

NNA14408214R

Questions and Answers Set 1

Question 1: Does the Ames Office of the Financial Officer have an Electronic Task Request System they use today? Can it be installed on the server?

Answer: The Office of the Chief Financial Officer uses an Electronic Task Request System that is supplied and owned by the current contractor currently performing the Financial Support Services requirements. The system will not be available for use on the new contract.

Question 2: After the base year, will the Government require the contractor to recertify its size status under 541611 at a size standard of \$14M?

Answer: The Government will follow the requirements of FAR 19 including FAR 19.301-2(b).

Question 3: Will Contract Management CLIN be awarded at the time of contract award?

Answer: Section B.1 of the DRFP states CLIN 02A, Contract Management, will be awarded at the time of award.

Question 4: Is Contract Management here at Ames?

Answer: Please refer to Section F.3 Place of Performance – Services. The Contractor shall perform the work under this contract at Ames Research Center, Moffett Field, CA 94035-0001, and other locations as approved in writing by the Contracting Officer.

Question 5: Can you give us a number for how many task orders there are?

Answer: There are currently eight (8) task orders on the Financial Support Services contract NNA08BB30T. Additional information regarding the task orders must be requested through the Ames Freedom of Information Act (FOIA) office. Information can be found here: <http://www.nasa.gov/centers/ames/business/foia/guide.html>

Question 6: Do contractors have interaction with NASA Headquarters (HQ) staff?

Answer: Fulfillment of the requirements of the SOW may require contractor staff to occasionally interact with HQ staff.

Question 7: Are there positive and negative incentives?

Answer: Section B.4 of the DRFP outlines the positive incentives in the contract resulting from the Request for Proposal (RFP).

Question 8: What labor categories would NASA consider key personnel?

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Answer: The designation of key personnel is solely at the discretion of the offeror. See Section H.3 *Key Personnel and Facilities* in the DRFP.

Question 9: Why aren't there more IDIQ Indefinite-Delivery/Indefinite Quantity (IDIQ) tasks in the Core requirements?

Answer: The Core requirements are the known minimum requirements needed for operation for the next five (5) years.

Question 10: When will NASA consolidate services?

Answer: There is no definitive schedule for consolidation of services at this time.

Question 11: How does NASA view the key personnel requirement?

Answer: The designation of key personnel is solely at the discretion of the offeror. See Section H.3 *Key Personnel and Facilities* in the DRFP and Section L of the solicitation.

Question 12: Who will be at the oral presentations?

Answer: The Source Evaluation Board (SEB) will attend the oral presentations.

Question 13: Do you have an estimate of how many proposals you will receive?

Answer: We do not have an estimate of how many proposals will be received.

Question 14: Are you looking to consolidate the business systems you use?

Answer: We are not considering consolidating the business systems at this time.

Question 15: Will the electronic task request system track Contract Management?

Answer: Section 3.0 of the SOW has been changed to remove the requirements for an electronic task request system. The Government will provide the system to the contractor upon award. Please see the updated draft SOW.

Question 16: Does the existing contractor performing the Financial Support Services contract have the same SOW that was posted with the DRFP?

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Answer: The current SOW under the Financial Support Services contract NNA08BB30T is different from this solicitation. The SOW for contract NNA08BB30T is located in the NASA Ames FOIA Electronic Reading Room: http://www.nasa.gov/centers/ames/business/foia/Al_Razaq.html

Question 17: Is there any further information on the new travel system that is planned to be implemented?

Answer: The new travel system has not been finalized at this time. However the contractor is responsible for supporting the requirements of SOW Section 4.4.1, Travel Services.

Question 18: Do offerors need to provide certified cost and pricing data?

Answer: For award of the solicitation, the offeror does not need to provide certified cost and pricing data.

Question 19: Has the Source Selection Authority (SSA) been identified?

Answer: An SSA has been appointed for this solicitation.

Question 20: Do any of the labor categories fall under the Service Contract Act?

Answer: The Government is currently assessing if any of the labor categories fall under the Service Contract Act. Should the Service Contract Act be applicable, the final RFP will clearly state such.

Question 21: Is the software that is used by the Financial Support Services contractor Commercial Off-The-Shelf (COTS) software?

Answer: Historically, COTS software has been used to complete the requirements for the Financial Support Services contract. See Appendix A of the SOW for a list of COTS software that has historically been used.

Question 22: Is the Financial Support Services contract the main contract that supports the Ames CFO office?

Answer: The Financial Support Services contract provides the main support for the Ames Office of the Chief Financial Officer.

Question 23: When it comes to the proposals, is NASA interested in status quo or innovation?

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Answer: Offerors are directed to review the entire solicitation including the SOW, Section L, Instructions, Conditions, and Notices to Offerors or Respondents, and Section M, Evaluation Factors for Award, of the solicitation.

Question 24: Would NASA make available information on the predecessor contract including a copy of the contract and its amendments, list of task orders and their SOW and costs, history of any incentives earned or lost, and past performance evaluations ahead of the release of final RFP?

Answer: A copy of the current Financial Support Services contract and SOW is located in the NASA Ames FOIA Electronic Reading Room: http://www.nasa.gov/centers/ames/business/foia/Al_Razaq.html
Requests for further information must be requested through the Ames FOIA Office.

Question 25: What is a total small business set-aside?

Answer: As defined in FAR 19.501, a “set-aside for small business” is the reserving of an acquisition exclusively for participation by small business concerns.” The term “total” means that the entire requirement is set aside for small business. Also, please reference FAR 19.502-2 *Total Small Business Set-Asides* as well as FAR 52.219-6 *Notice of Total Small Business Set-Aside*.

Question 26: Is the Electronic Task Request System for the Financial Support Services (FSS) contract only or Agency-wide task management?

Answer: Section 3.0 of the SOW has been changed to remove the requirements for an electronic task request system. The Government will provide the system to the contractor upon award. Please see the updated draft SOW.

Question 27: How important do you view prior Ames experience in the service provider?

Answer: The Government will evaluate past performance in accordance with the solicitation. Please see Section M.2 Past Performance Factor (Volume II).

Question 28: What is the place of performance?

Answer: Please refer to Section F.3 Place of Performance – Services. The Contractor shall perform the work under this contract at Ames Research Center, Moffett Field, CA 94035-0001, and other locations as approved in writing by the Contracting Officer.

Question 29: Can the work be performed off-site? If so, would you expect further rate discounts?

Answer: Work may be performed off-site as approved by the Contracting Officer.

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Question 30: Do you require SAP Core Financial expertise?

Answer: Use of SAP Core Financial is a requirement of the contract; please see SOW Sections 4.2.2, and 4.2.3 and SOW Performance Requirements Summary (PRS) Sections 4.2.2, 4.2.3, and 4.4.2.

Question 31: Do you require any specialized certifications for personnel?

Answer: There are no specialized certifications required at this time.

Question 32: What are the key challenges you are hoping to address?

Answer: Potential offerors are directed to the draft and the final issued RFP including Section B.4, SOW, and Sections L and M.

Question 33: Why has Ames decided to put the 45-day Phase-In in the base period?

Answer: The resultant contract from this solicitation has the potential of having a five (5) year period of performance. Since the FAR and NFS limit the period of performance of a contract to five (5) years unless a deviation is requested the 45 day phase-in period has to be included in the base period.

Question 34: Do you have an existing model for the Electronic Task Request System that you see as ideal?

Answer: Section 3.0 of the SOW has been changed to remove requirements for an electronic task request system. The Government will provide the system to the contractor upon award. Please see the updated draft SOW.

Question 35: Is Ames satisfied with the workforce level it currently has? Do you see any needs to change it?

Answer: The Government is interested in the fulfillment of all the requirements of the SOW and any subsequent Task Orders; contractor workforce level is under the discretion of the offeror.

Question 36: How important is continuous improvement and innovation in the performance of this work (particularly in the operational support area)?

Answer: Potential offerors should review the draft and final issued RFP including Section B.4, SOW, and Sections L and M

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Question 37: Prior to Blackout, may proposing companies contact civil servants for on-the-ground input? (To obtain deeper level understanding of ARC needs) Meaning workers below management levels.

Answer: All correspondence shall be made through the Contracting Officer.

Question 38: Can resumes of key/strategic personnel be used specifically in lieu of past performance?

Answer: Potential offerors should review the past performance information addressed in Sections L and M of the draft and final issued RFP.

Question 39: Can company executives attend the oral presentation in conjunction with the Key Personnel and not be counted towards the limit of 4 attendees?

Answer: See DRFP Section L.9(c) *Instructions for Mission Suitability – Oral Presentations*, “The offeror shall have the proposed Program Manager and Key Personnel present at the oral presentation (limit four (4) total presenters). Additional attendees beyond the four (4) presenters are not allowed.”

Question 40: Is there any preference given for a socio-economic category?

Answer: There is no preference give for a socio-economic category.

Question 41: Would the Government consider changing the NAICS code or size standard?

Answer: The Government has determined that NAICS code 541611 (with a size standard of \$14M) is the most appropriate for this acquisition.

Question 42: Is the Source Selection Authority (SSA) from the NASA Ames Office of the Chief Financial Officer?

Answer: It is the Acquisition Division’s policy to not release the name of the Source Selection Authority until award and the selection statement is made public.

Question 43: For the Total Compensation Plan, if a company does not provide benefits or only those required by law, how will this be factored into the evaluation?

Answer: Regarding the Total Compenstation Plan, please refer to the DRFP Sections L and M.

Question 44: Can there be continued discussions with the Contracting Officer or other parties until the Final RFP is released?

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Answer: Potential offerors may contact the Contracting Officer with comments and/or questions. All correspondence shall be made through the Contracting Officer.

Question 45: Is NASA Ames Research Center a Voluntary Protection Program (VPP) Star Worksite? Will the Financial Support Services contractor be required to become a VPP Star Worksite?

Answer: NASA Ames is a VPP Star Worksite. The Financial Support Services contractor will not be required to be a VPP Star Worksite.

Question 46: Will more labor categories be added to the Financial Support Services SOW?

Answer: Labor categories will be added if required to address a requirement.

Question 47: Is the incumbent contractor able to bid on the upcoming RFP?

Answer: Information regarding the incumbent contractor should be sent to the FOIA office.

Question 48: Reference DRFP Past Performance section, if the prime contractor does not have any experience, but the subcontractor does, can the three (3) contracts that are required by this section be from the subcontractor?

Answer: In accordance with Section L.10(b) *Past Performance Proposal*, "Major subcontractors" past performance may be used. "'Major subcontractors,' for purposes of this solicitation, is defined as subcontracting dollars of \$5 Million or more covering a performance period of five (5) years." Note: in accordance with Section M.2(2) Past Performance Factor (Volume II), "If an offeror does not have any relevant past performance history as determined herein, it will not be evaluated favorably or unfavorably and will be given a neutral adjectival rating."

Question 49: If the prime contractor was doing business under another name, can past performance experience be used from the previous company?

Answer: In accordance with Section L.10(b) *Past Performance Proposal*, "'Offeror' and 'major subcontractor,' for purposes of this solicitation, include predecessor companies."

Question 50: Is the contractor required to have a property management system?

Answer: Please refer to DRFP Section G.1: NFS 1852.245-71, NFS 1852.245-73, NFS 1852.245-75, Section I.1: FAR 52.245-1, and Section L.6 NFS 1852.245-80.

Question 51: Is the Electronic Task Request System a customized system with NASA or completely provided by the contractor?

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Answer: Section 3.0 of the SOW has been changed to remove the requirements for an electronic task request system. The Government will provide the system to the contractor upon award. Please see the updated draft SOW.

Question 52: Are clearance levels required by the Financial Support Services contract?

Answer: There are no clearance requirements at this time.