIGNED:			RECOMMENDED LABOR CATEGORY:	

Organizational Work Instruction Plans and Systems Analysis Office		
Centerwide Administrative Services Contract Management	CD02-OWI-008	Revision: B
	Date: November 14, 2003	Page 10 of 9

APPENDIX B

Organizational Work Instruction
Plans and Systems Analysis Office

Centerwide Administrative
Services Contract Management

CD02-OWI-008

Revision: B

Date: November 14, 2003

Page 11 of 9

