

SERVICE LEVEL AGREEMENT

**BETWEEN
NATIONAL BUSINESS CENTER, PRODUCTS AND SERVICES
DEPARTMENT OF THE INTERIOR
AND
NATIONAL AERONAUTICS AND SPACE ADMINISTRATION**

I. STATEMENT OF LEGAL AUTHORITY

The statement of legal authority describes the existing legal codes and laws that allow agencies to provide the services.

The Department of the Interior's National Business Center, Products and Services (NBC) agrees to provide service and/or product support as outlined below to the National Aeronautics and Space Administration (NASA), pursuant to the Economy Act as amended (31 U.S.C. 1535) and authority 43 U.S.C. § 1467 and 1468, which established the Department of the Interior Working Capital Fund.

II. PURPOSE

This section describes reason(s) for executing this Service Level Agreement.

The purpose of this Service Level Agreement (SLA) is to identify the base level and optional services provided by the NBC with regard to the processing of payroll and personnel actions and their companion activities for the NASA. This SLA establishes mutually agreed upon service levels, monitoring methods, and organizational responsibilities, where appropriate.

III. PERIOD OF PERFORMANCE

This section outlines the time period and the terms under which this Agreement will be active.

The agreement is effective upon signature. The agreement will remain in effect until amended, replaced, or terminated by signed, mutual agreement of both organizations.

IV. LIST OF SERVICES

This section provides a broad outline of the services addressed by this agreement.

The NBC offers an array of reliable, multi-functional payroll and personnel processing applications and services in compliance with the Joint Financial Management Improvement Program (JFMIP) SR-99-5, OPM's Guide to the Central Personnel Data File (CPDF), and Human Resources & Payroll Systems Requirements for payroll management activities. These include:

- **Personnel Processing**

- Time and Attendance
- Leave Processing
- Pay Processing
- DataMart
- Labor Cost and Distribution
- Reporting, Reconciliation, and Records Retention
- Customer Support

The services are a mix of standard base level services and optional services. Base level services are provided to all clients and are priced based upon the number of employees paid. The optional services have separate costs. Agency-unique workload volumes or special requirements drive the majority of the separate costs. This document cites the major examples within the categories of service. The NBC intends the document to be used in conjunction with the annual Interagency Agreement (IA) to explain services being provided to the NASA. These specific services include personnel processing; time and attendance editing and processing; pay processing; DataMart; labor cost reporting; reporting, reconciliation and records retention; and customer support.

A. BASE LEVEL SERVICES

For the purposes of this document, base level services provided by the NBC will be categorized below as two separate functions. The functions will identify base level services provided by the Federal Personnel/Payroll System (FPPS) and base level services provided by the Payroll Operations Division.

1. FPPS system base level services include:

- Supporting the System such that it accommodates regulatory requirements, meets Federal reporting requirements, and provides for payroll and personnel processing in accordance with procedures described in the system documentation.
- Functional and technical support regarding proper use of the System to designated NASA staff and/or contractors.
- Payroll and personnel reports as described in the system documentation. Reports will generally be provided for on-line viewing and client printing. NASA can request that data files be made available for their access and subsequent downloading.
- The NASA will provide for the input and/or collection of all input data and will provide for receipt of the data in machine-readable form at the NBC computer facility according to the daily processing schedule, which is separately documented.
- Payroll processing will be on Tuesday evening following the end of the pay period. In the event that processing is delayed, it will be rescheduled as soon as possible in order to meet NASA's official payday of the second Tuesday following the end of the pay period. Electronic fund payments will be scheduled for the first Friday following the end of the pay period, but in the event of contingencies or end-of-year taxable income situations are not required to be deposited until the NASA's official payday.

2. Payroll Operations base level services include:

- Assistance in submission of T&A's
- T&A processing and adjustments
- Pay certification and disbursement
- Payroll reconciliation
- Reissued and supplemental checks
- Maintenance and certification of leave, health, Thrift Savings Plan, and retirement records
- Payment and reconciliation of Federal, state, and local taxes; issuance of W-2's
- Completion of reports for bonds and OWCP
- Unemployment reporting using contract services
- Garnishments processing
- Payroll debt collection
- Pay and leave adjustments and payments
- Separations Processing
- Customer Support

B. OPTIONAL SERVICES

Optional services provided by the NBC in support of personnel and payroll processing and reporting are:

- OPM's Employee Express
- Client specific ad-hoc reporting or other unique requests
- Training, after initial implementation
- Client-specific interface development/implementation
- Client-specific telecommunications
- Client-specific software modifications
- Quicktime employee-based T&A system
- Conversion and maintenance of historical data
- Licensing of DataMart retrieval software

V. RESPONSIBILITIES:

This section contains detailed responsibilities for the provision of services under this SLA.

NASA Responsibilities:

- **Conversion/Implementation:** NASA responsibilities during conversion/implementation are documented in detail in the NASA FPPS Implementation Plan.
- **Interface Development:** NASA is responsible for establishing interfaces or data transfer mechanisms necessary to support its business processes.
- **Operations:**
 - Provide remote (peripheral) hardware and communications
 - Designate a representative(s) to participate in user groups meetings
 - Designate principal contacts in the finance, human resources, and information technology areas.

- Designate a single security coordinator whose roles and responsibilities are documented in NBC Form NBCPS-01.
- Designate application security points of contact (SPOC) whose roles and responsibilities are documented in NBC Form NBCPS-02.
- Provide for the transmission of input data to the NBC computer facility according to the Personnel/Payroll System Biweekly Processing Schedule. Both parties must agree to any changes to this schedule.

NBC Responsibilities:

- **Conversion/Implantation:** NBC responsibilities during conversion/implementation are documented in detail in the NASA FPPS Implementation Plan
- The NBC will protect the NASA's data in accordance with the NBC's and the NASA's security requirements, as well as other laws, regulations and guidelines. The NBC will only disclose the NASA's data to authorized personnel.
- Payroll and personnel processing will be accomplished following the end of the pay period in sufficient time to meet the NASA's established payday. In the event processing is delayed, it will be rescheduled as soon as possible in order to meet NASA's official payday and the appropriate NASA personnel will be notified.
- Provide a back-up facility for NBC systems and data for use in the event of a catastrophe rendering NBC's computers inoperable for an unacceptable period.
- Maintain a Disaster Recovery and Continuity of Operation Plan
- Provide a Letter of Assurance for Disaster Recovery and Continuity of Operation

VI. PERFORMANCE MEASUREMENT

This section outlines the basic level of performance for which the provider will assume responsibility. It outlines the measures that will be used and describes the metrics that will be used to track performance.

Measurement of the NBC activities is critical to improving services and is the basis for cost recovery for services provided. The NBC and the NASA have identified activities critical to meeting NASA's business requirements and have agreed upon how these activities will be measured.

A. MEASURES AND METRICS

The NASA and the NBC have agreed to specific measures and metrics for personnel processing, payroll operations and technology management. These measures and metrics will be applied during the normal course of business.

Measurement	Metrics
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Measurement	Metrics
<p><u>Disbursements</u></p> <ul style="list-style-type: none"> ▪ Disbursements are made on or before the scheduled process date 	<ul style="list-style-type: none"> ▪ 99.9% timely payroll disbursements ▪ 99.9% accuracy based on information provided
<p><u>Reports</u></p> <ul style="list-style-type: none"> ▪ External reports/interfaces completed by scheduled due dates 	<ul style="list-style-type: none"> ▪ 99% timely reports/interfaces ▪ 99% accuracy based on information provided
<p><u>Hours of Operation</u></p> <ul style="list-style-type: none"> ▪ Payroll staff available to NASA Monday through Friday, 6:00am – 4:00pm Mountain Time (MT); excluding Federal holidays. ▪ Employee and end-user help desks available to the NASA Monday through Friday, 6:00am – 5:30pm MT; excluding Federal holidays. Interactive Voice Response for common employee issues available 24x7. 	<ul style="list-style-type: none"> ▪ 99% available ▪ 99% available
<p><u>Help Desks:</u></p> <ul style="list-style-type: none"> ▪ Employee calls returned within 2 hours. ▪ Employee issues resolved within 24 hours ▪ End-user calls returned within 4 hours. ▪ End-user issues resolved within 48 hours. 	<ul style="list-style-type: none"> ▪ 95% returned within 2 hours or less ▪ 95% issues resolved within 24 hours or less ▪ 90% returned within 4 hours or less ▪ 90% issues resolved within 48 hours or less
<p><u>System Availability</u></p> <ul style="list-style-type: none"> ▪ Production system available to the NASA Monday through Friday, 5:00am – 6:00pm MT, Saturday 5:00am – 4:00pm MT; excluding Federal holidays, and during payroll processing or other regularly scheduled outages. Additional hours available upon request for special circumstances. 	<ul style="list-style-type: none"> ▪ 95% available

Measurement	Metrics
<u><i>System Performance</i></u> <ul style="list-style-type: none"> ▪ Internal system response time within established parameters. 	<ul style="list-style-type: none"> ▪ 95% available
<u><i>System Operations</i></u> <ul style="list-style-type: none"> ▪ End-user access granted within 72 hours of request. 	<ul style="list-style-type: none"> ▪ 98% access granted within 72 hours or less

VII. SECURITY

This section outlines security responsibilities of the respective organizations.

Security roles, responsibilities, and procedures, and system interconnectivity requirements related to services included within this SLA will be documented in a separate agreement between NASA and NBC.

VIII. CONVERSION/IMPLEMENTATION

This section outlines the agreement concerning conversion and implementation of customer data.

Conversion and implementation of the NASA to the NBC's system and transfer of its personnel processing and payroll operations to the NBC will be effective August 8, 2004 unless an alternate date is subsequently mutually agreed upon. This effort includes the technical and administrative services necessary to support the conversion and implementation effort and incorporation of any mutually agreed upon NASA unique requirements. It also includes integration of NASA information into the NBC's personnel processing and payroll operations procedures. A detailed conversion/implementation plan will be jointly developed indicating the responsibilities of each party.

IX. STAFFING

This section outlines the staffing considerations between the parties.

No transfer of FTE (full time equivalent) ceiling is required as a result of this SLA.

X. FUNDING

This section outlines the funding process.

Costs of the above described services are to be recovered by the NBC from all users on an equitable basis. Customer budgets are established by distributing total NBC costs to all clients on the basis of number of W-2s or on the basis of actual cost. Funding will be

approved yearly by both parties on an Interagency Agreement (IA). The NBC will notify the customer of their annual budget within the customer's budget cycle. Billing will be done quarterly in advance using the client's Agency Location Code (ALC) via the Department of Treasury's Inter-Governmental Payment and Collection system (IPAC). Any optional services provided to the customer will be billed on an actual cost basis.

XI. TERMINATION CLAUSE

This section outlines the circumstances under which this agreement may be terminated.

Both NASA and the NBC reserve the right to terminate this agreement at any time, upon written notice to the other party and OPM, at least twelve (12) months in advance of the termination date. In the event of termination by either party, the NBC agrees to support and cooperate as necessary to ensure smooth transition to the successor system.

XII. DISPUTE RESOLUTION

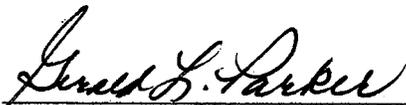
This section outlines the manner in which disputes will be identified and resolved.

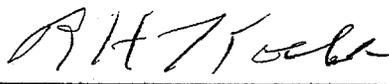
Issues unable to be resolved informally between the NBC and NASA will be handled as follows: Either party may submit a formal request to the other party and that party will formally respond. In both cases the formal request/response will be elevated internally to the appropriate management level. In the event those officials cannot resolve the dispute, they will designate a mutually acceptable, independent third party to review the facts and recommend a fair resolution.

XIII. APPROVALS:

This section identifies the individual authorized to enter into this Agreement for their respective organizations.

This SLA accompanies the initial Interagency Agreement and is considered binding for both NBC and NASA upon signing. Future Interagency Agreements for these services will reference this SLA such that the terms, conditions, and responsibilities remain binding on all parties for the duration of service.


for Gwendolyn Brown
Deputy Chief Financial Officer
For Financial Management
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Richard H. Koebert
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Date: 09/16/2003

Date: 9/11/03