

NNG12381152R  
Draft RFP  
Questions and Answers  
9/4/12

**Question 1**

What are the specifics on the required travel?

Required travel is limited and will be identified and negotiated on a case by case basis on individual task orders. Historically, travel has been in association with presenting at Conferences, and in case of consultants, travel to perform the work requirements.

**Question 2**

Please clarify the onsite vs. offsite locations for contract performance.

The Government is providing onsite space for up to four people. It is up to the offeror to determine the number of staff to meet the contract requirement and determine their locations.

**Question 3**

What remote support is required, if any?

The following systems could be accessed remotely if one of the four on-site staff is not responsible for carrying out IT duties. The systems include but are not limited to.

1. The Integrated Library System
2. The Interlibrary Loan System
3. The Web Site and Web Servers
4. The Electronic Resources Management System
5. The Goddard Library Repository
6. The Streaming Media Servers
7. Encoders
8. The Library Sharepoint Server
9. Share Drives

In the event of a total shut down the systems would require a physical restart.

**Question 4**

Will you provide an independent government estimate?

The independent government will not be released. It is a planning document intended for use only by government personnel.

**Question 5**

What associate contractor agreements are required for interfacing with other contracts for successful contract performance?

There are no associate agreements that will be required by the contractor.

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**Question 6**

Please define the Other Direct Costs (ODCs) required for materials, systems, software licensing, COTS products, etc.

The ODCs will not be evaluated. Exhibits 8A and 8B (OTHER DIRECT COSTS BY RTO) as well as 7A and 7B (TRAVEL BY RTO) have been deleted from the list of exhibits.

**Question 7**

What is involved with the digital preservation aspect of this contract? Are all complete for current holdings?

The digital preservation for this project, at the moment, entails the preservation of the documents that have been “born digital” and making them accessible in one place, from the Goddard Library Repository. It is envisioned that the Contractor will play a role in digitizing/transitioning Goddard intellectual content from one form to another, i.e. from audio cassette to streaming media. There is no immediate plan to digitize all of the library’s collections. All is not complete for current holdings.

**Question 8**

Please clarify the fee for service aspect of this contract. Will we be required to be co-located with requesting organizations?

It is anticipated that any “fee for service” arrangement will be managed by the government. The services would be classified as research support. The services will be identified on a task order as needed and funded by the requesting Code (organization). This type of funding would be in lieu of Center Management funding. From the Contractor’s point of view, the service vehicle will still be a Task Order, the funding allocation, however, will be transparent to the Contractor staff. If there is a requirement for co-location by the customer, then that would be stated in the task order.

**Question 9**

What is the relationship with other NASA library facilities?

All NASA Libraries are members of the NASA Research Libraries Alliance and work collaboratively on the NASA Digital Library Initiative.

**Question 10**

What will be the extent of the hard copy library collection, and will there be permanent staffing requirements?

Currently, the hard copy collection is being evaluated for reduction in size to a “Core Collection” of materials that support the missions of the center. At this point, it is envisioned that there will be staffing requirements as long as there are physical holdings.

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**Question 11**

Is DCAA compliant accounting a requirement for this contract? One of the cost proposal copies is to be marked for DCAA. Please clarify what this entails. Will the rates be subject to DCAA audit of the companies, and how a small business that does not have yet a DCAA accounting system in place will be affected?

It is anticipated that the resultant contract will have Cost Plus Fixed Fee task orders. FAR 16.301-3, and page 62, paragraph 3, sentence 1, requires that a contractor's accounting system be adequate for determining costs applicable to the contract prior to contract award. Offerors who do not have a cognizant DCAA adequate accounting system determination must provide evidence of any independent audit and system approvals as well as documented system ability to segregate and accrue costs by contract.

Offerors who do not have a cognizant DCAA adequate accounting systems determination must provide evidence of any independent audit and system approvals as well as documented system ability to segregate and accrue costs by contract.

The Government may determine that a DCAA audit is required.

**Question 12**

The draft RFP indicates that there are 4 office spaces for contractors. Some of the services would be provided offsite at contractor's facilities. Can we assume that these offsite activities could be Research services (see Representative Task Order 2, Enclosure 1), data analysis and reports, development of online training materials, or research for Knowledge Management.

Offerors are at liberty to propose their best approach to meeting the requirements described in the RTOs. All assumptions should be stated in the proposal.

**Question 13**

Will the contractor have remote access to all databases and sources paid for by NASA?

Yes, via Virtual Private Network (VPN).

**Question 14**

Is the expectation that the IT Systems Administrator and those responsible for the physical collection will be onsite?

Offerors are at liberty to propose staffing scenarios without boundaries to meet the requirements of the RFP.

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**Question 15**

Will a CPA with Federal contract experience(s) be adequate for developing pricing data or certified costs?

Offerors are at liberty to use resources that are deemed capable of providing proposal preparation assistance.

**Question 16**

The SOW – 2.0 Requirements: 2.1; 2.2; 2.3; 2.4, 2.3 and 2.6. Will these requirements be issued as Task Orders?

There is the potential for any SOW Requirement to be issued as a Task Order.

**Question 17**

The firm fixed price contract vehicle that is required for the 30-day transition period is not described as having specific activities during that period. What are the requirements?

See page 65, the last paragraph, and ending on the top of page 66 for a description of what the phase –in plan should include.

**Question 18**

Will contractor be responsible for marketing and development of training modules for the Digital Library resource?

Yes, there is the potential for any SOW requirement to be issued as a Task Order.

**Question 19**

Can the Digital Library Orientation/Customer Training modules be part of the SATERN Personal Development Curriculum or the APPEL Knowledge Sharing Curriculum?

In the past, SATERN has been used by other Divisions to develop Training modules, it has not been used by library staff previously, however, offerors are at liberty to propose any technologies, and methodologies that meet the requirements of the RFP.

**Question 20**

How many staff from Information Science and Library Services currently support the Office of the Chief Knowledge Officer (OCKO)?

One staff member currently supports OCKO.

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**Question 21**

Approximately how many knowledge sharing workshops, Pause and Learn sessions, case studies, lessons learned and case based learning events are expected to be planned and developed annually for the (OCKO)?

This data is provided in the Task Order when issued. Historically, there have been up to 10 Pause and Learn, up to 10 case studies, and two major lessons learned and case based learning events planned and developed annually for the OCKO.

**Question 22**

What relationship does NASA Goddard Library have with NASA Headquarters Library?

The NASA Goddard Library and the NASA HQ Library are both members of the NASA Research Libraries Alliance.

**Question 23**

Section L9 (p. 57) As part of the proposal do we need to submit a task plan and pricing for the two attached Representative Task Orders (RTO) for the purposes of Evaluation?

Yes, task plans and pricing should be submitted for each RTO.

**Question 24**

Section M: Evaluation factors for award: The Government will evaluate the proposed location of all onsite and offsite proposed staff members for efficiency as it relates to providing adequate onsite services and proper maintenance of hardware and software. What is the current practice for who works onsite, per labor category?

Currently all staff members work onsite.

**Question 25**

Past Performance evaluation factor: PP to be considered at least minimally relevant it must meet/exceed an average annual cost/fee incurred of at least \$652,000. Is there a possibility that this average cost will be lowered?

No, it is not likely to be lowered. This is the amount determined to show an offeror's ability to perform similar work.

**Question 26**

Minimum/Maximum amount of supplies and services: \$50,000 - \$16,300,000. This is an extremely wide range. Is this for 5 years? If yes, it is an average of \$3,260,000 per year. Does this amount reflect the downsized operation? Does it include only labor? Or it includes other reimbursable costs?

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The Minimum/Maximum ordering values are for 5 years for services under the contract, including labor. The minimum order value is the guaranteed amount to be received under the contract. The maximum amount is the amount is the estimated total ordering value for the five years.

**Question 27**

Questions related to the draft RFP is due August 17<sup>th</sup>. What response is required by August 29, 2012?

There are no responses that were due on August 29, 2012.

**Question 28**

In the SOW, Section 2.6, paragraph 3 it states requests for provision of services related to a traditional physical library ..... shall be managed under a fee for service arrangement where customers shall pay directly for these services. Please clarify.

See the answer to # 8.

**Question 29**

How many library staff are envisioned to be off-site?

Offerors are at liberty to propose staffing scenarios without boundaries to meet the requirements of the RFP.

**Question 30**

Is there a specific maximum distance from GSFC where they can be located?

There is no specific maximum or minimum distance from GSFC for offsite contractors.

**Question 31**

Will the government consider dropping or lowering the dollar threshold for past performance citations, given that this is a sub-\$7m set-aside?

Please refer to question 25. The small business size standard of \$7M is dictated by the NAICS code used for this procurement.

**Question 32**

What activities are anticipated for the 30-day Phase-in Period that will be conducted under a separate firm-fixed price contract; and how will pricing/payment for this be handled? (Ref. paragraph 2 in July 30, 2012 letter to Potential Offerors)

Refer to question 17. Payment will be made to the contractor after submission and approval of an invoice issued against the Purchase Order issued for Phase-In.

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**Question 33**

Can you clarify the expectations of the contractor (if other than the incumbent), with respect to the existing web sites and resources now available through the NASA Goddard Library such as the Goddard Library Repository and the NASA Goddard Library Facebook, etc.? (Ref. RTO 1 and SOW 2.4)

- a. Are they to be retained and supported/updated going forward; or
- b. Will similar sites/resources need to be developed and implemented by the new contractor?

The incumbent is not eligible to be a Prime Contractor for this procurement based on the small business size standard.

It is expected that The Goddard Library Repository and the NASA Goddard Library Facebook presence will be retained and supported and updated going forward. It is the expectation that new services may be developed if emerging technology warrants and there is a requirement and or need expressed by the NASA Goddard Community for such services and/or technologies.

**Question 34**

How do the minimum and maximum amounts of supplies or services under this contract compare with those in the previous/current contract? If the maximum amounts have decreased from the previous contract period, what are the primary factors driving this change? (Ref. DRFP Section B page 3, B.2).

Amounts have been decreased based upon anticipated reduction in services. The minimum contract value was established as the lowest value guaranteed to the contractor under the contract.

**Question 35**

Are there any anticipated fixed fees on this contract in addition to the contractor's fees that will result from individual task orders? (Ref. DRFP Section B page 5, B.6)

No, there are no additional fixed fees in addition to the contractor's fee.

**Question 36**

Are there any specific services to be provided under this contract that must be performed on site at GSFC (or WFF) rather than from contractor's offices or other locations selected by the contractor? (Ref. DRFP Section F. page 9, F.1)

The only specific services that must be provided onsite are maintaining the physical holdings and providing access to the physical holdings of the GSFC Library. Offerors are at liberty to propose their own scenarios for staffing.

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**Question 37**

Will there be a prescribed format or template for Contractor's submission of "task plans" responding to each Contracting Officer's request? (Ref. DRFP Section H, page 29, H.8)

No, however responses need to address information in clauses B.7 SUPPLEMENTAL TASK ORDERING PROCEDURES (COST REIMBURSEMENT) and H.8 TASK ORDERING PROCEDURES.

**Question 38**

Sub-factor B of the Management Approach in Section L, page 66 of the RFP, references an organizational chart which identifies staff requirements. Will the government provide an expected number of staff within each WBS element, or is that for the offeror to propose? If the offeror is to propose staffing requirements, should those BOEs be built from the historical data provided?

The historical data is provided to allow offerors to prepare their proposal. The Government will not provide the number of staff the offeror should propose; that should be based on the offeror's technical approach. The historical data will be updated in the final RFP.

**Question 39**

Are resumes required for any proposed personnel?

Resumes will not be required.

**Question 40**

Information Systems & Support) and 2.3 (Research Support Services): Should our technical approach address other WBS elements, or only those identified in RTO1 and RTO2?

Other WBS Elements are not required to be addressed.

**Question 41**

Sub-factor B of the Management Approach in Section L, page 66 of the RFP, references "Safety and Health Plan". Is this also included in the page count of 100 pages allotted to Mission Suitability volume?

The Safety and Health Plan is not included in the page count, please see page 59, Section L.9 (b) PROPOSAL CONTENT AND PAGE LIMITATION.

**Question 42**

In Exhibits 2 and 3 of Excel Pricing worksheets, three RTO's are included. Is another RTO expected to be added in the final RFP?

It is not expected that there will be any other RTOs in the RFP. Exhibits 2-4 have been corrected to deleted reference to RTO 3.

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**Question 43**

Referring to Section L-16 of the draft RFP – we assume there is no requirement to submit any questionnaires to customers. Please clarify this.

No, past performance questionnaires will not be used to evaluate past performance.

**Question 44**

Is there any minimum or maximum number for past performance references?

A number will be established prior to the release of the final RFP.

**Question 45**

RFP Section K.1 (a) - This is a three part Small Business Size requirement. Please clarify if Part (2) requirement of \$7M is consistent with Part (3) requirement of 500 employees.

The \$7M is applicable to offerors for services, 500 is applicable to products not manufactured by the offeror.

**Question 46**

Could you please provide / post the list of companies interested in the ISLS procurement?

The list of firms attending One-on-One meetings will be posted.

**Question 47**

Do you expect vendor's to respond to the draft RFP by August 29<sup>th</sup>

Interested firms were requested to submit questions and comments by August 17, 2012. No other responses to the Draft RFP are required.

**Question 48**

Is there not a RTO3 requirement?

There will only be two RTO's in the RFP.

**Question 49**

How will the evaluation criteria be judged and which one will carry the most weight with the information systems development and technical support in comparison to library support?

Offers will be evaluated in accordance with section M of the proposal. The weights for the two Subfactors being evaluated are Subfactor A - Technical Approach to RTOs – 600 points; Subfactor B – Management Approach – 400 points as on page 81 of the Draft RFP.

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**Question 50**

Doc 2 Section L.15.2.1 Phase-in Plan, Offerors shall propose the total firm-fixed-price associated with the 30-day phase-in period, which will be performed under a separate, firm-fixed-price order. Exhibit 9 shall be used to state the proposed price for the phase-in, which is expected to commence on or about January 2014; This seems to indicate that the contract will start up on or about January 2014. Is that date/year correct?

January 2014 was based on a protracted procurement planning milestone schedule. That date will be updated in the final RFP.

**Question 51**

Doc 2 Section M, Suitability Factor, 1; Mission Suitability Subfactor A: The Government will evaluate each RTO based on the Offeror's technical approach, labor categories, projected hours, Government interface(s), activity flow, and any other information provided for reasonableness and effectiveness, The two RTOs provided cover elements 2.3 & 2.4 of the WBS. Does the Government intend to include additional RTOs so that prospective contractors will be required to describe their technical approach and price for all elements of the WBS?

It is not anticipated that any other RTOs will be included in the final RFP.

**Question 52**

Doc 9 Attachment G, Wallops Flight Facility hourly rate table. With the closure of the Wallops Library, are hourly rates required to be provided for Wallops Flight Facility?

While it is not anticipated that there will be a Wallops Physical Library, there is always the potential for the need for information services for Wallops customers.

**Question 53**

Doc 15 Exhibits 3A, 3B and 3C, Prime & Significant Subcontractor Direct Labor Hours and Prime Direct Labor Costs; Please verify that you want Onsite and Offsite hours for the Prime and Subcontractor, but Onsite and Offsite Costs only for the Prime or does Exhibit 3B need rows added to it for additional Subcontractor input? In either case, should the Costs provided be burdened costs?

Exhibits 3A and 3B are asking for Prime and Subcontractor direct labor hours and direct labor costs. No changes will be made to the Exhibits. Direct labor costs should not be burdened in these Exhibits.

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**Question 54**

Doc 18 Enclosure 2; Hourly Rate Table; Does this table contain the Historical Data for the current incumbent unburdened hourly rates referenced on page 68 in Doc 002 L.15 Cost Volume, 2. Cost Proposal Format? If so, will the Government label this table to clarify what the presented rates represent?

Yes, the Government will label the table for clarification.

**Question 55**

Doc 19 Enclosure 2; Historical Data III.B Acquisitions; For planning purposes would the Government please provide a 24 month purchase history (description and cost) for the technical subscriptions?

It can be provide only at the Publisher level, it will not be title or by title subscription costs. The rates are negotiated.