

The questions below (1 thru 5) are requesting clarification on instructions in Section L.15.3 paragraph 2.

The Offeror's technical approach shall address SOW section 3.3.3 Reliability and Quality Assurance Engineering Support. The Offeror shall explain the 'approach to ensuring quality services and products throughout the duration of the contract The Offeror's response shall be documented in a Quality Assurance Approach to be submitted with the proposal. Specifically, the Offeror shall: 1) identify the procedure for continually monitoring, surveilling, identifying and correcting deficiencies; 2) describe the reliability and quality management process; 3) describe its proposed methods (i.e. 100% inspection, planned sampling, random sampling, customer complaints, or incidental inspections); and 4) describe whether the proposed methods are subjective or objective and shall identify the quality, quantity, and timeliness of the services to be provided.

Questions:

1. Is the word "quality" in the phrase "quality services" meant to mean "quality assurance"? If not, is it meant to describe the caliber of the services provided to execute the entire SOW?

NASA's Response: The phrase "quality services and products" is meant to describe the caliber of that service or product. However the Offeror's response to the "approach to ensuring quality services and products" should be limited to products and services required in SOW section 3.3.3.

2. The definition of Quality Assurance per SOW section 3.1.2 is associated with the Quality Management System (QMS). The RFP instruction asks for a Quality Assurance Approach to be submitted with the proposal. In this context, does the definition of Quality Assurance Approach mean QMS approach? If not, is the Quality Assurance Approach our approach to implementing SOW section 3.3.3? If neither, please explain what is to be included in the Quality Assurance Approach.

NASA's Response: The Offeror's "Quality Assurance Approach" is solely limited to the Offeror's approach to implementing section 3.3.3.

3. Immediately following the instruction to provide a Quality Assurance Approach, the next sentence in the instruction goes on to specify 4 numbered items. Does each of these 4 items have to be discussed in terms of the answer to question 2; i.e., does the instruction apply to the QMS or SOW section 3.3.3. If neither, please clarify.

NASA's Response: As noted previously the response should be limited to the Quality Assurance Approach to section 3.3.3.

4. Similar instructions as numbered items 1, 3 and 4 have been included in recent GSFC RFPs, but they are usually associated with the full Quality Assurance Plan that is submitted with the proposal. Is the government requesting the same level of detail describing these items as will be included in the R&QA Plan (delivered 30 days after contract start) or a summary? If neither, please clarify.

NASA's Response: The response should be limited to services and products in SOW section 3.3.3. The level of detail shall be determined by the Offeror.

5. Numbered item 4 (line 9) asks the offeror to identify the quality, quantity and timeliness of the services to be provided. Is the term services the same as the services stated in sentence 2 of the instructions? If so, are these the services required to perform the contract, or should it just be limited to the services in SOW section 3.3.3? If neither, please clarify.

NASA's Response: The statement in sentence 2 is limited to Section 3.3.3. The response should be limited to SOW section 3.3.3.

6. With regard to *Attachment M – Contract Historical Data* referenced on Pages 36 and 61 of the RFP, please clarify how historical data will be identified for inclusion in the awarded Contract Attachment.

NASA's Response:

The RFP is being amended (Amendment #2, SF#30) to add the Attachment M, along with Changing to clause J.1, Attachment M fill-in under the Number of Pages column from "TBP" to "TBD".