



# Services and Labor User Group 'SLUG'

February 13, 2003





SLUG Web Site:

<http://acquisition.jpl.nasa.gov/slug/>



# Purpose of the SLUG



## 'User Group' – Definition

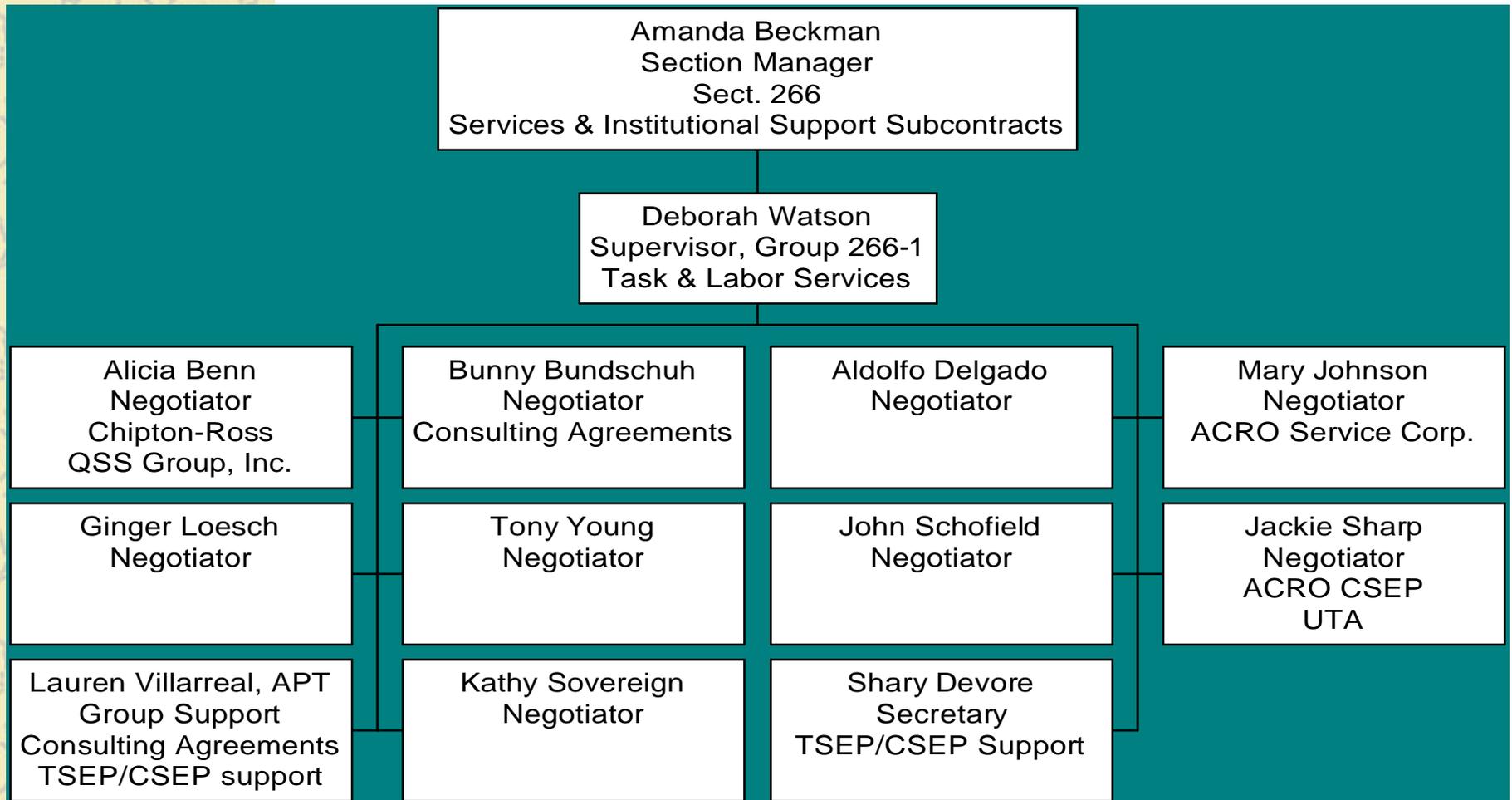
- *A group of people who use a particular kind of program or process.....a source of advice and forum for information dissemination...other functions include information on improvements, changes and items of special interest.*

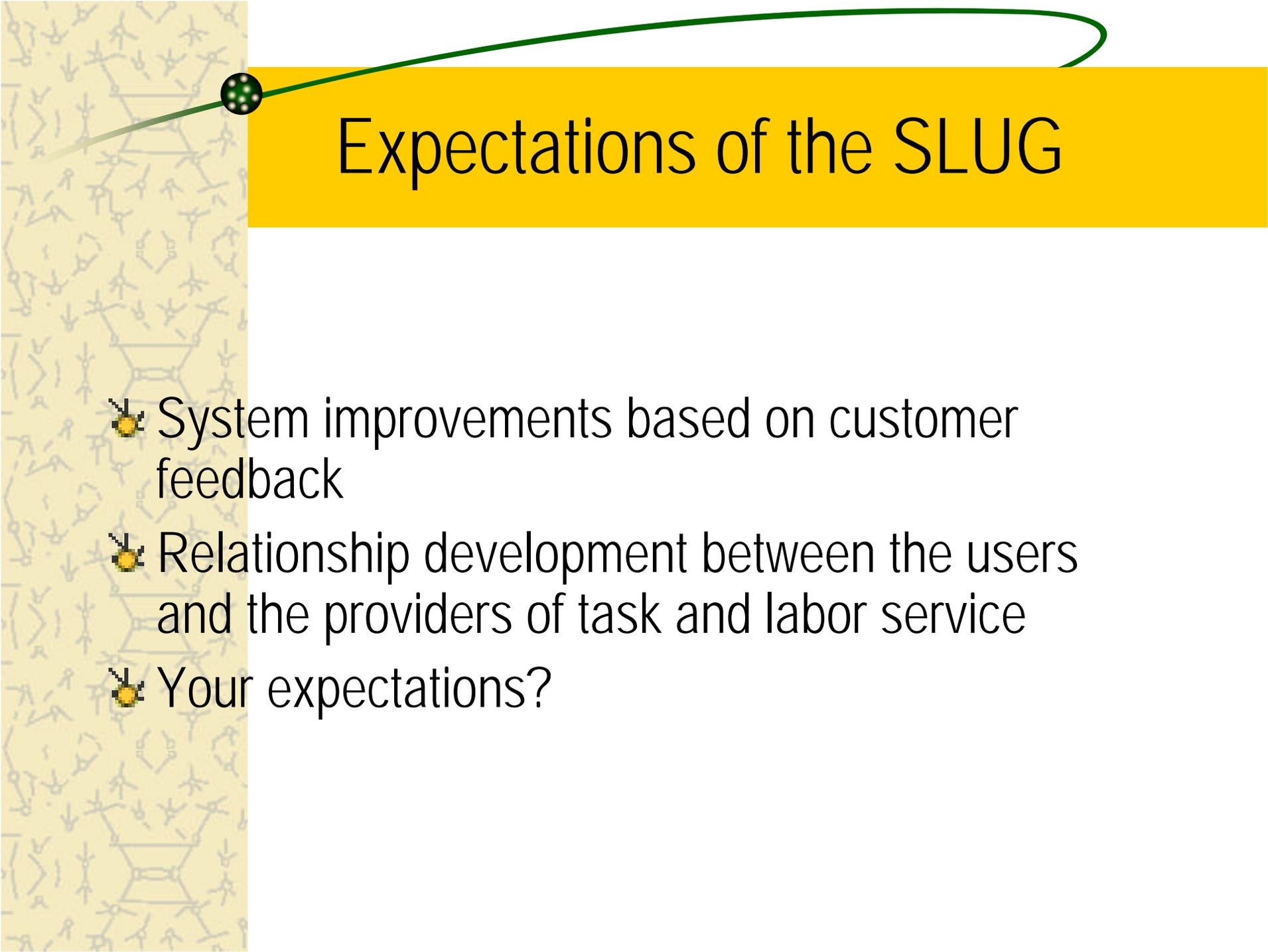


## SLUG – Definition

- *Customers and negotiators that utilize Task and Service Labor Contractors on the laboratory gathering to share information.*

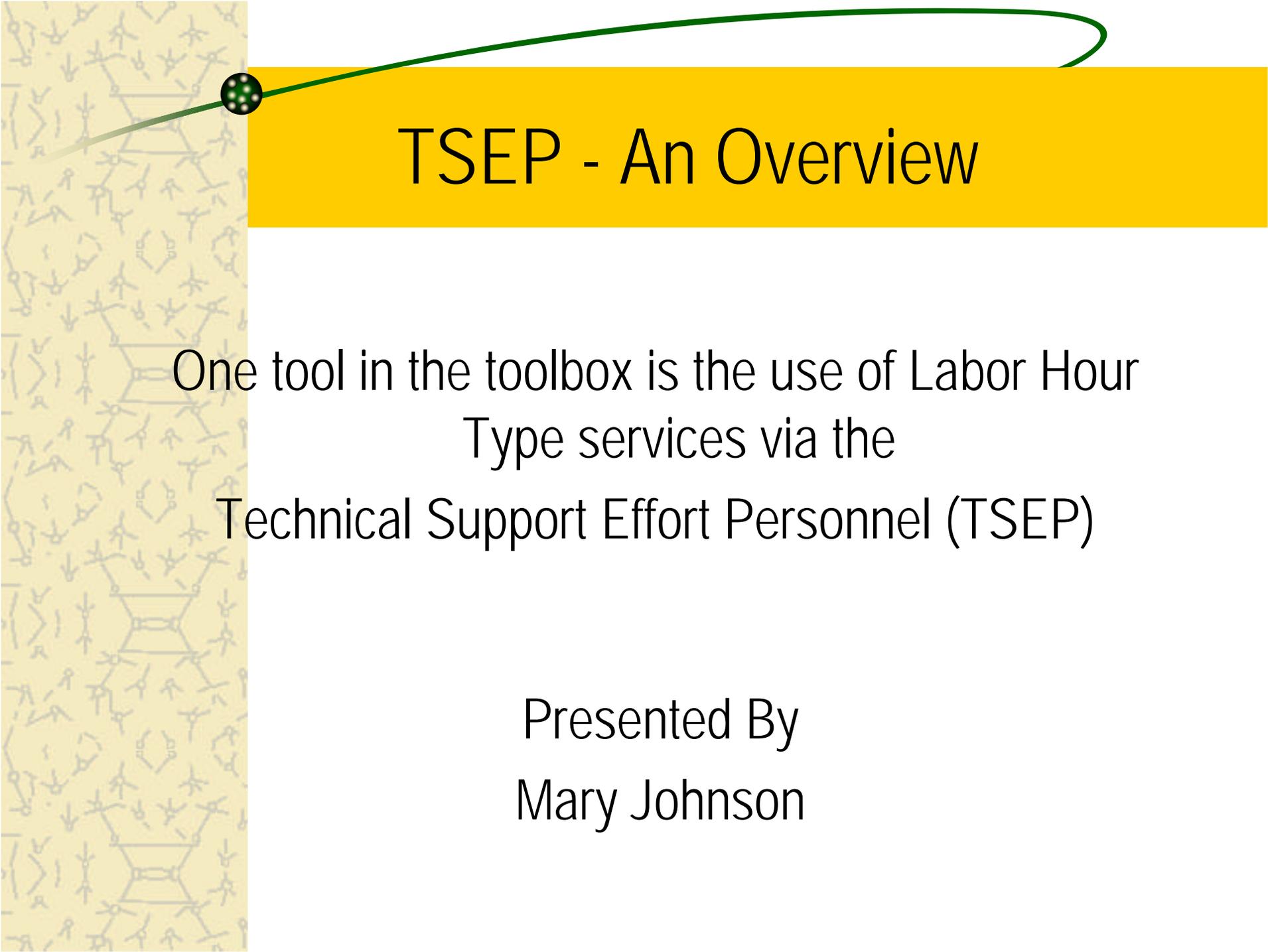
# Who Are We?





# Expectations of the SLUG

- ✦ System improvements based on customer feedback
- ✦ Relationship development between the users and the providers of task and labor service
- ✦ Your expectations?



# TSEP - An Overview

One tool in the toolbox is the use of Labor Hour  
Type services via the  
Technical Support Effort Personnel (TSEP)

Presented By  
Mary Johnson

# TSEP Web Site

The screenshot shows a Netscape browser window titled "JPL - Acquisition Division - TSEP - Netscape". The address bar shows "http://acquisition/tsep/". The main content area features a header with a satellite and the text "Technical Support Effort Personnel Contracts". Below this is a "general information" section with a "forms" link, a "contacts" link, and a "frequently asked questions" link. A "JPL" logo is visible. An announcement box states: "Announcement: Some TSEP forms have changed. Please see the Forms page for the most current versions." The "frequently asked questions" section includes a "GO TO >" dropdown menu and a link to "(See Procurement Procedure 2-10)". The browser's taskbar at the bottom shows various open applications and the system clock at 7:54 AM.

**Technical Support Effort Personnel Contracts**

**general information**

**forms**

**contacts**

**frequently asked questions**

**JPL**

**Announcement:**  
*Some TSEP forms have changed. Please see the Forms page for the most current versions.*

This home page provides current information about resources available to lab-wide divisions seeking contractor personnel.

**TSEP companies provide individual technical support personnel:**

- To perform work defined by, and under the direction of the JPL requestor,
- At JPL or at the Contracting companies' facilities.

**TSEP contractor personnel may:**

- Augment the JPL employee work force when the scope of work for Laboratory efforts temporarily exceeds the capabilities of its employed staff
- When the character of the work is not amenable to task effort contracts.

**GO TO >**  
Topic ...

(See Procurement Procedure 2-10).



From internal JPL web sites:

<http://acquisition/tsep>

✦ TSEP (Technical Support Effort Personnel)

- Acro Service Corporation
- Chipton-Ross, Inc.
- QSS Group, Inc.
- User Technology Associates, Inc.

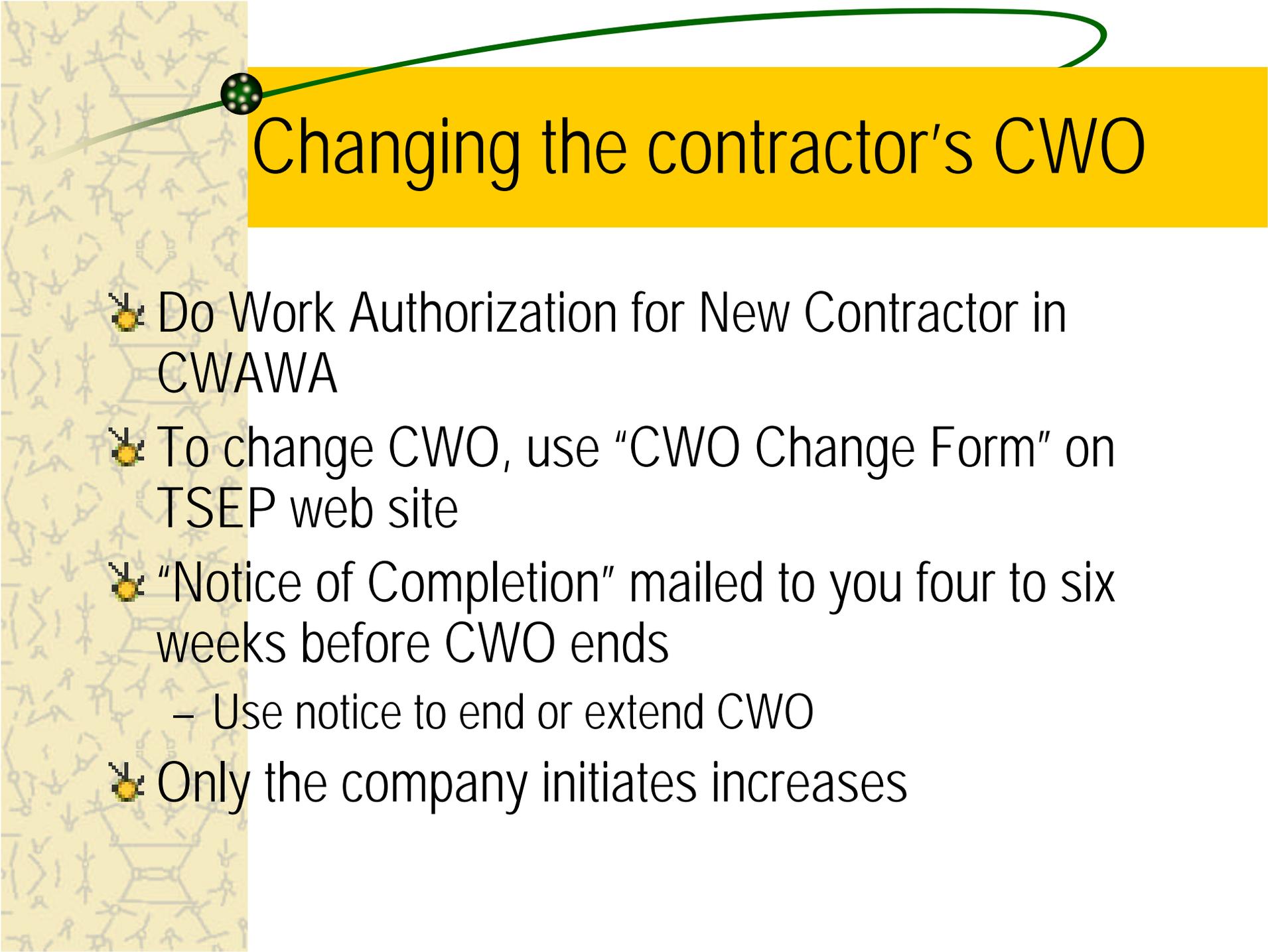


# Need a technical contractor?

- ✚ Go to TSEP web site
- ✚ Select "Forms" and pick "CWO Authorization Form"
- ✚ Fill it out. E-mail to [tsep@jpl.nasa.gov](mailto:tsep@jpl.nasa.gov)
- ✚ Acquisition e-mails it out to TSEP companies
- ✚ (Get form signed and mail to Shary De Vore at 190-220)
- ✚ Companies start e-mailing you resumes

# Choosing a technical contractor

- ✚ You call TSEP companies to set up interview
- ✚ Decided on a person? -
  - Go back to TSEP web page
  - Fill in "Source Selection" form
  - Get signed and send to negotiator
- ✚ Acquisition negotiator will negotiate rates; process CWO (Contract Work Order)
- ✚ TSEP company processes 2190 form for badging



# Changing the contractor's CWO

- ✦ Do Work Authorization for New Contractor in CWAWA
- ✦ To change CWO, use "CWO Change Form" on TSEP web site
- ✦ "Notice of Completion" mailed to you four to six weeks before CWO ends
  - Use notice to end or extend CWO
- ✦ Only the company initiates increases

# Summary and Questions



## *Where do we go from here?*

- What topics/issues do you want discussed in future meetings?
- What guest speakers are you interested in?
- How often would you like to meet?