

No.	Question	Response
1	Regarding DRFP Section L.23 Cost Instructions - Specific Instructions Section 3 - Basis of Estimate paragraph (2), please clarify usage of discipline descriptor in BOE instructions?	The RFP will be updated for clarification.
2	Can the Government provide more specifics on the clean-room janitorial tasks?	No, the requirements are contained within PWS Section 4.9.
3	What is the TOSC role for LCS regarding verification and validation? Will TOSC be developing software? After turnover of LCS to TOSC, what responsibilities does NASA have for sustaining and TOSC for operations and maintenance.	Please refer to Draft RFP Q&A #73. Information pertaining to TOSC LCS responsibilities will be provided in the bidders' library.
4	Will FAST, MMI and GOLD be identified in PWS Appendix 14?	No. These are systems or databases that the TOSC contractor is required to interface with per PWS Section 7, but are not considered Government-furnished services and therefore will not be added to PWS Appendix 14.
5	Is the future role of ICE consistent with the architecture document in the bidders' library?	While ICE may be available as an Agency suite of tools, the usage of ICE by ESD Programs has not determined. Therefore, ICE has been removed from Appendix 14, Government-furnished services. CxP 70201 will be removed from the bidders' library.
6	What is the vision for Maximo and its usage across KSC?	Maximo is a KSC investment. As such, it is offered as an optional Government-furnished service. There is no requirement or preference for its use on TOSC.
7	Are costs for PWS Sections 1-4 spread across all customers including IDIQ task orders.	Yes, see RFP L.23 Cost Instructions, General Instructions.
8	Since ODC is non-fee bearing (reference Clause B.7), will the Government procure much of the high cost ODC's and transfer them to TOSC via 1149?	No, the contractor shall be responsible for procuring supplies, materials, and service agreements as well as equipment, special tooling, and special test equipment to accomplish tasks within the scope of the contract. Pursuant to RFP Clause B.7, these costs are not subject to fee.
9	In the Draft RFP, a KSC address is provided for mailing of completed past performance questionnaires to you. However, there is not a street address for sending in packages via Fed Ex.	The address in RFP Section L.15 has been updated to include the street address.
10	Will the Government consider setting escalation factors for labor and medical?	No, the Government will not provide a standard labor escalation factor for labor and medical. Labor and medical escalation is at the discretion of the offeror per RFP L.23 Cost Instructions.
11	For the LC-39 maintenance procedures, from what version of Maximo are they available and is it customized?	The LC-39 maintenance procedures will be available in Maximo version 7.1 at contract start. This version is not customized.
12	For PWS Appendix 13, which systems or applications currently reside in the KDC?	Appendix 13 has been updated to reflect transition dates to KDC.
13	Would you like the BOE summary in hours or WYE? (Ref Draft RFP Question 65)	The RFP will be updated to request both hours and WYE.
14	Does the absence of Mission Essential Infrastructure (MEI) designation for TOSC systems imply changes to operations and maintenance requirements?	No, MEI designations do not drive O&M requirements for TOSC systems.
15	Are ground processing services for SLS ordered annually under IDIQ?	No, ground processing services for SLS are part of baseline requirements per PWS Sections 5.3 and 5.5.
16	How is flight hardware transferred to TOSC? Is there any TOSC supporting role in hardware transfer?	Flight hardware is transferred via DD1149 from the Government to TOSC.
17	Should we include costs for ISS support beyond 2020?	The offerors should include costs for ISS processing in CLIN 1 to support Appendix 3, <i>TOSC Manifest</i> , through 2020. ISS costs for Transition and Retirement are to be captured under CLIN 3 for 2020-2022. Costs for ISS will be captured per RFP L.23 Cost Instructions.

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18	For the ISS transition and retirement option (CLIN 3), should we include costs to disposition all flight hardware and ground systems?	Yes, per the requirements in Attachment J-02 CLIN 3 and RFP L.23 Cost Instructions.
19	Will any of the ground systems identified in the OMEU be transferred at a later date to 21CGS for modification and result in changes to O&M requirements?	Although this may occur during contract implementation, for proposal purposes do not assume any changes to O&M requirements during modification periods.
20	Does Maximo Version 7 satisfy TOSC requirements without customization?	There is no TOSC requirement to utilize Maximo. The offeror's planned utilization of Maximo will determine its ability to satisfy TOSC requirements and the extent to which customization is required.
21	What are the roles and responsibilities for both IMCS and TOSC if the offeror chooses to utilize the KSC-provided Maximo software on-site (e.g., will screen development, Maximo installation and updates, and troubleshooting be TOSC responsibility)?	IMCS will be responsible for the Maximo server (including Maximo version upgrades), operating system administration, security and contingency planning. The offeror would be responsible for development of Maximo applications. IMCS would be available for consultation, as required.
22	Does TOSC provide engineering support? What about Operation Studies like providing NASA or ESC information about processing studies, transfers, equipment limits, etc.	Yes, engineering requirements are defined throughout the PWS. PWS Section 4.4 specifically addresses advanced planning requirements which include operational studies.
23	Can you clarify the retrieval ships? Will TOSC own them? Will there be a world-wide retrieval responsibility?	Retrieval ship requirements for SLS boosters are identified in Attachment J-02, CLIN 4. The retrieval ships are Government-furnished. Orion retrieval conops are described in CxP-72149-03 Ground Operations Planning Document: Volume 3: Operations Section 4.13, available in the Bidder's Library.
24	How will CASIS interface with TOSC?	There are currently no planned interfaces between the ISS National Lab Manager, Center for the Advancement of Science in Space (CASIS) and TOSC. The ISS Ground Processing and Research Project Directorate will provide any interface between CASIS and TOSC when applicable.
25	Is there an expected TOSC to SMASS II relationship? Will H.19 be updated to included reference?	SMASS II provides support services for the Safety and Mission Assurance Directorate and provides support to the government independent Safety and Mission Assurance function. An Associate Contractor Agreement (ACA) with SMASS II is not necessary and H.19 will not be updated.
26	J-01/section 2.2.1 pg 22 and 6.4.2 pg 55. Are these [ESD documents] still TBD?	Yes, the ESD documents will remain TBD. Work Load Indicators have been included where necessary for proposal development.
27	J-01/section 3.3 pg 26. Please clarify what you mean by "uncorrelated" in the 2nd sentence of section 3.3.	"Uncorrelated" data refers to data that has lost the relational ties to a database.
28	In regard to the Appendix 13 changes mentioned, can you provide clarity into what specifically will change?	The RFP will be updated, including the latest revision of Appendix 13.
29	In section 4.5 Manifesting: Does the Government envision a requirement for strategic manifesting, tactical or both?	TOSC will support the program in both strategic and tactical manifest activities. For example PWS Section 5.1 references Appendix 3 for ISS long-term requirements and the MIM for tactical requirements.
30	Can you provide some guidance on how the Government will interpret the TOSC subcontractor limitation on future contracting, i.e. is there specific guidance on determining whether a conflict exists?	See RFP L.26 for clarification.

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31	During the LX briefing, multiple levels of IPT were represented. Subsequently, the GPD presentation indicated TOSC support to the IPTs was expected. Can a clarification be provided on the expected level, type, quantity and timing of TOSC support across the IPT structure?	The LX IPT structure is not intended to require a unique TOSC representative for every Element Integration Team. The level of TOSC support to GPD and LX will depend on the defined PWS TOSC responsibilities applicable to a given EIT. Therefore, the effort may be minimal to significant depending on TOSC scope.
32	What companies under CAPPs have union representatives?	See CBAs included in the Bidders' Library. The CBAs accurately reflect the union agreements with companies under CAPPs.
33	How will the offeror's approach to performing the priced option requirements be evaluated under the mission suitability factor?	Section M of the RFP will be updated to clarify evaluation criteria.
34	How does the offeror identify that they exceeded the requirements?	<p>RFP L.22, M.3 and Table L.21-1 will be updated to provide instructions regarding capabilities that exceed requirements.</p> <p>The following illustrates documentation of a proposed performance capability that exceeds minimum PWS requirements.</p> <p><u>Hypothetical PWS minimum requirement:</u> The contractor shall provide one <i>Olde Dot Matrix</i> Printer in each building.</p> <p><u>Offeror's proposal response:</u> The offeror proposes as part of its approach in the Mission Suitability Volume that it will provide a <i>Fancy ColorLaserJet</i> Printer to every 20 employees instead of one in each building. As part of its Mission Suitability Volume, the offeror explains the benefit to the government of this performance capability which exceeds the minimum requirements in the PWS. The offeror's benefit is a workforce productivity increase of 20%.</p> <p>As part of the proposal, the offeror captures the total cost of \$150,000 to provide this performance capability in the Cost portion of Volume II. The offeror also includes rationale and explanation of the basis of estimate for this performance capability in the BOE portion of Volume II.</p> <p>Also as part of the proposal, the offeror identifies this performance capability in the summary table in the Other Plans and Data Volume. The summary table includes a line for the <i>Fancy ColorLaserJet</i> Printer performance capability with a Rough Order of Magnitude marginal cost estimate of \$100,000. (This implies that the implementation of the minimum PWS requirement for a <i>Olde Dot Matrix</i> Printer in each building would have an approximate cost of \$50,000.)</p>
35	Section L, specific instructions section 2. Does NASA want a list separate from the assumptions already appearing in the BOE/PWS rationale?	Yes, information requested is required in the cost narrative and, where applicable, should also be included in the BOE rationale.
36	Regarding Past Performance citations, does a subcontractor that expects to provide more than \$50 million minimum support during the 9.75 yrs have to provide 3 Past Performance citations?	Yes, per RFP L.24.
37	Is wireless internet access available within the facilities support by TOSC? If not available in some areas, is this an operational feasibility limitation or has it just not been implemented yet?	Wireless internet access is available in most facilities. The listing will be available in the bidders' library.

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38	Please describe the Reliability Centered Maintenance (RCM) data to be transitioned to the TOSC contractor at contract start.	Historical maintenance procedures and nonconformance data for TOSC assigned systems will be available during Phase-in and will reside in systems defined in PWS Appendix 13. Within this data, only the facility ground systems require RCM per KNPR 8830.1 which is referenced in PWS Section 6.1. Historical RCM data is not consolidated in a single system.
39	Are the reimbursable agreements referenced in Work For Others (WFO) clause required to be fully reimbursable, or are partially reimbursable agreements an option?	The terms of the agreement referred to in H.17(c)(2) will be defined at the time the WFO is implemented. However, given the commercial nature of WFO, the agreement will likely require full reimbursement.
40	Requirements for coordination with Union workers? Will NASA provide specifications on services provided by Union workers on other KSC contracts, such as ISC, ESC, IMCS?	No.
41	In Small Business, what does "the extent to which the work is to be" mean?	In Clause M.3, SB-2 Small Business, NASA will evaluate "the extent to which any work performed by a small business subcontractor is identified as high-technology" and also "the commitment to use small businesses". Evaluation of high-technology will be per the definition in Clause L.22, SB-2.
42	4.7 S/W application mentioned (facility space utilization application) and requirement to consolidate facilities. Does the FSUA have the capability to consolidate or optimize space?	Yes, however, very limited ground systems data is currently populated in the application.
43	When TOSC relies on others for Gov furnished facility [or services], is there an expectation of tracking IDIQ costs?	The TOSC contractor will be responsible for tracking its costs but not other Government-furnished services costs. Also see Draft PWS Q&A #115.
44	If not a prime or major sub – will they have an opportunity to submit past performance information?	No, only information from prime and major subcontractor is requested and will be evaluated. See RFP L.24 and M.5.
45	Will we post info on open grievances?	No.
46	If a teammate is in a support subcontractor role on TOSC which does not qualify as a major subcontractor role, how can the Contractor communicate this teammate's Past Performance strengths for evaluation credit in the TOSC proposal?	Only information from prime and major subcontractor is requested and will be evaluated. See RFP L.24 and M.5.
47	DRFP clause I.7, FAR 52.216-7 Allowable Cost and Payment, paragraph (c) states "A small business concern may receive more frequent payments than every 2 weeks." How does this apply since subcontractors are paid by the prime contractor.	Clause I.7 only applies to Government payment to a small business prime contractor.
48	Reference: WBS Staffing input page. Does the number of hours enter for fiscal period include over-time hours?	Yes, per RFP L.23 Cost Instructions. The hours entered are total hours. Total hours are proposed by the offeror, based on contract requirements. How those hours are planned to be worked (straight-time, uncompensated-time or over-time) are based on the offeror's staffing approach. Over-time hours are calculated in the cost model, based on the offeror's stated percentage of total hours. For example, if the offeror proposed 100 hours and included 5% over-time, the cost model would calculate 95 hours of straight-time and 5 hours of over-time.

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49	Reference: Productive Hours. Please confirm that productive hours is the vehicle for incorporating uncompensated and OT hours.	Productive hours are affected by uncompensated time (see RFP L.23, Forms Instructions, Paragraphs 3 and 9). Since "uncompensated time" changes the traditional 40 hour work week, total annual available hours and calculated productive hours are impacted. For example, if 5 hours of uncompensated time are proposed resulting in a 45 hour "straight-time" work week, the total annual available, productive and non-productive hours would need to consider 9 hours per day and 45 hours per week vs. 8 hours per day and 40 hours per week. Regarding overtime hours, refer to the previous question.
50	Reference: Appendix 1. Some of the DR's specify Major Subs are required to complete (i.e.: DR 1.2-10, 1.2-5), other DRs do not specify. Please provide guidance on which DRs major subs are required to complete and submit separately.	Unless specifically called out by DR instructions, DRs are submitted by the prime contractor.
51	Will the TOSC contractor be required to perform Physical Inventory of Installation Accountable Property.	Yes, Attachment L-01 Workload Indicators has been updated to reflect that TOSC will be performing the Physical Inventory of Installation-Accountable Property.
52	Will the TOSC contractor be required to utilize the KSC Central Receiving for any or all TOSC receipts?	No, RFP Clause G.8 has been updated. Receiving will be at the TOSC shipping and receiving warehouses.
53	Will the TOSC contractor be required to perform Property Management Oversight of ISS NAS15-10000 accountable property?	Yes, PWS Section 7.5.2 Property Management has been updated to reflect that TOSC shall manage that property, however an agreement with the NAS15-10000 contractor is required.
54	Will TOSC be responsible for design work in the TPSF?	No, CLIN 2 if exercised, provides a manufacturing capability.
55	Do we expect any other entities to manufacture TPS within the TPSF?	No, if CLIN 2 is exercised, TOSC will perform the manufacturing in support of customers who require this capability (e.g., Orion).
56	What TPSF consumables will be provided, and will we have to procure more?	Appendix 11, Contractor-Accountable Property (FAR 52.245-1) TPSF Option Material Worksheet identifies the TPSF consumables. Additionally, Attachment L-06 Standardized Values includes values for the procurement of consumables.
57	Is TOSC responsible for calibration of special equipment in the NASA Spacecraft Services Depot (NSSD)?	As defined in PWS Appendix 14, equipment calibration is a Government-furnished service.
58	What volume of ISS Warehouse 2 (M7-794) and NSSD storage by percent is available?	Overall about 90% of pallet locations are occupied in ISS Warehouse 2. The NSSD is well under capacity for small and medium high density storage.
59	What inventory management system is used for ISS hardware?	GOLD is used for inventory management of ISS hardware.
60	Is RFID in use in ISS Warehouse 2?	The Government anticipates RFID installation for ISS will be complete before TOSC start. Currently, GSE valued at \$100K or more is tagged with active RFID tags. Prior to the end of the CAPPs contract, GSE and equipment valued between \$5K and \$100K will be tagged with passive RFID tags. Flight Hardware is accountable to the ISS sustainer contractor who will determine if that hardware will be tagged.
61	Is post-flight removal of the Booster Separation Motors at Hangar AF a TOSC responsibility?	No. The TOSC responsibilities and handover points to the SLS developer for CLIN 4 are defined in CxP-72149-03 Ground Operations Planning Document: Volume 3: Operations Section 4.12.1 and 4.12.2.1 through 4.12.2.7, available in the Bidders' Library.
62	Will consolidation of warehouses to reduce footprint be evaluated?	Yes. PWS Section 7.5.1 and RFP Clause L.22 TA-5 address consolidation of assigned warehouses and storage facilities.

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63	<p>What are the contract mechanisms by which TOSC will support NASA and its customers? Is there a way for TOSC to directly support commercial customers?</p>	<p>The TOSC contractor will provide services to satisfy NASA requirements, including those of its customers, via the following mechanisms:</p> <ol style="list-style-type: none"> 1. Base contract (see PWS Sections 1-7) 2. IDIQ task order (see RFP Clause B.3 and PWS Section 8) <p>The TOSC contractor can provide services directly to its commercial customers as Work for Others (see RFP Clause H.17).</p> <p>Also see Draft PWS Q&A #5.</p>