

PLEASE NOTE: This is a request for information only and does not constitute a commitment, implied or otherwise, that NASA Ames will take procurement action in this matter. Further, neither NASA Ames nor the Government will be responsible for any cost incurred in furnishing this information. NASA is issuing this Request for Information to gain a better understanding of industry capabilities. Responses to this RFI are to be submitted by Monday, August 17. Electronic responses, in either Microsoft Office or Adobe (PDF) format, are preferred.

I. DESCRIPTION

NASA Ames Research Center is hereby requesting information about the capabilities of potential offerors for the work identified in the attached ASRS draft Statement of Work (SOW) dated April 2009, entitled, "Aviation Safety Reporting System (ASRS) and Related Systems". **THIS IS NOT A SOLICITATION.** Information received as a result of this notice will be considered by the Government and used for acquisition planning purposes only.

The purpose of the SOW is to support the activities of the Human Systems Integration Division, Code TH, to obtain the services needed to carry out various aviation and related safety programs for NASA Ames Research Center (ARC) and its customers. The major objective of these programs is to acquire information concerning current and potential safety concerns in the operational performance of the National Aviation System, and to assist in the effective use of that information in the furtherance of aviation safety and related systems improvements. The ASRS deals with the management and operation of a voluntary, confidential incident reporting program that, by agreement with the FAA, complements the FAA's Aviation Safety Reporting Program (ASRP).

NASA, by agreement with the Department of Transportation, the Federal Aviation Administration (FAA), has operated and managed the ASRS program since 1976. The ASRS reporting model has become one of the primary tools recognized as a necessary complement to other safety efforts managed by the Federal Government. The ASRS requirements are currently contained in NASA contract, NNA05AC33C, valued at approximately \$26M. It is currently being performed by Booz Allen Hamilton and is scheduled to expire in January 2010.

The work requires the contractor to provide the uninterrupted, secure operation of a data storage and database system used to collect and process the type of reports and data described in the draft SOW. This includes the ability to input and process highly sensitive and confidential data; secure storage of that data, and the rapid retrieval of the processed data. The current system is also capable of providing an interactive, analytical method of searching for routine and special identified incident data. The ASRS database utilizes Oracle technology. **Describe your firm's experience and ability to perform and manage such a database system.**

The contractor also is required to maintain the ASRS Home Page (<http://asrs.arc.nasa.gov>) and update this periodically with new information, as it

becomes available. The ASRS products accessed here, as well as distributed through the mail, include the ASRS data report sets, program information, program educational materials, safety studies and alert message capability. **Describe your firm's experience in operating and maintaining a web-based information home page or portal similar to the ASRS Home Page.**

The contractor shall prepare research and operational reports of several types in response to requests from NASA, FAA, NTSB, and other users of the ASRS. These may include scientific and technical reports on aviation human factors and other safety related work. The contractor shall respond to requests for database information, routine analyses, and special studies, which must be provided according to timelines and under cost controls established by NASA. **Describe your firm's experience in preparing similar types of reports and analyses under specified timelines and budgets.**

EXTENSIONS OF THE ASRS MODEL: Another area under the contract requires the understanding and replication of the aviation model of confidential reporting found in the field of medicine. NASA, by agreement with the Department of Veterans Affairs (VA) and their National Center for Patient Safety (NCPS), began the operation and management of the Patient Safety Reporting System (PSRS) program in May 2000. The PSRS replicates the successful criteria of the ASRS in the environment of health care delivery in the VA system of hospitals, clinics, and outpatient services. The PSRS is contributing to public safety through the discovery of medical error and the prevention of adverse consequences. The two systems interact and share data describing human interface issues to the conduct and operation of the aviation and medical system domains. The contractor is required to maintain the same provisions concerning this system of reporting medical safety events as the aviation system. **Describe your firm's experience and ability to perform and manage a confidential medical database system.**

Vendors having the required specialized capabilities to meet the above requirements should submit a capability statement as specified below, indicating your ability to perform ALL aspects of the effort described herein.

II. CONTRACTING APPROACH:

The Government contemplates issuance of a Cost Plus Fixed Fee (CPFF) contract with individual Task Orders. The period of performance may be a two-year base period with three one-year options, beginning January 2010 and concluding January 2015 (assuming all option periods are exercised). The contractor shall provide all labor, materials, tools, equipment, facilities, supervision, and management necessary to perform the requirements of this contract. The contractor shall operate the ASRS. **Potential offerors are requested to provide input relevant to contemplated contract type and contract approach.**

III. CAPABILITIES STATEMENT CRITERIA

As part of any capabilities package submitted in response to this announcement, potential offerors are asked to summarize their historic proven capability to:

- Operate complex, confidential reporting systems
- Maintain security protections over data
- Manage large databases
- Expertise in safety management
- Expertise in information technology development and web-based applications
- Access to subject-matter experts to work as safety analysts in the areas of aviation and medicine
- Demonstrated knowledge and past experience (within the past 7 years) in managing a complex, confidential reporting system, specifically in the areas of aviation and medicine
- Utilizes Oracle technology to input, store, and rapidly retrieve processed data
- Provide an interactive, analytical method for the performance of routine and special searches of processed incident data.
- Prepare research and operational reports (may include scientific and technical reports on human factors and other safety related work)
- Respond to requests for database information
- Respond to requests for routine and special analyses.
- Potential offerors should also summarize the methodology they would propose to use to provide an analysis capability that would meet the requirements as described in this notice.

IV. YOUR RESPONSE TO THIS NOTICE

Potential offerors having the required specialized capabilities to support ALL of the work described above are asked to submit a capability statement of 15 PAGES or less. There is no required font size and/or type designated for this "Capability Statement." Figures, exhibits, and diagrams should be readable and are not included in the page limit. Submit your response electronically in MS Office or Adobe pdf format.

Please provide the following information in your response:

1) Company name, address, point of contact, phone number, fax, e-mail, and website (if applicable), number of years in business; affiliate information: parent company, joint venture partners, potential teaming partners; list of significant customers covering the past seven years (highlight relevant work performed, contract numbers, point of contact phone number, fax, email, contract type, dollar value of each procurement).

2) Describe in detail any collaboration or teaming arrangements with other organizations that might be used in order to provide the necessary expertise contained in this requirement.

3) Indicate whether your company is a Large business, Small business, Small Disadvantaged Business, 8(a) set-aside small business, HUBZone small business, Woman-owned small business, Veteran-owned small business, HBCU/MI, Service-

Disabled Veteran-owned small business for NAICS code 541690. If a solicitation is issued, achievement of agency socio-economic objectives will be included in the evaluation criteria.

This preliminary information is being made available for planning purposes only, subject to FAR Provision 52.215-3, entitled "Request for Information or Solicitation for Planning Purposes." It does not constitute a Request for Proposal, and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request.

Although all comments received will be carefully reviewed and considered for inclusion in a later action, the initiators of this request make no commitment to include any particular recommendations.

All information received in response to this RFI that is marked Proprietary will be handled and protected accordingly. Responses to the RFI will not be returned.

ARC reserves the right to retain all information submitted in response to this request. This request does not commit ARC or the United States Government to pay any costs incurred in the submission of the requested information. Should your response contain any data that is not to be disclosed for any purpose other than for evaluation by ARC, your response must identify the data by use of the following wording:

Questions should be directed to the Contracting Officer at the following email address: Marianne.Shelley@nasa.gov, no later than 5:00PM Pacific time, Monday August 10, 2009. If received, questions and responses will be posted as an amendment to this notice. Names of persons and companies will not be posted.

Responses to this notice: The Statement of Capabilities shall be submitted no later than 5:00PM Pacific time, Monday August 17, 2009. Oral communications are not acceptable in response to this notice. Please respond via electronic mail (e-mail) to the Contracting Officer, Marianne Shelley (Marianne.Shelley@nasa.gov).