

CD10-OWI-005

REVISION A

EFFECTIVE DATE: OCTOBER 16, 2002

ORGANIZATIONAL WORK INSTRUCTION

CD10

CENTERWIDE ADMINISTRATIVE SERVICES CONTRACT MANAGEMENT

APPROVING
AUTHORITY

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
Danny R. Hightower	Manager	CD10	10/16/02

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

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline	N/A	09/03/01	Establish Department Baseline Document
Revision	A	10/16/02	Applicable Documents and Control of Quality Records changed.
		05/28/03	Document Review

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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 Human Resources Department 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

Use current revisions unless there is overriding authority.

- 3.1 NAS8-02002, "Centerwide Administrative Services Contract"
- 3.2 MPD 1280.1, "Marshall Management Manual"
- 3.3 MPG 1280.4, "MSFC Corrective Action System"
- 3.4 MPG 8730.3, "Control of Nonconforming Product"

4. DEFINITIONS

- 4.1 APRS - Automated Procurement Request System
- 4.2 CaER - Customer and Employee Relations Directorate
- 4.3 COTR - Contracting Officer's Technical Representative

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- 4.4 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.
- 4.5 HR - Human Resources
- 4.6 OPR - Office of Primary Responsibility
- 4.7 OWI - Organizational Work Instruction
- 4.8 QRs - Quality Record. Documents maintained to demonstrate conformance to specified requirements and the effective operation of the MMM.
- 4.9 QS - Quality System. The process of tracking quality records and follow-up actions.
- 4.10 Request for Proposal - A request from the COTR to Procurement to initiate the process of issuing a DO.
- 4.11 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 NAS8-2002).
- 5.3 Contract Review. The COTR is responsible for ensuring that the Contractor complies with the defined Statement of

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Work or specifications included in the contract. Assists the 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 NAS8-99100.
- 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).

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- 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 active approach, the COTR or alternate COTR and Technical Monitors will meet with the support contractor to review all open customer 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 or 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.

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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.

8. APPENDICES, DATA, REPORTS, AND FORMS

See Appendix A for Request for Support Form.

9. RECORDS

See paragraph 5.16

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

REQUEST FOR SUPPORT

FROM:

Type Name Here

Type Ofc Symbol Here

Type Date Here

TO :

COTR CAS Contract

Administrative support is required :

Type dates from – to in this box

The following information concerning the description of duties to be accomplished **including volume** is submitted for your consideration:

Type duties description here

Core tasks Include - Data Processing Services, Messaging(Phone Answering), TDY Support Services, Office Files/Records Maintenance, Mail/Reports Distribution, General Admin Support, Office Meeting Support, Classroom Support, Firearm Permit Support, Writing Support.

Tasks requiring approval prior to assigning – MSA support, ESA support.

