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| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT | | 1. CONTRACT ID CODE | PAGE OF PAGES 1 11 |
| 2. AMENDMENT/MODIFICATION NO. 2 | 3. EFFECTIVE DATE 06/25/2010 | 4. REQUISITION/PURCHASE REQ. NO. | 5. PROJECT NO. (If applicable) |
| 6. ISSUED BY NASA/Langley Research Center 9B Langley Blvd., Bldg. 1195B M/S 126 Hampton VA 23681-2199 | CODE LARC | 7. ADMINISTERED BY (If other than Item 6) NASA/Langley Research Center 9B Langley Blvd., Bldg. 1195B M/S 126 Hampton VA 23681-2199 | CODE LARC |
| 8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) | | (x) 9A. AMENDMENT OF SOLICITATION NO. NNL10ZB1017R | |
| | | x 9B. DATED (SEE ITEM 11) 06/25/2010 | |
| | | 10A. MODIFICATION OF CONTRACT/ORDER NO. | |
| | | 10B. DATED (SEE ITEM 13) | |
| CODE | FACILITY CODE | 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS | |

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 4 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

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| CHECK ONE | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. |
| | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). |
| | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: |
| | D. OTHER (Specify type of modification and authority) |

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of Amendment 2 to solicitation NNL10ZB1017R is to make a change to RFP Section L and respond to vendor questions on the Final RFP.

The above changes are detailed on pages 3 - 11 of this amendment.

Remove in its entirety the following file contained in solicitation NNL10ZB1017R posted on June 25, 2010 and replace with the following attached uploaded file:

- RFP Sections B - M

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

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| 15A. NAME AND TITLE OF SIGNER (Type or print) | | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Roberta I. Keeter | |
| 15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) | 15C. DATE SIGNED | 16B. UNITED STATES OF AMERICA <i>Roberta Keeter</i> (Signature of Contracting Officer) | 16C. DATE SIGNED 7/14/2010 |

NAME OF OFFEROR OR CONTRACTOR

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | The proposal due date remains unchanged and the request for submission of the Past Performance Volume remains unchanged. | | | | |

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RFP Section L

Change L.16, Submission of Proposal/Proposed Contract, (d) Contract Offer, Paragraph (3)(v) to read as follows:

(v) For Joint Ventures (JV) only, a fully executed copy of the JV Agreement with either written approval from the cognizant SBA district office or proof of submission (e.g., email confirmation) of the proposed JV agreement to the cognizant SBA district office.

Responses to Vendor Questions on Final RFP

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| 1 | Reference | L.22 Government Property Management Information (p.55) and L.23 List of Available Government Property (1852.245-81) (SEP 2007) (DEVIATION) |
| | Issue | The Offeror shall identify any property it intends to use in performance of this contract from the list of available Government property in the provision at 1852.245-81, List of Available Government Property (L22). This requirement is reiterated in L23. |
| | Questions/ Discussion | In which volume of the proposal does the Government want this information provided? |
| | Government Response | This requirement should be addressed in the technical volume. If there are any costs associated with the use of Government property then these costs should be addressed in the business volume under ODCs. |
| 2 | Reference | L.15 Proposal Submission Information |
| | Issue | Instructions say that, "Proposals may be submitted to the address shown in Block 8 of the SF 33 (face page of the solicitation) or, if hand carried, to the depository listed in Block 9." |
| | Questions/ Discussion | Block 9 is empty. Will NASA provide an address for the depository? |
| | Government Response | The location of the depository for hand carried proposals is 9B Langley Blvd, Building 1195B, Room 124, Hampton, VA 23681. Directions to the depository are attached to the RFP as Attachment XII - Office of Procurement Bid/Proposal Depository Directions. |
| 3 | Reference | L.8 Proposal Page Limitations (b) |
| | Issue | Instructions advise "using not smaller than 12 point type (including graphs, charts, tables, etc.)" |
| | Questions/ Discussion | Will NASA consider allowing 10- or 11-point type on graphs, charts, tables, as is often customary for Government proposals? |
| | Government Response | Not smaller than 10 point type font is acceptable for graphs and charts. Not smaller than 12 point font is still required for tables. |

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| 4 | Reference | Attachment I – Past Performance Questionnaire |
| | Issue | Email submission |
| | Questions/ Discussion | Would it be acceptable to have our past performance questionnaires delivered to you via email? |
| | Government Response | The Past Performance Questionnaires, once completed, are Source Selection Sensitive Information. It is not possible to submit the questionnaires via a secure connection, unless the sender utilizes the same encryption software as NASA Langley, currently Entrust. NASA will accept the questionnaires via email; however, the information contained in the email is not secure and NASA takes no responsibility for the misrelease of any information contained in the email. |
| 5 | Reference | Section L.21 Past Performance Proposal – Volume III (d) |
| | Issue | Past Performance Questionnaires |
| | Questions/ Discussion | Is it correct to assume that if a contract past performance reference has a COTR or COR, then the requirement to send a Past Performance Questionnaire to the Technical Monitors is not applicable? One of our contract references has more than 15 Technical Monitors which would be a considerable amount of material for NASA to review and evaluate for a single contract. |
| | Government Response | That is correct. |
| 6 | Reference | Section L.21 (d). page 56. and Attachment I |
| | Issue | The Section L instructions indicate that the Past Performance Questionnaires can be returned to the Contracting Specialist via FAX or e-mail. The Questionnaire instructions in Attachment I indicate that the Questionnaires can be FAXed or mailed directly to the physical address provided. |
| | Questions/ Discussion | Will the Government accept completed Past Performance Questionnaires emailed to Fran Risinger (fran.risinger@nasa.gov)? |
| | Government Response | Yes. See the response to question 4. |
| 7 | Reference | Attachment V, CASI North Lease |
| | Issue | Point of Contact |
| | Questions/ Discussion | If possible, could you please provide the telephone and/or e-mail contact information on the Landlord for the North CASI facility? |
| | Government Response | Edward B. Harris III /First Vice President Brokerage Services/Industrial Properties CB Richard Ellis/Brokerage Services 250 W. Pratt St., Suite 1700 |

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| | | Baltimore, MD 21201 410-244-3149 ed.harris@cbre.com |
| 8 | Reference | Attachment VI, CASI South Lease |
| | Issue | Point of Contact |
| | Questions/ Discussion | If possible, could you please provide the telephone and/or e-mail contact information on the Landlord for the South CASI facility? |
| | Government Response | H2 Group, LLC Tanya Hill, Property Manager 101 Research Drive Hampton, VA 23666 thill@h2groupllc.com |
| 9 | Reference | Attachment VII, Historical Data |
| | Issue | Section 2.2.1 - North CASI Lease |
| | Questions/ Discussion | Are Telephone, Access Control and Maintenance costs included under the Common Area Maintenance Costs (CAM)? If not, what have been the Telephone, Access Control and maintenance costs for the North CASI facility for the past year? |
| | Government Response | No. Telephone costs for the past year were: \$9,691. Access Control and Maintenance costs are included in Facility Other Costs. CY2009 Facility Other Costs were \$48,300. Facility Other Costs at CASI North include: Electrical Services, Handyman Services, Fire Extinguisher/Alarm/Sprinkler Inspection, Janitorial Services, Pest Control, Plumbing services, Propane/Propane Tank Rental, Access Control maintenance, Shredding Services, Waste Removal and Recycling, and Video Equipment maintenance |
| 10 | Reference | Attachment VII, Historical Data |
| | Issue | Section 2.2.1 - CAM Reconciliation Costs |
| | Questions/ Discussion | What are these costs? Are these the cost reductions for CAM cost by year? |
| | Government Response | Common Area Maintenance (CAM) costs are costs charged by the landlord (CASI North) to cover services not provided through the lease. Tenants pay this cost on a monthly basis. At the conclusion of each calendar year, the landlord assesses their operating costs against the tenant payments. If their costs are lower, they will credit the tenant, but if they're higher, then they send the tenant a bill. These costs (shown in the historical data) are additional CAM costs levied by the landlord. |
| 11 | Reference | Attachment VII, Historical Data |

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| | Issue | Historical Data, Section 2.2.2 - South CASI Lease |
| | Questions/ Discussion | Are Telephone, Access Control and Maintenance costs included under the Facilities Other Costs? If not, what have been the Telephone, Access Control and maintenance costs for the South CASI facility for the past year? |
| | Government Response | Telephone costs for the past year were: \$14,128 (this includes internet costs). Access Control and Maintenance costs are included under Facilities Other Costs. |
| | | |
| 12 | Reference | Attachment VIII, CASI Legacy System Configuration |
| | Issue | |
| | Questions/ Discussion | Were pages 3 & 10 intended to be blank? |
| | Government Response | No. Both pages are appearing with content when clicking on the link in FedBizOpps. |
| | | |
| 13 | Reference | General |
| | Issue | Interested Parties |
| | Questions/ Discussion | Which companies, 8(a) certified or not, responded to the RFI/sources sought notice and submitted comments in response to the Draft RFP/SOW for the subject solicitation? |
| | Government Response | NASA Langley does not typically provide this information; however, the following is the list of interested parties that was submitted to the SBA in the 8(a) offering letter. REDE-Critique Joint Venture, New Orleans, LA Tatitlek Training Services, Anchorage, AK Chugach Information Technology, Inc., Anchorage, AK Emagine IT, Inc., Washington, DC AKIMA Infrastructure Services, LLC, Hampton, VA Advance Electronic Instruments, Inc., Chicago, IL Crewestone Technologies, Inc., Hampton, VA International Computer Systems, Inc., Greenbelt, MD Logical Innovations, Inc., Houston, TX Syneren Technologies Corp., Lanham, MD L & S Consultants, Inc., New Orleans, LA Vetpride Services, Inc., Fayetteville, NC MCH Corporation, Sweetwater, TN |
| | | |
| 14 | Reference | Exhibit A, SOW, Page 10 of 23, section 2.6.11 |
| | Issue | Original abstracts to be written |
| | Questions/ Discussion | Approximately how many items require original abstracts? |

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| | Government Response | Approximately 1300 per year. |
| | Reference | Exhibit A, SOW, Page 12 of 23, section 2.8.3.2 |
| | Issue | Inventory |
| 15 | Questions/ Discussion | Please clarify how many documents are in the inventory. Is it 381,600 (the number case files mentioned in response to the earlier question regarding section 2.8.4.1)? |
| | Government Response | There are 381,600 NASA STI casefiles (documents). NASA is only requiring an inventory on NASA STI. |
| | Reference | Exhibit F, DD254 |
| | Issue | Security Clearance |
| 16 | Questions/ Discussion | Please describe the restricted and formerly restricted data that may require handling as indicated on the DD254. |
| | Government Response | As a rule, CASI does not accept classified documents; however, there have been documents at CASI that are marked with a classification. Usually, these are older documents that have been de-classified, but not properly marked as such. Until CASI can verify that the de-classification is accurate, the document must be handled appropriately by a properly cleared individual. Secret clearance is required for this. |
| | Reference | Exhibit F, DD254 |
| | Issue | Security Clearance |
| 17 | Questions/ Discussion | Please specify whether personnel are required to have any type(s) of security clearances, and if so, please specify the type of clearance required and which positions NASA is prepared to support for clearances. |
| | Government Response | There is not a DD254 in the current contract. This is a new requirement. Handling of restricted data is not anticipated; however, inadvertent access to this data has occurred and the contractor shall be able to properly handle any inadvertent access. Secret clearance is required. The contractor shall identify the appropriate position(s) to hold the appropriate clearance. |
| | Reference | Exhibit F, DD254 |
| | Issue | Security Clearance |
| 18 | Questions/ Discussion | Please specify whether either of the current NASA CASI North or South facilities houses a classified secret or top secret level facility requiring a facility clearance or SCIF space. If so, are classified documents there? |
| | Government Response | The current CASI North and CASI South facilities are not classified facilities. There are no known classified documents stored there. |

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| 19 | Reference | Section L.16, "Submission of Proposal/Proposed Contract" |
| | Issue | Contract Offer, JV Provision |
| | Questions/ Discussion | Subsection (d), "Contract Offer," item (3) (v) indicates that a contract offer from a joint venture (JV) must include written approval of the JV from the cognizant Small Business Administration (SBA) district office. Given that district offices have received official instructions not to review requests for approval of JVs until they receive notification of selection of an 8(a) firm's JV as the best or low bidder, how can a JV formed specifically to bid on this solicitation submit an offer? Is there an alternative procedure/process? If so, please specify the process. |
| | Government Response | In lieu of SBA approval, proof of submission (e.g., email confirmation) of the proposed JV agreement to the cognizant SBA district office is acceptable. Section L.16 has been changed accordingly. |
| 20 | Reference | Section L.21, Past Performance Proposal - Volume III |
| | Issue | Past Performance Questionnaires |
| | Questions/ Discussion | Please clarify whether past performance questionnaires must be completed by the Contracting Officer (CO), and the Contracting Officer's Technical Representative (COTR) and Technical Monitor (TM), or by only the CO or the COTR/TM for each referenced contract. How many questionnaires are expected for each contract? |
| | Government Response | Only one questionnaire is expected for each contract reference; however, multiple parties may be needed to provide input (i.e., the CO and the COTR and /or TM). |
| 21 | Reference | Section L.22, Government Property Management Information |
| | Issue | Intent to use Government Property |
| | Questions/ Discussion | Please specify where this topic should be addressed in the proposal? |
| | Government Response | See the response to Question 1. |
| 22 | Reference | Exhibit A, SOW, section 2.2 |
| | Issue | Facilities Management and Operations |
| | Questions/ Discussion | What and how much work must be performed near NASA-Langley and what and how much work must be performed at NASA-Langley? |
| | Government Response | There is no requirement for work to be performed near NASA Langley. The purpose of the Secondary CASI Facility is to operate and maintain the NA&SD Disaster Recovery (DR) and NTRS servers located on-site at Langley in building 1268 room 2205. |

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| 23 | Reference | Exhibit A, SOW, section 2.1.5 |
| | Issue | General Management |
| | Questions/ Discussion | Would a PM with significant experience and proof for skills qualify for this position without PMP, CISSP or CISA certification? |
| | Government Response | The only requirement for the PM is PMP certification. The technical lead shall be a CISA. At least one senior contract personnel shall be a CISSP. These are firm requirements. |
| 24 | Reference | Exhibit A, SOW, section 2.2.3.4 |
| | Issue | Warehouse Clearance Plan |
| | Questions/ Discussion | Please clarify the term "soundness" of the model? Do you mean Reference Model for an Open Archival Information System (OAIS)? Does "soundness" refer here to applicability to standard ISO 14721:2003? |
| | Government Response | Soundness of the model refers to the integrity of a digital preservation method, the long-term viability of the images, such that the images are secure and clear of corruption/contamination for long-term access and preservation. Vendors may refer to this ISO standard to validate any approach to long-term digital preservation; however, it is not a requirement. |
| 25 | Reference | Exhibit A, SOW, section 2.3 |
| | Issue | Physical and Informational Disaster Readiness and Recovery (DR&R) |
| | Questions/ Discussion | Are there any requirements for compliance with ISO /IEC 24762: 2008 Standard for IT Disaster Recovery or the contractor should follow just the guidance prescribed under paragraph 2.3? |
| | Government Response | There are no requirements for compliance with ISO/IEC 24762:2008 Standard for IT Disaster Recovery. |
| 26 | Reference | Exhibit A, SOW, section 2.4.2.1 |
| | Issue | CASI Acquisitions Source List |
| | Questions/ Discussion | Could you please clarify how current the list and if it is expected that the contractor must fill in the gaps if any exist? Shall the contractor expect that NASA will share its experience for identifying potential sources for future STI acquisition? |
| | Government Response | The list is current. This list is dynamic and is reflective of best current sources as identified by CASI and NASA jointly. This list will be shared with the winning contractor. NASA expects the winning contractor to be able to identify future and current sources of STI. |

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| 27 | Reference | Exhibit A, SOW, section 2.4.4 |
| | Issue | Information Acquisition |
| | Questions/ Discussion | Please clarify the way it is expected that the contractor will ensure that each citation or metadata record in the STI Database has a corresponding full text document when available. What mechanisms are expected to be adopted by the contractor for complying to this requirement especially if citations or metadata is not available? |
| | Government Response | The contractor is expected to possess the requisite capabilities to ensure that each citation or metadata record in the STI Database has a corresponding full text document when available. The contractor is not required to adopt any particular mechanisms or way of meeting this requirement. |
| 28 | Reference | Exhibit A, SOW, section 2.5 |
| | Issue | Information Digitization |
| | Questions/ Discussion | Are there any requirements for limiting the maximum size for conversion? The question is driven by a possibility of having large size documents - hundreds of pages? When transferred into a Searchable Image Exact (SIE) Portable Document File (PDF) this could lead to a very large file sizes. Will be the contractor be required to improve the SIE features upon transferring an old or poor quality document? |
| | Government Response | There are no requirements for limiting the maximum size for conversion. The Contractor is responsible for ensuring that there is a true representation of the original STI which is readable and not corrupted. |
| 29 | Reference | Exhibit A, SOW, section 2.5.1.2 |
| | Issue | The Contractor shall digitize and ingest any NASA STI documents located in the CASI Warehouse and not already in digital format, by the end of contract year 1. |
| | Questions/ Discussion | Could you please quantify the amounts of documents and format - paper, film, etc.? |
| | Government Response | Currently, there are approx. 19,500 NASA STI documents that need to be digitized. These documents are believed to be paper, no film or fiche. |
| 30 | Reference | Exhibit A, SOW, section 2.6.13 |
| | Issue | The Contractor shall provide a standard ETL (Extract, Transform, and Load) process for moving data to and from internal and external sources and the STI database. |
| | Questions/ Discussion | Could you please verify the number of databases to load, if there is more than one? Please provide the type of database - SQL, Oracle, number of screen features |

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| | | now? Are there any new DB expansions or new features planned? |
| | Government Response | There is one database environment referred to as the database management system (DBMS). The current database systems in use are Oracle, BASIS, MSSQL, and Mysql. There are no expansions planned for the current CASI Legacy System as it will be replaced by the new COTS end-to-end system. |
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| 31 | Reference | Section L.21 Past Performance Proposal – Volume III, (c) (3) |
| | Issue | Instructions emphasize that “it is critical to provide a <u>clear and complete description</u> of how the services provided on the referenced contract(s) are relevant to this SOW and specifically reference the SOW paragraphs which are applicable.” |
| | Questions/ Discussion | Will NASA consider increasing the page limit for the Past Performance volume from 15 pages to allow room for a “clear and complete description” of how the services that we provide under our referenced contracts are relevant to specific paragraphs of the SOW (in addition to allowing room to address the other Past Performance requirements of Section L)? The 15-page limit—in conjunction with the requirement to use nothing smaller than 12-point type—inhibits our ability to provide a “complete description” of the relevancy of our services. |
| | Government Response | The page limit remains unchanged at 15 pages. |
| | | |
| 32 | Reference | Section L.21 Past Performance Proposal – Volume III |
| | Issue | |
| | Questions/ Discussion | Can we substitute our Dun & Bradstreet (D&B) Open Rating for our past performances and/or for our subcontractor(s)? |
| | Government Response | No, the D&B Open Rating does not provide the detail we are requesting. |
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