



# Goddard Procedures and Guidelines

**DIRECTIVE NO.** GPG 1310.1D **APPROVED BY Signature:** Original Signed by  
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**EXPIRATION DATE:** Septebmer 11, 2007 **TITLE:** Director

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**Responsible Office:** 101 / New Opportunities Office

**Title:** Customer Commitments and Review

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## PREFACE

### P.1 PURPOSE

This GPG defines the process used by Goddard Space Flight Center (GSFC) to identify, consider, authorize, review, and revise the establishment of support requirements and commitments for current or new customers. This procedure alone is not sufficient to establish a formal arrangement, which may be by interagency agreement, Commercial Space Launch Act agreement, or other agreement executed under the authority of the Space Act. Such arrangements must be established in accordance with applicable Government-wide, NASA, and GSFC regulations.

### P.2 APPLICABILITY

This procedure is applicable to all GSFC support for both new and continuing products and services covered by the GSFC Quality Management System (QMS).

This process is not applicable to routine requests for information, consultations that require less than 40 hours of effort, or the technical/administrative support of customers seeking services for which resources and routine procedures are already established. Also it is not applicable to individuals applying their own time and effort, without written documentation, when the activity falls within the individual's general duties and job description (e.g., agreement to co-author a scientific paper, even if the agreement is with a colleague from another institution).

This procedure does not address the process of intra-Center arrangements to support commitments to GSFC customers. Intra-Center arrangements are developed using administrative procedures.

GSFC offices that service external customers not explicitly identified in this GPG develop their own service-specific processes. These processes take the form of Directorate-level Procedures and Guidelines or Work Instructions.

### P.3 AUTHORITY

NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

**P.4 REFERENCES**

- a. NPG 1000.2, NASA Strategic Management Handbook
- b. NPD 1050.1, Authority to Enter into Space Act Agreements
- c. NPG 7120.5, NASA Program and Project Management Processes and Requirements
- d. GSFC Strategic Implementation Plan
- e. GSFC Form 19-22, Directorate Orders And Proposals List

**P.5 CANCELLATION**

GPG 1310.1C, Customer Commitments and Review

**P.6 SAFETY**

None

**P.7 TRAINING**

There is a QMS training module for this GPG at <http://ohr.gsfc.nasa.gov/DevGuide/ISO/home.htm>.

**P.8 RECORDS**

Goddard will document applicable customer requirements as defined in Section P.2. Approved customer requirements are maintained as records by the Goddard organization having primary responsibility for leading the customer support activity.

<b>Record Title</b>	<b>Record Custodian</b>	<b>Retention</b>
New Business Committee (NBC) Presentations and Dispositions	New Opportunities Office (NOO) New Business Specialist	NRRS 1/14-B1(a) (Permanent. Retire to FRC when 2 years old. Transfer to NARA when 20 years old.)
Approved Customer Requirements	Sponsoring/Supporting Directorate	NRRS 1/6-B (Permanent. Retire to FRC 2 years after expiration. Transfer to NARA 10 years after expiration.)

Customer requirements that do meet the threshold requirements may be documented on a Directorate Orders and Proposals List, [GSFC 19-22](#). The list is used as a tool by management to review their customer requirements, evaluate potential requirements and informally determine the feasibility of requirements. They may be listed based on:

- a. The customer’s written or oral submission.
- b. A description initiated by Goddard, (e.g., proposal prepared by Goddard).
- c. A combination thereof. The listing does not itself constitute a commitment document with the customer. The list is maintained as a controlled document by the sponsoring directorate.

## **P.9 METRICS**

Appropriate metrics are maintained in other QMS documents that pertain to efforts that support customer agreements established per this GPG.

## **P.10 DEFINITIONS**

- a. Customer – the recipient of a product provided by GSFC. For purposes of the QMS, the customer is assumed to be external to GSFC.
- b. New Business Committee (NBC) – a committee appointed by the Center Director to evaluate and select new business activities that meet the written criteria for Center-level consideration.
- c. Proposal – a formal response to a request for proposals or Announcement of Opportunity (AO) presenting the Center's scientific, technical, management approach and staffing to accomplish a scientific objective.
- d. Sponsor – the GSFC employee/organization who advocates and supports a customer's request for a product or service from the GSFC.

## **PROCEDURE**

This process consists of identifying, approving and revising customer requirements. The complete process is shown in Figures 1 and 2.

### **1. Initiation of Commitment**

GSFC customers usually come from the NASA Enterprises, other NASA Centers, other agencies, academia and industry. Request for support enter the Center through a sponsoring Directorate. Any Directorate can sponsor a customer. If a potential customer does not have a GSFC sponsor to provide and maintain advocacy at the Directorate level, the New Opportunities Office (NOO) provides assistance in the identification of a possible sponsor. If Directorate-level advocacy is not found, the process ends.

### **2. Task Definition**

With concurrence at the Directorate level, the sponsor prepares a definition of the proposed task in sufficient detail to facilitate a Directorate-level disposition. As a minimum, this includes a resources estimate (including Civil Service workforce, facilities, and other funding), funding source, implementation responsibility, and relationship to the strategic plans for the Directorate, GSFC, and NASA. The sponsor is responsible for identifying resources required from other GSFC Directorates.

Proposed activities under active consideration can be entered on the Directorate Orders and Proposals List, pending disposition.

### 3. Directorate Review and Disposition

The Director of the sponsoring Directorate reviews the proposed activity for consistency with strategic plans, resource availability, and other factors. Each Directorate may institute other procedures and establish other administrative records, such as inter-Directorate resource commitments, to support their reviews. The disposition (decline, revise or accept) can be recorded on the Directorate Orders and Proposals List.

If the task is declined, the customer is notified and the process ends.

If the task needs revision, the sponsor works with the customer to redefine the task. The task is then resubmitted for Directorate review and disposition.

### 4. NBC Process

a. Request for support that meet one of the following criteria are subject to the new business process and approval by the NBC (see section 6):

- (1) Life cycle manpower greater than 20 Full Time Equivalent (FTE) (civil service and support service contractors).
- (2) GSFC is Principal Investigator in response to AO's (such as the Medium Class Explorer (MIDEX), the Small Explorer (SMEX), the University Class Explorer (UNEX), Discovery, or the Earth System Science Pathfinder (ESSP) or New Millennium Program (NMP)).
- (3) Life cycle cost greater than five million dollars (real year dollars) for the GSFC portion of the opportunity.

This applies to strategic opportunities (Enterprise initiatives such as the Next Generation Space Telescope (NGST)), solicited opportunities (AO proposals), unsolicited opportunities (follow-on missions), and any work that was not originally committed to by the Center.

Requests for support that do not meet these criteria are initiated as Directorate activities.

b. New Business Committee - The customer, the sponsor and the advocating Directorate provide required information to the NOO. This information is presented to the NBC for consideration. NBC presentations and dispositions are Records.

c. The NBC approves requests for the development of Center-level commitments. The NBC may recommend that requests be revised before further consideration. If the NBC declines further consideration, the customer is notified and the process ends.

d. Center Implementation - Approvals by the NBC will fall into one of two categories:

- (1) Ready for Immediate Implementation - For customer requirements that the Center is prepared to perform without further competition, the activity will be assigned to a manager who will prepare for review and signature any required or otherwise appropriate bilateral agreement. (See Section P.8.)
- (2) Approved for Further Competition - For NBC actions, which approve the pursuit of competitive opportunities, the NOO will support the GSFC sponsor to develop a detailed project proposal in response to a formal solicitation. The Center Director or his designee prior to submission will approve the resultant proposal.

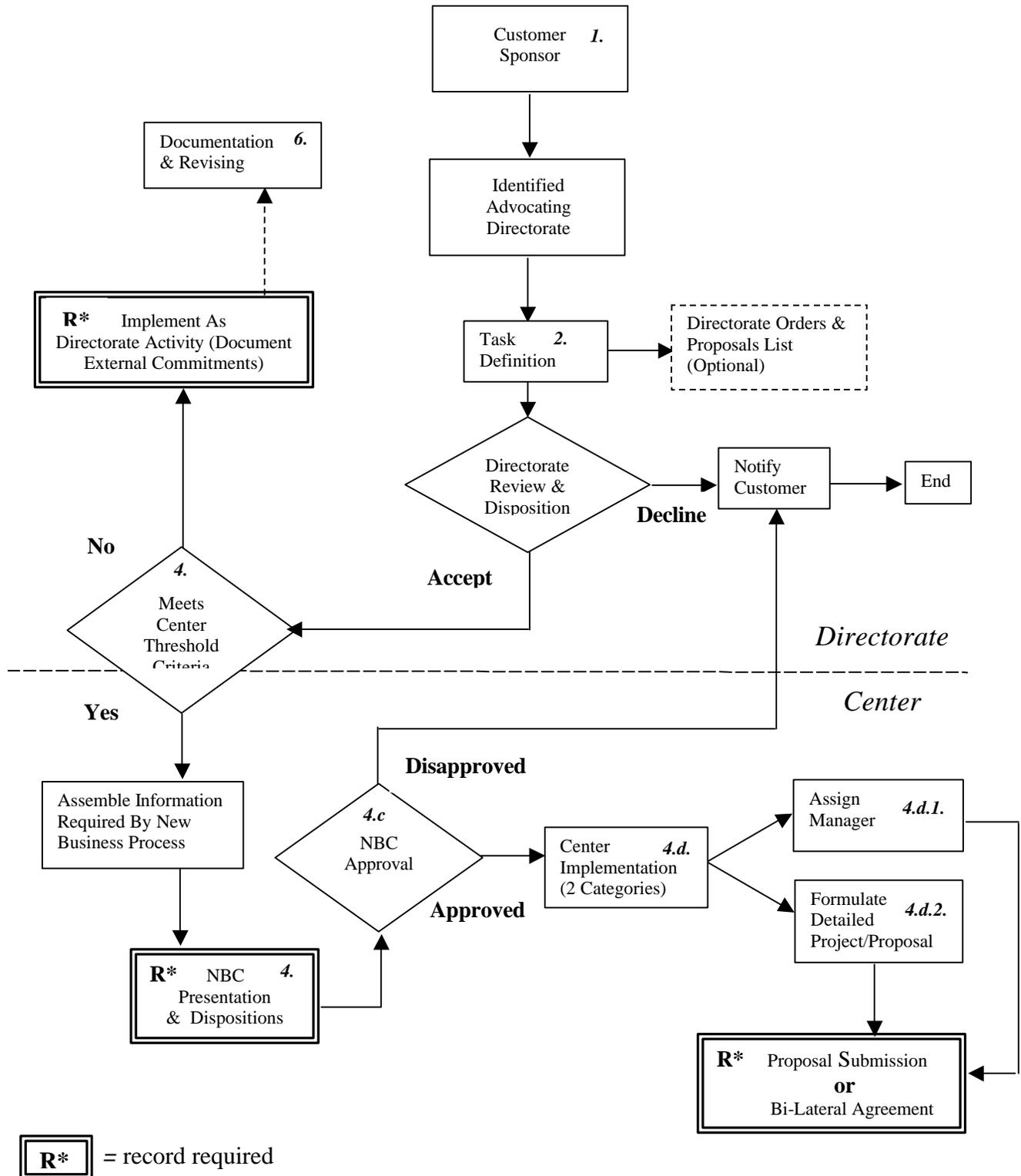
## 5. Implement As Directorate Activity

For those not meeting the NBC threshold (see section 4), the implementing Directorate has complete responsibility for documenting the customer's requirements and for obtaining resources from other involved GSFC Directorates before approving the customer's request for support. As a minimum, internal administrative documentation identifying requirements of customers must be prepared.

## 6. Documentation and Revisions

Upon selection or approval to support the customer's requirement, the implementing organization is responsible for formal documentation of the arrangement between Goddard and the other party, e.g., intercenter agreements, interagency agreements, or Federal-non-Federal agreements pursuant to NPG 1050.1. During implementation, revisions to the customer's requirements and the scope of support to meet them may become necessary. The manager responsible for implementation works with the customer to redefine the requirements, and appropriate updates are initiated.

**Figure 1. Establishing Customer Commitments**



CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT

<http://gdms.gsfc.nasa.gov/gdms> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

### CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	08/12/98	
A	04/21/99	<p>Major revisions to this document include:</p> <ul style="list-style-type: none"> <li>• Added new definitions under 1.a for Customer and 1.d for New Business Committee (NBC).</li> <li>• Added section on revision requirements to existing commitments.</li> <li>• Added section to provide a minimum Directorate-level process that each Directorate can use.</li> <li>• Corrected and added consistency to wording.</li> <li>• Removed unnecessary steps and information provided in Process section.</li> <li>• Added criteria for NBC consideration.</li> <li>• Changed name of document.</li> <li>• Changed flowcharts.</li> <li>• Moved paragraph 3. Records to P6 in order to comply with GPG 1410.1.</li> </ul>
B	08/10/99	<p>Major revisions to this document include:</p> <ul style="list-style-type: none"> <li>• Redefined quality records</li> <li>• Redefined revision requirements</li> <li>• Corrected and added consistency to wording.</li> </ul>
C	12/10/99	Minor revision to P6. Records Retention Table
D	09/11/02	<ul style="list-style-type: none"> <li>• Changed responsible organization to 101/New Opportunities Office</li> <li>• Revised Quality Records/Controlled Documents Table and all references to records</li> <li>• Made Directorate Orders and Proposal List optional and revised description. Added link to GSFC Form 19-22.</li> <li>• Rewrote to accommodate elimination of STACC and transfer of STACC functions to other organizations</li> <li>• Deleted Figure 2 (no longer applicable)</li> <li>• Revised Figure 1 to reflect new stream-lined process</li> </ul>