

NASA AMES RESEARCH CENTER
RFI NNA10307511L
INSTRUMENT CALIBRATION AND REPAIR SERVICES
QUESTIONS AND ANSWERS

Q1) Will you provide the historical average number of times (per week, month or year) that NASA/ARC has sought emergency 24 hour service from the incumbent calibration services provider?

A1. Emergency service is rarely required - possibly once or twice a year.

Q2) Do you anticipate that the services provider will provide regularly scheduled pick-up/delivery service? For example, does the current provider weekly service, 2x weekly, biweekly, etc.?

A2. Pick-up and delivery twice a week would be sufficient.

Q3) Who is the current services provider?

A3. Current service has been provided by Simco Electronics of Sunnyvale, California as a subcontractor to Jacobs Technology Inc.

Q4) For regularly scheduled service (i.e., outside emergency 24 hour service) what is the requirement for turnaround time in days, weeks, etc?

A4. One week turn-around-time will be required.

Q5) Our Company provides 4 calibration service levels: (1) Z540.1 compliant with OOT (out-of-tolerance) data only; (2) Z540.1 compliant with full ("before & after") data reported; (3) 17025 accredited without test uncertainties data; and (4) 17025 with test uncertainties data reported. We understand that the NASA/ARC requirement is for our service level (1) above. Please correct our understanding, if this is incorrect.

A5. Level one is required, but other levels may be considered - depending on the situation.