

RFP NNA04031827R-GVW
Questions and Answers
Set 5 – June 8, 2004

- Q156: General. Due to Answer #66 requiring the offeror to review the technical library in person and our proposal is being prepared at a remote location, this will impact our timelines. We would like to request that the proposal submission date be extended to June 30th, 2004 to allow us to time to schedule travel in a cost effective manner.
- A156: As reflected in the "[ASRS Library Contents](#)" document posted on May 26, 2004, the requirement for in-person access to the library information has been lifted. Copies of documents not posted electronically may be obtained by email request to Gail Woll or Joanne Comstock. The Government does not believe an extension of the proposal due date is warranted.
- Q157: M.2.(c).(1) offerors overall understanding of the requirement and overall approach to meeting the SOW requirements. To what depth will the government evaluate the offers understanding of how to meet the SOW requirements? For example, Green sheets are part of the process as per the industry day briefing and so is a mix & match process. It is also reference that the government will provide software for some of these functions. It is assumed the government will not desire or allow a complete rework of all processes associated with ASRS operations on the first day of the contract and will wish the successful offeror to continue with the current process at least one for some period of time. Further, no substantial documentation, reviews, or demonstrations has been released from the government with regard to these processes. To meet the evaluation criteria, will the offer be required to demonstrated detailed knowledge of the incumbents current processes, or is demonstrating the ability to hire personnel with experience with the current processes and relevant methods from other programs be acceptable demonstration of being able to meet the SOW requirements?
- A157: The Government does not expect non-incumbents to have detailed knowledge of the current process; however, based on the SOW requirements, offerors are expected to submit proposals that document their proposed approach to processes, including process transitions, in appropriate parts of the Mission Suitability Proposal. Proposals must address the required elements set forth in Section L of the RFP. Proposals will be evaluated in accordance with the Section M evaluation factors.
- Q158: Security Plan References. There are several SOW references to the requirement being defined as being compliant with the offeror provided draft security plan. As 10 pages are the allocation of the security plan, it will not be possible to address the range of subjects in great detail. Therefore, is it correct to assume that the purpose of the security plan is to demonstrates the offerors capability to ensure a secure environment and not the extensive detail that may be necessary to implement that security?
- A158: Refer to Attachment C14, the Minimum Security Considerations, for the items to be addressed in the draft ASRS/PSRS/SIRS Security Plan. A redacted copy of the current Security Plan is available for reading in this procurement's library (contact Gail Woll).
- Q159: SOW II.A.1&2. Does the government desire the closest possible location or a facility with more features?
- A159: The offeror shall propose a facility that meets the requirements to perform this contract and the facility shall be located within 10 miles of NASA Ames Research Center.

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Q160: SOW II.A.2. Will the Federal Telephone services require specific PBX requirements for interfacing with the contractors facility, and what is the timeframe required to establish this service? These questions are required for proper inclusion in the phase-in plan.

A160: There is no requirement for a PBX system to interface with the FTS lines provided by the Government in the Contractor's facility. The Government installation of the FTS lines is a simple process that will take place during the phase-in period.

Q161: SOW II.A.3. The SOW references individuals from international organizations entering the facility. Does this require the program to have export compliance capabilities?

A161: This contract will comply with NASA's export control requirements. Refer to NFS Clause 1852.225-70, "Export Licenses," in the RFP.

Q162: Are "staff members" defined as only full-time employees, or does this designation apply to part-time analysts? Specifically, this seems to imply that no pilots who are currently flying for hire (airlines, corporate, even general aviation flight instructors) can be used on this contract. Is that correct?

A162: Yes, it applies to both full and part-time employees. In the Statement of Work, Attachment C1, Section II, Paragraph C (Personnel) it states: "...ASRS staff members must be dedicated employees of the program and shall not be concurrently employed by any associated aviation agencies, organizations, or businesses. This applies without exception to airlines and corporate companies. However, staff members may be employed as aviation ground and flight instructors for local flying clubs and general aviation training facilities. This same requirement applies to staff members of PSRS and SIRS for their associated medical and security domains."

Q163: Similarly, it seems to imply that all medical personnel can no longer be practicing physicians, RNs, pharmacists. Is that correct?

A163: Yes. However, staff may be involved in general medical education efforts that are outside of the VA system.

Q164: Finally, it is our understanding that is not the case with some of the current incumbent employees. Would these personnel be ineligible to continue in their roles?

A164: The Government is not aware of current personnel who do not meet these standards.

Q165: Would the government consider an innovation that could retain the goal of integrity and perception of independence?

A165: The integrity and independence of the programs must be maintained under any circumstance or proposed innovation.

Q166: SOW II.C.2 the Expert Analysts. Is this a reference to a specific Standard Labor Category of individuals or is this a requirement to say that any level of individual working on the report analysis must have a minimum of 10 years of experience in that domain?

A166: This is only a requirement for the expert analysts of these particular programs. It is not associated with any labor category.

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Q167: SOW II.C.2.c. For SIRS personnel, it is assumed the ex US Secret Service, FBI, or CIA meet this requirements.

A167: The requirements for SIRS personnel are specified in the SOW and do not include or exclude experience from specific agencies.

Q168: SOW III.C. There is no equipment or specialized stamps listed in the GFE. Is this an omission or is a specialized date stamp not required?

A168: There are many incidental items that fall below the threshold required for NASA decals and thus are not listed as formal entries into the property tracking system. The date stamps belong to this category.

Q169: SOW III.D. As the PSRS system handles medical information, can we assume that the current report tracking system is compliant with the HIPAA regulations or is this program exempt for the confidentiality and information tracking requirements associated with HIPAA?

A169: PSRS does not deal with patients or patient records; therefore, HIPAA regulations do not apply.

Q170: SOW III.E. Incident report screening and classification vs. full-form processing. To what extent in terms of information is a report that is NOT selected for full form processing put into the system? (i.e. what data from the form). How many processed forms are tracked in the system? How many full-form reports are in the system?

A170: All reports are tracked in the systems. Limited data from all reports are captured, which includes incident anomaly, location, month/year, day of the week, quartile of the day, make/model of aircraft (if applicable), and reporter category. Refer to SOW III.F. The number of full-form records in the current ASRS database is approximately 123,000.

Q171: SOW III.I. Are all ID strips required to be returned to the submitter or only ID strips matching a valid report? (For example, if the reporter either leaves the incident description blank or contains no related information.)

A171: All ID strips are required to be returned to the submitter.

Q172: ASRS Database. The latest information available on the data models and definitions of the database are almost two and half years old. Has the database evolved in the time? Was this data being accessed via the JAVA based application or the current ASP methods during Jan of 2002?

A172: The ASRS Analyst Workbench interface tool is ASP-based, and within the last year, moved to ASP. Currently, full-form reports are keyed using a JAVA-based data entry tool.

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- Q173: When does NASA intend to complete Part 1, Section B, paragraphs B.1, B.2, and B.3? To ensure all offeror have equal information, would the government provide an estimate of B.2.(a)
- A173: The Government will complete Section B paragraphs B.1 and B.2 at the time of contract award. The offeror is to complete paragraph B.3. pursuant to the Section L.6(c)(2) statement "A completed Section B, *Supplies or Services and Price/Costs*, with the proposed amounts inserted in the appropriate blank spaces."
- Q174: L.8.(c).(3) ODC Costs table.....Is it appropriate to assume that the Facility costs are NOT included in these numbers? Additionally, is it appropriate to assume that the GFE is not included in these numbers?
- A174: The amounts in the ODC Chart do not include GFE nor facility costs.
- Q175: L.8.(c).(3) ODC Costs table and Attachment 16....There is no list of Government Furnished Data (operating systems, firewall software, desktop software, graphics software, development tools, Oracle licenses, etc.) Are these included in the ODC costs or should it be assumed that all necessary licenses are being provided by the government.
- A175: Refer to SOW II.B.2. and revised SOW II.B.3. The Government provides the Oracle licenses.
- Q176: L.7.(b): Helvetica is a font not commonly installed on a number of our machines. Will the government allow the use of the Arial font type?
- A176: Yes. The RFP was amended May 26 (Amendment 1) to add the Arial font type. (See also Set 4 Q&A148.)
- Q177: M.2.(e). (3).d: Will the government consider eliminating the probably cost adjustment to the mission suitability score? Rationale: There is not currently a substantial technical library (reference answer #66) or a government IGE that includes a breakdown of labor categories and FTEs associated by category. Further, there are not substantial workload indicators for each of the SOW areas and even with ranges provided like an average of 10-15 reports processed per day (reference answer #103), the range is greater than 30%. It would be our understanding that by eliminating this required evaluation adjustment; the government could more flexibly evaluate the proposals. This would allow greater focus on the capabilities, proposed solutions, and past performance of the offers. While cost would be important, it would allow the government to effectively adjust the probable costs without affecting the more critical evaluation factors.
- A177: No. Cost realism analyses are required on cost-reimbursement contracts to determine the probable cost of performance for each offeror. (See FAR 15.404-1(d)(2) and NFS 1815.305(a)(1).) A technical library has been made available and an estimated staffing provision has added to the RFP.

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- Q178: M.2.(c).(3).a: FAR 52.219-4 states that companies that are Hubzone and/or an 8(a) business are eligible for a price adjustment(s), but Small Businesses are not affected by this adjustment. In order for a SB prime to not be effected by a price adjustment, it is our understanding the SB must perform great than 50% of the work. We wish to validate that ODC costs are not included in that calculation of work %?
- A178: No. The ODC costs are included in the 50% of the work to be performed by the SB Prime.
- Q179: M.2.(c).(3).b-c: SB primes are not required to submit a Subcontracting plan, and form NNA043817J-GVW states it is not required for a small business. Therefore, it is assumed that a SB will not be evaluated on these criteria. However, if a SB elects to submit a subcontracting plan, does the SB prime become subject to this evaluation or will only positive factors in the SBs plan be considered?
- A179: SB primes will not be evaluated on Subcontracting Plans. Refer also to Set 4 Q&A 125.
- Q180: If we include a small disadvantaged business in our proposal that is not yet "certified" (at the time of proposal submission) but has submitted the paperwork, will the percentage of work we allocate to that sub in our cost proposal count towards meeting our SDB goal percentage or must they all be "certified" to be counted (in the evaluation process) towards the SDB goal?
- A180: If the SDB has never been certified by SBA, the answer is 'No you cannot count them'. If it was once certified, and it applied to SBA for recertification before its certification expired, the prime contractor may take credit for the SDB while SBA processes the application.
- Q181: Section L.(8),a.4 of the ASRS RFP NNA04031817R-GVW entitled Other Information., on page 60 of 75, requests information.....For all relevant contracts AND for all NASA contracts completed within the last five years or active for at least one year..... However, in the corresponding paragraph in Section M.2 (d)(7)a.4. entitled, Other Information on page 72 of 75 it states the government will do its evaluation....for all relevant contracts completed within the last five years or active for at least one year. Please clarify what information is to be provided and how it is going to be evaluated.
- A181: The Government's evaluation will be limited to the three (3) relevant (NASA, other federal, state, or local) government contracts, and two (2) relevant commercial contracts submitted as called out in L.8, Proposal Preparation-Specific Instructions, (b), Past Performance Proposal (Volume II), (8)b.1, Reference Information. Section L.8(b)(8)a.4. will be modified to strike the phrase "and for all NASA contracts" from the first sentence after the paragraph identifier "Other Information."

End of Q&A Set 5