

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

(Note: Questions not answered here will be addressed in a subsequent posting.)

General

Question 1:

Have you made a determination on acquisition strategy to be used? Will it be full and open or some sort of set-aside?

Answer 1:

Yes, it will be full and open.

Question 2:

What is the possibility of a new vendor replacing the current vendor?

Answer 2:

The government is encouraging a full and open competition. The responses to the Sources Sought Synopsis indicate competition exists for this requirement.

Question 3:

Will only vendors sending in comments be considered for the solicitation?

Answer 3:

No.

Question 4:

Does this project require all contract employees to be U.S. citizens?

Answer 4:

Yes.

Question 5:

Can a small start-up firm depend on third-party, ARC-guided or otherwise, subject-matter expertise in the areas of aviation, medicine, and security and still succeed in bidding?

Answer 5:

The draft RFP addresses competitive qualifications and should answer this question.

Question 6:

Can a start-up, disadvantaged, small-business company with no prior projects with NASA or other Government agencies compete and succeed in a potential bid for ASRS?

Answer 6:

Yes, it is possible. Please review the evaluation factors in Section M carefully to understand what the Government will evaluate, how the evaluation will be conducted, and the basis for selection.

Question 7:

Are there any special/qualifying criteria/concession for new start-up entities to be successful in bids?

Answer 7:

No.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 8:

Will this be separately funded project independent of the budget allocated for the on-going AOMS project?

Answer 8:

Yes.

Schedule

Question 9:

When is this project expected to be solicited and project begun?

Answer 9:

Refer to the dates listed on the Procurement Status Sheet.

Question 10:

Will the extensions be solicited or are they given to the owning vendor?

Answer 10:

Options to the new contract will be exercised based on contractor performance. We do not anticipate requiring an extension to the existing contract.

Question 11:

Clarify demonstrated knowledge of aviation, medicine, and security?

Answer 11:

Some level of understanding of the domain of each system or access to expertise in these three separate areas.

Question 12:

Will NASA ARC wait for the AOMS project to conclude on November 8, 2004, before it kicks off the new ASRS project initiative?

Answer 12:

No; the ASRS project timeline is listed on the Procurement Status Sheet.

Question 13:

Anticipated ASRS contract value?

Answer 13:

The anticipated value of the procurement over the five-year period of performance is approximately \$40M.

Question 14:

Could you tell me (or post) the anticipated value of the ASRS contract? Your synopsis indicated that the current contract is valued at \$44M. But that includes SVASM.

Answer 14:

See answer to Question 13.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Facility Requirement

Question 15:

Will NASA ARC provide space within its Center for contractor's office and computing facilities?

Answer 15:

No.

Question 16:

Is there an off-site facility requirement?

Answer 16:

Yes.

Question 17:

Is the contractor solely responsible for the cost of maintenance and operation of the facility?

Answer 17:

Yes.

Question 18:

Can external consultants be used as expert resources for vendor or must they be 'in house'?

Answer 18:

Currently, all of the report analyst experts are located on the contractor premises, but on occasion outside experts are consulted concerning specialized requirements for continuing research and development.

Question 19:

Are there any special requirements regarding the facility?

Answer 19:

See SOW under General Requirements – Facility.

Question 20:

Must the contractor operate the ASRS from the Moffett Field location, or can the system be run from another location within the United States?

Answer 20:

See SOW under General Requirements – Facility.

Operation and Maintenance of ASRS and related systems

Question 21:

Is there an electronic system in place for ASRS?

Answer 21:

Portions of the ASRS system are electronic, and over time more electronic processing will be included.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 22:

Is the existing ASRS program, which is being operated and managed by NASA since 1976, a non-automated process? Is this being automated in the new initiative?

Answer 22:

The ASRS incorporates automated aspects of its processing. This is a goal for the ASRS to increase efficiency with possible costs savings and not decrease quality of data. The new contractor will operate the ASRS program and process as specified in the SOW.

Question 23:

Do any key or all employees in the contractor's organization require Security Clearances?

Answer 23:

Not at this time.

Question 24:

The selected contractor is expected to operate the ASRS for the FAA and PSRS for the VA. Is the PSRS requirement an example of an additional system operation requirement, or is the contractor simply expected to run both systems?

Answer 24:

The selected contractor is expected to operate the ASRS, PSRS, and SIRS for NASA, not the FAA, VA, etc. Other agencies work directly with NASA through Interagency Agreements. NASA makes the decision whether to utilize a contracting mechanism to accomplish the work. As listed in the SOW, the contractor will operate both reporting systems, along with a third reporting system for aviation security, which is being developed.

Question 25:

Are queries limited to ASRS, or is a wider search through medical safety information required?

Answer 25:

It is unclear what is meant by "wider search through medical safety information required". As stated in the SOW, each reporting system has its own database to use for queries.

Question 26:

What is the division of responsibility between the ASRS and the AvSSP requirement?

Answer 26:

It is unclear what is meant by "division of responsibility". The work required by ASRS is generally separate from the AvSSP SIRS work. These requirements will be specified in individual Contract Task Orders (CTOs).

Question 27:

When does ASRS information become out of scope? Is out of scope limited to accidents and threats to national security?

Answer 27:

The ASRS Advisory Circular defines the provisions of what information is excluded from the ASRS. See SOW.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 28:

What is the workflow process? When does ASRS information leave the system?

Answer 28:

It is unclear what is meant by "leave the system". See respective process flow charts attached to the SOW.

Question 29:

Is the term aviation limited to flight crews and their activities related to flight, or does it include additional personnel and activities, such as at airports?

Answer 29:

It is a broad definition encouraging open reporting from anyone operating within the aviation system. Attachments C2 to C5 show typical employee groups who routinely submit reports. However, ASRS also occasionally receives reports from personnel at airports, FSS, FSDO, etc.

Question 30:

What are some examples of other potential environments the contractor might be expected to encounter?

Answer 30:

There are no pending programs.

Question 31:

This contractor assumes that, for the ASRS effort, safety and medical knowledge and expertise is required strictly related to aviation. Is this assumption correct, or is the Government looking for general medical and safety knowledge?

Answer 31:

See SOW--the medical and aviation are independent systems. PSRS is not aviation medicine, but reporting from doctors, nurses, pharmacists, etc., who work in the VA healthcare system. ASRS and SIRS are aviation related.

Question 32:

Will the contractor operate the PSRS system, or is the contractor required to replicate the PSRS so that the ASRS system will now include medical safety events?

Answer 32:

As stated in the SOW, the contractor will run the PSRS, which is a reporting system independent from ASRS.

Question 33:

Will the contractor have roles and responsibilities in addition to those named above regarding the PSRS?

Answer 33:

As stated in the SOW, the role of the contractor with PSRS will be similar to the role of the contractor with ASRS. The PSRS is being developed to encompass the successful aspects of the ASRS model in the VA medical environment of 162 major hospital facilities and their accompanying outpatient services.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 34:

What is included in maintaining of the ASRS Home Page? Does this include content, creation, and editing or is it maintenance only?

Answer 34:

In addition to the maintenance of the website through NASA, the content, creation and editing may be requested. See SOW under deliverables.

Question 35:

Who else uses ASRS?

Answer 35:

ASRS data is used by a wide variety of government, private, and commercial agencies. The ASRS database is an open, public access source for aviation safety data.

Question 36:

How much does the database grow per year?

Answer 36:

ASRS increases by approximately 35,000 reports per year. PSRS is approximately 300 reports per year. SIRS is still under development.

Question 37:

What is the reporting tool currently used?

Answer 37:

Currently, the majority of reports are paper or web accessed and printed forms that are mailed to both ASRS and PSRS. There are an increasing number of reports are being transmitted electronically through Airline Safety Action Programs (ASAP). Electronic submission from the websites is being considered if internet security can reach and satisfy the expectations of confidentiality protections.

Question 38:

How many incidents are received daily or weekly?

Answer 38:

Approximately 700 ASRS reports are received weekly. PSRS receives approximately 5 reports weekly. SIRS is still under development.

Question 39:

Is NASA considering replacing the existing system(s) with a solution that offers much less support and maintenance costs or simply is NASA looking to upgrading/maintaining the existing ASRS system with a time and materials or cost plus contract?

Answer 39:

NASA interest is to maintain or improve the quality and utility of the systems data and incorporate innovations that might lead to less support and maintenance costs. NASA is considering any proposals that will best fulfill the SOW and evaluations through Sections L & M in the RFP.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 40:

Is it a COTS or a custom system?

Answer 40:

The database platform being used is Oracle which is considered COTS. However, it has been customized to our uses. Other software are COTS.

Question 41:

What platform does ASRS operate on?

Answer 41:

ORACLE.

Question 42:

How large is the PSRS system?

Answer 42:

The PSRS System is relatively new and, as of January 2004, has received approximately 350 reports.

Question 43:

Does the system need to tie into other computer systems? Those interfaces are?

Answer 43:

Currently the ASRS and PSRS are stand alone systems not being “tied into” other systems.

SIRS Planning and Project Research and Development

Question 44:

What kind of security does the Security Incident Reporting System entail?

Answer 44:

Currently the reporting system is intended for Aviation Security.

Question 45:

Is the contractor expected to provide safety analysts to pull ASRS data only, and then give it to others to interpret? Do these analysts need to pull from additional data sources? What additional research tools might analysts need to access?

Answer 45:

It is unclear what is meant by “pull”. There are analyst experts who provide the initial assessment and interpretation of the reports received. Once these are evaluated and triaged, then the reports enter their appropriate paths to the databases. These final reports are used for data requests for both external and internal requestors.

Question 46:

Additional SIRS information? For which government agency is it to be implemented? What is the scope of the reporting effort for the selected ASRS contractor?

Answer 46:

SIRS is being developed by NASA and covers a broad range of aviation security areas. ASRS and SIRS will generally be separate systems of reporting.

Draft RFP (NNA04031817J-GVW)

Questions and Answers

Set 1 - March 9, 2004

Question 47:

What is the scope of the security requirement? Does it include airport security as well as in-flight operations? What type of security expertise and demonstrated knowledge is required of the subject matter experts (safety analysts)? Is this physical security, information security, or both?

Answer 47:

SIRS covers a broad range of aviation security aspects which includes airport and in-flight operations. The type of security expertise is related to those areas. The physical and information security is defined in the SOW.

Program Deliverables

Question 48:

Who are alert messages sent out to?

Answer 48:

ASRS alert messages are sent to various aviation government, industry, and trade organizations. PSRS reports are sent to a variety of Veteran's Health Administration offices, VA Facilities and Integrated Network offices.

Question 49:

What level are the alerts?

Answer 49:

It is unclear what is meant by "level". ASRS alerts are issued as Alert Bulletins for high value or time critical safety issues, and For Your Information (FYI) Bulletins for less critical or small circulation concerns. PSRS has only one alert the Patient Safety Bulletin, and the SIRS program is still under development.

Question 50:

What are the typical timelines and scope for preparing research and operational reports? Would the Government please provide an example?

Answer 50:

The timelines depend on the work being requested by NASA. There is an ASRS feature called Quick Response, which is generally a 2-week effort using database search results with some analyses for government requestors. There are more expanded efforts due to a wider scope of the original request that require more time. These efforts can involve telephone callbacks to reporters in which the analyst experts ask predetermined questions on specific topics based on their original reports. These can take 6-months to complete, for example.