

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 24
2. AMENDMENT/MODIFICATION NO. 000003	3. EFFECTIVE DATE 08/13/2013	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY NASA/Stennis Space Center Office of Procurement Building 1100 Room 251H Stennis Space Center MS 39529-6000	CODE SSC	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. NNS13481083R	
		x 9B. DATED (SEE ITEM 11) 07/31/2013	
		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 3 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.

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 3 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 this amendment is to provide answers to the questions received. In providing the answers, some changes within the RFP have been made.

1. Questions and Answers are included, pages 3-24.

2. Pages 6, 10, 19, 29 and 31-38 of the RFP are hereby deleted and replaced with the revised pages 6, 10, 19, 29 and 31-38.

3. Attachments A & C are hereby deleted and replaced with the revised Attachments A & C.
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.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Beth L. Bradley	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

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NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>4. Attachment C & E are attached electronically.</p> <p>5. Realism was deleted as a factor of price evaluation. See revised page 38.</p> <p>All other terms and conditions remain the same.</p>				

Questions and Answers

Question 1: Provide the length of service for the incumbent personnel to facilitate the calculation of vacation hours for anyone who is entitled to more than (2) weeks of vacation?

Answer 1: 9 of the incumbent personnel have greater than 3 years of service. Details will be provided after award.

Question 2: Would you kindly provide the length of service for the incumbent personnel to facilitate the calculation of vacation hours for anyone who is entitled to more than (2) weeks of vacation?

Answer 2: See Q&A #1.

Question 3: Can the government provide a seniority list for the incumbent employees for each organization they support.

Answer3: See Q&A #1

Question 4: Will the Government provide longevity dates for incumbent employees? This information will allow offerors to factor in mandatory vacation days for employees with over five years of service on this contract.

Answer 4: See Q&A #1

Question 5: Can we get a list and phone numbers of the incumbent contract employees?

Answer 5: Personnel information will be provided after contract award during phase-in.

Question 6: Can you include the personnel's current pay rate and/or length of time they have been working on the contract?

Answer 6: See Q&A #1

Question 7: Will the government please provide a list of tenured personnel start dates?

Answer 7: See Q&A #1

Question 8: Is there an incumbent on this project? If so, can that information be provided? Is there an incumbent contractor performing the services being requested in the subject solicitation?

Answer 8: The information on the incumbent was provided in Amendment 002, Letter I, Q&A #'s 3&4. Yes, the incumbent is performing the same services.

Questions and Answers

Question 9: If there is an incumbent contractor, is the incumbent contractor eligible to bid in the set-aside category as a Prime contractor on solicitation #NNS13481083R?

Answer 9: The information on the incumbent was provided in Amendment 002, Letter I, Q&A #4.

Question 10: Will a Project Manager (PM) be accepted as a billable CLIN to the government for the contract and will government office space be furnished to the PM?

Answer 10: No, a Project Manager will not be accepted as a billable CLIN. There will not be office space provided for a Project Manager on a regular basis. Office space will be provided for onsite management during contract phase-in and phase-out, if necessary.

Question 11: Is the contractor required to have a Facility clearance, and if so, at what level; TS, S, C, PT?

Answer 11: Currently a security clearance is not required for the performance of the requirements. Contractors must follow the PIV issuance (Attachment D) for site access.

Question 12: What are the Facility Security Clearance requirement for Prime and Subcontractors for this acquisition?

Answer 12: See Q&A #11.

Question 13: Does the government expect the contractor to provide a full time Program Manager or Lead? If so, where are these man-hours, monthly rate, and yearly rate to be priced in a responding Price Proposal? If not, how are they to be priced?

Answer 13: No a full-time Program Manager/Lead is not required.

Question 14: Does the government anticipate the use of other contractor approved locations outside of NASA John C. Stennis Space Center that will require contractor presence and support? If so, where and what type of support does the government anticipate?

Answer 14: At this time, the government does not anticipate outside locations other than John C. Stennis Space Center, but has left the option open in case that were to change within the next five years.

Question 15: In section ADDENDUM TO 52.212-1, INSTRUCTIONS TO OFFERORS - COMMERCIAL ITEMS, paragraph (d) asks offerors to submit completed Past

Questions and Answers

Performance Form (Attachment E). Should offerors also complete Attachment A-3 - PAST PERFORMANCE EVALUATION?

Answer 15: See page 34 of 54 (d) Past Performance refers to Attachment E. Offerors should have Attachment E completed. Attachment A-3 is referenced in the SOW, paragraph 1.2, and will be used by technical monitors at the end of each performance year to rate performance.

Question 16: Should Past Performance Evaluations be sent directly to NASA from the Offeror's customer or submitted by the Offeror with their Proposal.

Answer 16: The Past Performance Evaluations need to come from the customer to NASA and have to be received by the RFP deadline, refer to paragraph (d) on page 34 of 54.

Question 17: Would the Government please provide a Microsoft Word version of Attachment E Past Performance Form?

Answer 17: Yes, an electronic version will be attached to this amendment.

Question 18: There are no instructions in the RFP on Past Performance Questionnaire Form (A-3). How many? Who to send to at SSC? When are they due? What is the offeror to do with Form A-3?

Answer 18: See Q&A #15.

Question 19: Would the Government please provide a Microsoft Word version of Attachment A-3 Past Performance Evaluation to facilitate ease of completion on the part of the Offeror's Government customers?

Answer 19: No, this attachment is not to be filled out and submitted. See Q&A #15.

Question 20: Our Navy and Air Force customers, in order to reduce work effort on the part of their Government employees, are stipulating that their CORs are NOT to complete redundant Past Performance Evaluations since they already provide all pertinent Past Performance Evaluation data in the Government system CPARS. In consideration of this, where appropriate and if the contractor confirms it is available, would the Government please rely on CPARS or allow the submission of a certified CPARS evaluation in lieu of the Attachment A-3 Past Performance Evaluation?

Questions and Answers

Answer 20: See Q&A #15. Page 37, (iii) Past Performance states “any additional sources of information available to it”. Yes, the government will be checking CPARS.

Question 21: ACSS RFP includes Attachment A-3, however there are no instructions regarding the use of this attachment. Are we to provide this to our references for them to complete and provide to NASA? If so, when is it due back to NASA. Please provide guidance as to the use of Attachment A-3.

Answer 21: See Q&A #15.

Question 22: Amendment 002 replaces Attachment A with a revised version. Are sub-attachments (A-1, A-2, and A-3) also replaced?

Answers 22: Attachments A-1, A-2 and A-3 remain the same.

Questions 23: Attachment A: Page 2 of 6: 2.1 – Resource Management – “This may require that services be provided outside the normal business hours (night, weekends and holidays)”will overtime be provided for these hours?

Answer 23: Hours worked in excess of 40 should be paid at the employee's overtime rate, which is calculated at time and a half (one and a half times the regular pay rate). Historically, the contractor has not performed overtime work. In addition, the employer has the option of allowing employees to flex their work schedules. Also see Q&A# 25.

Question 24: Section 2.1 of Attachment A has a requirement to support programs outside of normal business hours. Are these hours to be supported via flexing personnel schedules or is there overtime that needs to be included in this support?

Answer 24: See Q&A # 23 & 25. Refer to the revision of paragraph 2.1 in Attachment A, revision 2.

Question 25: Referencing 2.1 – Duty outside of normal business hours. Will the government please provide in the pricing template a rate multiplier?

Answer 25: SOW 2.1 is revised, therefore, Attachment A is hereby deleted and replaced with Attachment A, revision 2. Also see Q&A# 25.

Question 26: SOW page 2 of 6/2.1: “This may require that services be provided outside of normal business hours (night shifts, weekends, and holidays)”.

Questions and Answers

The Government does not state if this is in addition to, or the equivalent of “demand work in the amount of \$25K” referenced in the solicitation on pages 6 & 7 in the pricing table. If not the equivalent, can the Government provide us with historical annual estimates (metrics) for the additional hours so that we can build into our contractor pricing? In other words, are these costs/hours outside of normal business hours in addition to the total number of hours in a work year?

Answer 26: Refer to the revision of paragraph 2.1 in Attachment A, revision 2. See Q&A# 25.

Question 27: RFP Attachment A Page 2 Section 2.1 Resources Management states “Because of the nature of NASA’s work and organizational structure, the Contractor shall maintain working shifts (when necessary) to support programs and/or organizations. This may require that services outside of normal business hours (night shifts, weekends, and holidays).

According to this requirement, offerors program staff may be required to be compensated for overtime pay, differential pay, and holiday pay (according to State of Mississippi prevailing labor laws). The pricing model provided requests pricing through a monthly and annual firm-fixed-price. If the situation occurs, will the Government allow the contractor to adjust its monthly firm-fixed price to recover these additional costs since offerors have no way of accurately predicting hours and costs associated with the above requirement?

Answer 27: See Q&A #25. The revision in Attachment A addresses this question.

Questions 28: Has there been any reduction in the number and type of fulltime personnel over the course of the current contract or has it been the same (11) core fulltime personnel working on this effort under the same labor categories?

Answer 28: Please reference the historical data given in Amendment 002, Letter I, Q&A #5.

Question 29: Has there ever been any safety or hazardous incidents that has impacted the personnel working on this contract? If so, what were they?

Answer 29: No, there have not been any safety or hazardous incidents affecting personnel on the ACSS contract.

Question 30: On page 6 of the SSC ACSS RFP in CLIN 001, it requests a firm fixed price for a 30-day Phase-In Period and a 30-Day Phase-Out Period. How would the offeror bill for the Phase-In Period if the cost for the Phase-In Period is combined with the cost for the Phase-Out Period

Answer 30: Page 6 of 54 is hereby deleted and replaced with the revised page 6 of 54.

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Question 31: Will NASA require any key personnel?

Answer 31: Key Personnel are not required.

Question 32: Pricing Schedule lists an Occupational Category of "Personnel Assistant III" under CLIN 101. Attachment 3, Fully Loaded Labor Rates, lists an Occupation Title of "Personal Assistant I, II and III". Which Occupational Category/Title is correct, Personal Assistant or Personnel Assistant?

Answer 32: Attachment C should read "Personnel Assistant I, II and III". This was a typo in Attachment C. The pricing schedule on pages 6-10 and the DOL labor categories identified in Attachment A-1 are consistent and any reference to the occupational categories should be titled as they are titles in the DOL wage determination. Attachment C is hereby deleted and replaced with the revised Attachment C. An electronic version of Attachment C is also attached to this amendment for convenience.

Question 33: On pages 6 to 10 of the Pricing Schedule, the rate tables have two columns: Fully Burdened Monthly Rate and Fully Burdened Annual Rate. The Pricing Schedules indicates that "the rates identified in Attachment C must be same as established in the CLIN". However, Attachment C requires Hourly rates rather than Monthly and Annual. Please explain how Attachment C correlates to the Pricing Schedule.

Answer 33: The individual fully loaded labor rates are to be provided in Attachment C. When the individual fully loaded labor rate from Attachment C is multiplied by WYE (Work Year Equivalent/or hours per year, defined by the contractor) it should equal the annual rate. The monthly rate is the annual divided by 12 months.

Question 34: More labor categories are provided on attachment C than are provided in the Pricing Schedule on page 6. Why is the bidder pricing all of these additional labor categories if they are not in the contract's Pricing Schedule?

Answer 34: As defined on page 10 of 54 of the SF 1449, "Additional Service Contract Act labor categories are identified in Attachment C to establish other occupational categories as they may be used for demand work."

Question 35: Within the pricing schedule there is reference to "WYE", what does "WYE" stand for?

Answer 35: "WYE" is Work Year Equivalent. Also see Q&A# 33.

Questions and Answers

Question 36: The RFP page 33 instructs the offer to complete Attachment C, pages 6-10. However, the Pricing Schedule (i.e. CLINs) on page 6 of SF 1449 is different from Attachment C. Please clarify.

Answer 36: See Q&A# 33.

Question 37: RFP page 38 states, "Realism: The Government may determine that a proposal is unacceptable if the prices or rates proposed are materially unbalanced between contract line items loaded hourly rate for identified organizations and "to be determined (TBD) contract line item loaded hourly rate." Confusing; please clarify.

Answer 37: Realism is being taken out as an evaluation factor for price. Page 38 of 54 is hereby deleted and replaced with the revised page 38 of 54.

Question 38: RFP page 6, Pricing Schedule. Will either CMEs or number of annual labor hours be provided for each CLIN and operational category?

Answer 38: Each Office and Occupational category provided is a full time position

Question 39: Are the positions in Attachment C related in any way to the "demand work" that has a not-to-exceed limit of \$25,000? If yes, does the \$25,000 represent the total amount of work that can be ordered from the positions listed in Attachment C?

Answer 39: See Q&A #33. Yes, \$25,000.00 is the maximum amount, per year, of work that can be ordered.

Question 40: The SSC answer to Question 5 in Amendment 000002 states that the historical staffing has ranged from 11-15 WYEs. Since we are not given specific workload metrics or specific hours, are we to assume 1 WTE per Organization/Occupational Category line item in the pricing schedule? That total would be 11 WTE. Can we assume that any additional work would be performed under the X03 CLINs?

Answer 40: This assumption is correct, 1 WYE per Organization/Occupational Category line item in the pricing schedule. Yes, additional (demand work) will be performed under CLINs X03.

Question 41: Will the government please define the acronym "WYE" on page 6 and is this synonymous with FTE?

Answer 41: See Q&A #33, WYE (Work Year Equivalent) refers to a contractor's annual hours, FTE (Full Time Equivalent) refers to the government's annual hours for civil servants.

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Question 42: RE: RFP Pricing Schedule Pgs. 6-10: In order to provide the number of WYEs for each occupational category will the Government please provide the historic and projected level of effort for each Service and Sub-Service element by Occupational Category and for each NASA Organization? As an example: If the NASA Organization Center Operations requires Telephone Services what is the historical and projected level of effort in terms of number of daily calls and approximate duration of those calls? Or if the NASA organization Safety and Mission Assurance requires Appointment and Schedule Services what is the historical and projected number of appointments and calendars that are to be coordinated and/or maintained? In lieu of providing this level of information, would the Government simply stipulate the number of WYEs required for each occupational category listed in the Pricing Schedule?

Answer 42: One WYE is required for each on the Pricing Schedule.

Question 43: SF 1449 Page 6 and Attachment C require that the total number of hours be identified by labor category for each NASA Organization identified. However, there is no information provided that would yield this result. Please provide the labor hours required per labor category, per NASA organization.

Answer 43: Each position identified is one WYE (one work year equivalent).

Question 44: Amendment 2 – Pg 6,7, 8, 9, 10 - Pricing Schedule
Will the government provide estimated number of hours for each labor category so that the government can equably evaluate the price proposal?

Answer 44: See Q&A #33.

Question 45: RFP page 8, CLIN structure. Please identify the number of Contractor Manpower Equivalents (CMEs) currently on contract and the number of CMEs desired on this solicitation.

Answer 45: Offeror is to provide the hours for one WYE for each position identified.

Question 46: In the Price Evaluation on page 38, it defines total cost of base plus options years plus option to extend services under FAR 52.217-8 (which can be for up to 6 months). However, the pricing template Attachment C-2 removed the Option to extend column to be included in the total cost. Should this Price Evaluation be modified to remove the extended services period?

Answer 46: Yes, page 38 of 54 is hereby deleted and replaced with the revised page 38 of 54.

Questions and Answers

Question 47: The Total Contract Cost line on page 10 includes the Phase-In/Out cost. The Price evaluation criteria on page 38 states that the Price evaluation “will consist of the evaluation of the Total price of the basic and all options.” Please confirm if Phase-In/Out costs will be considered in the proposal price evaluation.

Answer 47: See Q&A #46, TOTAL price should consist of Phase-in, Base Year and all options.

Question 48: Clause 1852.242-72 states that “whenever administrative leave is granted to Contractor personnel pursuant to paragraph (e) of this clause, it shall be without loss to the Contractor.” Does this mean that the contractor can bill for the hours that are loss due to the leave situation (i.e. facility closure)?

Answer 48: Page 29 of 54 is hereby deleted and replaced with the revised 29 of 54 to remove Alternate I of the clause. Amended Clause 1852.242-72(d) speaks specifically to administrative leave and it shall apply. However, facility closure could occur for numerous reasons therefore, a determination will be made for each scenario at the time of occurrence.

Question 49: It is the intent of the Government for the contractor to observe the 10 Government holidays listed in Clause 1852.242-72 by allowing the employees to take off and paying them for those holidays (as also required by the SCA wage determination). However, is it also the intent of the Government for contractors to pay employees for additional holiday leave that is proclaimed by Government officials and Executive Orders (i.e. leave early before Christmas, take off day after Thanksgiving)?

Answers 49: Yes, that would be in accordance with clause 1852.242-72.

Question 50: What type of contract instrument does the Government contemplate awarding? Time and Material, Firm Fixed Price, etc.,?

Answer 50: The government will award a firm fixed price contract as stated in the synopsis dated July 9, 2013.

Question 51: RFP page 19, clause 52.219-11. This clause is only used when making a sole source 8(a) award. Please clarify.

Answer 51: Clause 52.219-11 has been removed. Page 19 of 54 is hereby deleted and replaced with the attached revised page 19 of 54.

Questions and Answers

Question 52: RFP Page 19 52.219-11 Special 8(a) Contract Conditions (Feb 1990) (Deviation) (c) (2) It will not subcontract the performance of any requirements of this Contract without the prior written approval of the SBA and the Contracting Officer; and Page 20 (c) The offeror/subcontractor agrees that it will not subcontract the performance of any of the requirement of this subcontract to any lower tier subcontractor without the prior written approval of the SBA and the cognizant CO of the NASA SSC.

Does an Offeror (prime contractor) for this contract require prior approval per the above requirements to team (use subcontractors) prior to proposal submission?

Answer 52: See Q&A #51. No, Offeror does not have to get SBA approval prior to proposal submission.

Question 53: Also, the Government alludes to using temporary staffing agencies to backfill staff (e.g., more than 5 days of absence). Will the contractor require prior approval from the CO to utilize a temporary staffing agency?

Answer 53: The contractor must maintain continuity of services; the government will not dictate hiring/staffing methodology.

Question 54: RE: RFP Sections 1852.245-71 "Installation Accountable...." Pgs. 29-31 and 1852.245-76 "List of Government Property...." Pgs 31-32: Will the Government be providing the ADP equipment that is required to support this contract to onsite Contractor personnel?

Answer 54: Yes, government will provide IT equipment to perform services for the contract. Page 32 of 54 is hereby deleted and replaced with the revised page 32 of 54, to revise clause 1852.245-76.

Question 55: RE: SOW Sec 2.2 P. 2 – Do the "private sector temporary services" anticipated under this section correspond with the RFP Pricing Schedule "Demand Work To-Be Determined" (CLINS 103, 203, 303, 403, and 503) \$25K NTE amounts? If not: a) What is "Demand Work To-Be Determined"? b) Would the Government please provide either historical examples and potential future examples of the size, scope, and type of "private sector temporary services" that are anticipated under this contract?

Answer 55: Yes this is the "Demand Work". In the past contract, temporary services were minimal, averaging less than 1 time per year, 120 hours per year.

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Question 56: Section 11 of Amendment 00001, notes “The hour and date specified for receipt of Offerors is extended, but the revised date for submission does not appear to have been provided.” Please provide new hour and date for receipt of Offers.

Answer 56: This was a typo and is incorrect. The hour and date of the receipt of proposals has not changed from the original solicitation. It remains, Friday, August 30, 2013 @ 2:30 PM Central Time.

Question 57: SOW – Pg. 5, 4.2 Travel Coordination – The Contractor shall maintain a database of the office’s travel budget, tracking budget allocation by fund codes, expenditures, and projected expenditures. Is the database a contractor or government provided database?

Answer 57: The database is Government provided.

Question 58: Amendment 2 – Pg 6,7, 8, 9, 10 - Pricing Schedule CLIN 101, 201, 301, 401, 501 There are two Occupational Categories of ‘Administrative Assistant’ for the ‘Center Operations’. Are they two (2) levels of Administrative Assistant that would be priced accordingly or are there two (2) Administrative Assistant positions for this organization?

Answer 58: There are two (2) Administrative Assistant positions.

Question 59: Do the positions on the Pricing Schedule (CLIN) represent the current positions that are required at the Center? If no, what is the difference between the Pricing Schedule and Attachment C?

Answer 59: Yes, they are the current position requirements.

Question 60: Do you expect the column in the Pricing Schedule labeled “number of hours” to be completed by the vendors or just the monthly and annual rates? If yes, what does this number represent? Is it “productive hours” (minus vacation and holidays) per full-time employee? Please explain the acronym “WYE” in the pricing schedule.

Answer 60: “Number of Hours” is to be completed by the vendors. See Q&A #33.

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Question 61: What are the Facility Security Clearance requirement for Prime and Subcontractors for this acquisition?

Answer 61: See Q&A #11.

Question 62: Page 34 of 54 (c) states "similar scope, size, and complexity. Information should include: contract number, contract title, company name, company point of contact (address, telephone, email) and contract period." Is this correct? Section (d) is asking for the same information.

Answer 62: Page 34 of 54 (c) refers to Relevant Experience which "shows the offeror's experience and accomplishment of work that is related to the technical requirements defined in the SOW of this RFP, and is of similar scope, size and complexity" and (d) refers to Past Performance which is "relevant past contracts". These items are similar but not the same.

Question 63: For those contractors who were not able to attend, will the government provide information given during the walk through?

Answer 63: No significant information was given at the walk through about this requirement. All information was general about NASA/SSC and the location. No questions were answered that have not been included in this amendment.

Question 64: Please provide the number of physical work sites.

Answer 64: This would coincide with each position (there are 11 positions) all of which are on site at SSC. Most of locations are in building 1100 any other are in building 3225. However, this could be subject to change.

Question 65: What buildings are contractor personnel stationed, and how many office locations might be staffed?

Answer 65: See Q&A# 64.

Question 66: Does the scope of the Health and Safety Plan for this solicitation go beyond clerical and administrative tasks?

Answer 66: No, the scope of the Health and Safety Plan should cover the administrative clerical task.

Question 67: RFP page 5 and 6. Period of Performance states the "Estimated Phase is October 23, 2013 to November 22, 2013." However, page 6 under CLIN 001 request a 90 day phase-in / Phase out price. Please clarify.

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Answer 67: This was corrected in Amendment 002.

Question 68: RFP page 10, below CLIN tab. Please provide definition of “Demand of work.”

Answer 68: This can be defined as a special project that is short-term in nature and cannot be accomplished within the existing staffing.

Question 69: RFP page 10, paragraph (A) Handling of Sensitive Data. Missing paragraph text: “The Contractor agrees to...” Please finish sentence/paragraph.

Answer 69: This omission was corrected in Amendment 002.

Question 70: RFP page 11, paragraph (E) Motor Vehicle Management. How many labor positions are required to operate motor vehicles? What types of vehicles will the Contractor be required to drive? Will the contractor be reimbursed for vehicles’ leases? If so, how?

Answer 70: All positions are subject to operating and or managing a motor vehicle to support the performance of their assignment. These are vehicles that are assigned to the individual organizations and include small sedans, trucks, and SUV’s. If deemed necessary, additional vehicles may be obtained from the GSA Interagency Fleet Management System and or from commercial sources subject to approval and authorization by the SSC Transportation Officer. When the acquisition of commercially leased vehicles is deemed appropriate, such acquisition shall be authorized by the SSC Transportation Officer and approved in advance by the Contracting Officer. The standard billing process would be used if the contractor is required to lease a vehicle. Historically, the Transportation Officer has not assigned vehicles directly to the Contractor.

Question 71: RFP page 22, clause 1852.209-71. Have contractor employees previously been involved with drafting new agency requirements (thus precluding themselves and their firm from participating in those competitions)?

Answer 71: Contractor employees have not been and are not involved with drafting agency requirements.

Question 72: RFP page 23: 1852.219-76, NASA 8% Goal. Does a JV that is 20% owned by a woman-owned small business satisfy this requirement?

Answer 72: Public Laws 101-144, 101-507, and 102-389 require the NASA Administrator to ensure, to the fullest extent possible, that at least 8 percent of Federal funding for prime and subcontracts awarded in support of authorized programs, including the space station by the time operational status is obtained, be made available to small

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disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns. Since this solicitation is set aside for 8(a) companies, which are small disadvantaged businesses, the requirement is already satisfied, regardless if the JV is 20% owned by a Woman-Owned Small Business.

Question 73: RFP page 34, paragraph (f) and page 36, Clause 52.212.2 Evaluation (a)(ii) Relevant Experience. The Management Plan does not include a sub-category for experience. Can this information be included in an Executive Summary or in the Management Plan?

Answer 73: Relevant Experience should be identified in the proposal as (c) relevant experience.

Question 74: RFP page 36, Risk table. The definitions for Moderate Risk and High Risk are the same. Also, will the Plans be weighted and evaluated equally in terms of how they represent the Management Approach as a whole?

Answer 74: Page 36 of 54 is hereby deleted and replaced with a revised page 36 of 54. As stated on page 36 of 54, "Based on the information provided, the evaluation team will assign one of the following risk ratings to the overall management approach".

Question 75: On page 21, there is a chart which references to the Service Contract Act. Is this the level of compensation in which the current contractor is using for each labor category? If not, can that information be provided?

Answer 75: This chart is for information only. It shows what the equivalent would be if the positions were employed directly by the agency.

Question 76: Will the Government accept the contractor benefits' package in lieu of a cash payout for Health and Welfare? Do you require a cash payout of Health and Welfare in addition to a benefits package?

Answer 76: First question's answer: It depends. The IRS and DOL would have the final say on whether an employer's benefits' package legally meets the requirements of the Service Contract Act and IRS criteria. It is the Department of Labor that performs compliance checks under the SCA. The following DOL website contains information regarding the SCA and fringe benefits. <http://www.dol.gov/whd/govcontracts/sca.htm> Down at the bottom of the page there is a section for e-tools. Under e-tools is a powerpoint slide show entitled, *SCA Compliance Principles* that addresses among other things, bona fide fringe benefit plans. Second question's answer: The SCA DOL wage determination requires either a benefit plan in which the cost meets at least the minimum set forth on the wage determination OR minimum cost per

Questions and Answers

hour/week/annual set forth on the wage determination for fringe is paid in addition to the labor hour wage rate set forth on the wage determination.

Question 77: Can the Government provide the current labor mix that is onsite at this time?

Answer 77: The current labor mix onsite at this time is the same as the labor mix identified on the pricing schedule on pages 6-10.

Question 78: Will the Government consider an extension to the current due date?

Answer 78: No extension is granted at this time.

Question 79: Performance references can a Joint Venture (JV) submit? Can the offeror include CPARS in the Past Performance Volume, or will the Government access CPARS information on their own?

Answer 79: Yes, a Joint Venture can submit as long as it meets the submission requirements. See Q&A #20.

Question 80: Attachment A page 2, Section 2.2 - Position Requirements. Can the contractor hire temporary employees to meet SOW requirements?

Answer 80: The contractor must maintain continuity of services; the government will not dictate hiring/staffing methodology.

Question 81: Attachment A-2, pages 1-3 SOW Deliverables and Schedule. Will a quantitative deliverables and schedule be provided for the SOW/PRS? Example: "The frequency of this activity is approximately seven travelers per month with up to three changes in travel plans per month, per traveler. Trips are an average 2 weeks in duration."

Answer 81: No, routine travel processing is considered a day to day responsibility and should be managed within daily assignments.

Question 82: SOW attachment C, page 1. Do fully burdened labor rates include overtime?

Answer 82: No, a fully burdened labor rate would be broken down to include items such as those in attachment C-1. Overtime would be in addition to.

Question 83: SOW page 1, 1.0 Introduction. "The contractor shall provide all necessary personnel, materials, equipment and facilities, except as stated otherwise..." Individual SOW paragraphs do not explicitly define GFE or CFE requirements. Please clarify.

Questions and Answers

Answer 83: Refer to clauses 1852.245-71, 1852.245-75 and 1852.245-76, pages 29-32.

Question 84: In the Pricing Schedule there is a column for WYE hours. Given the fact that no workload data has been provided, should pricing only reflect one (1) full-time employee per line item/labor category?

Answer 84: Yes, a WYE is a full time position.

Question 85: Will the government please provide Attachment C and Pages 6-10 in Word format?

Answer 85: Attachment C was prepared in excel format before conversion to pdf. The government will make the excel format available, but bear in mind, it is the information on Attachment C the government is seeking. Any omission of information identified on Attachment C due to use of the excel format will not be an acceptable excuse. All offerors are responsible for submitting the information requested in the solicitation. Pages 6-10 will not be provided electronically due to formatting concerns.

Question 86: Please confirm the rate tables are only pages 6-10.

Answer 86: Rate tables are on pages 6-10, but Attachment C needs to be submitted as well since it correlates to the rate tables.

Question 87: Will the government clarify that it is the offerors responsibility to complete their reps and certs online and that the government will pull them off the site and evaluate?

Answer 87: Yes, the government will retrieve the current reps and certs from www.SAM.gov to verify. The first paragraph on page 34 of 54 states: Offerors are also required to electronically provide Representations and Certifications via the BPN website at <http://orca.bpn.gov> prior to submitting your offer. Also, stated in the first paragraph of 52.212-3, page 42 of 54 it states: An offeror shall complete only paragraph (b) of this provision if the offeror has completed the annual representations and certifications electronically via <https://www.acquisition.gov>.

Question 88: Please clarify, Clin 001 states a 90 day phase in period, however under period of performance (page 5) it shows 30 day phase in period.

Answer 88: See Amendment 002, letter E, page 6 was updated. Page 5, 30 days is correct.

Question 89: Referencing Page 6 – Clin 103. Does the attachment C reference refer to ODC on Page 38 part 4 and Attachment C-1 ODC.

Questions and Answers

Answer 89: ODC (other direct cost) should be shown in C-1 or C-2 or a breakdown the same or similar to C-1 or C-2.

Question 90: 9.0 – Information/Services coordination. Description appears to be vague. Will the government please provide more detail similar to that in 7.0 – move coordination/packing?

Answer 90: The government will provide the database for the Information Services move coordination. The process for coordinating the routine service request is to contact the assigned communications contractor with the detail of the request.

Question 91: Can the government please define different between monthly status reports and monthly activity reports?

Answer 91: After further consideration, the monthly activity report has been deleted as a deliverable. Reference Attachment A, revision 2.

Question 92: Will the government please provide a definitions or acronyms page?

Answer 92: Refer to the first time the acronym is used in the document. WYE – Work Year Equivalent.

Question 93: SOW page 2 of 6/2.2: "...OPM rules to meet short term situations".

Shall the cost estimate for the temporary services be included as part of the contractor fully burdened rate (considering external temporary services)? Or shall we assume that the Contractor will provide the temporary services and simply include in our rates? Also, does the "demand work" consist of temporary services within the NTE \$25K? Are there any other unforeseen requirements that make up the demand work or are above and beyond the demand work of \$25K?

Answer 93: The temporary services, or the short term situations, are the demand work. As stated on page 10 of 54, "The demand work is yet to be determined but historically has been minimal; therefore a not-to-exceed amount of \$25,000.00 is set for each year". No, there are not any unforeseen requirements that are above or beyond the demand work.

Question 94: SOW- Pg. 2, 2.2 Position Requirements – The contractor shall provide private sector temporary services in accordance with Office of Personnel Management. In the past contract, was this requirement continual throughout the contract if so how many times was it required to hire private sector temporary services and how many?

Questions and Answers

Answer 94: See Q&A # 93. In the past contract, temporary services were minimal, averaging less than 1 time per year, 120 hours per year.

Question 95: SOW page 3 of 6/3.4: "...all necessary equipment...in working condition".

The SOW does not state who, the Government or Contractor, is responsible to cover the costs to keep the equipment up and running. Are these Contractor costs? If so, must we include in the ODC (materials) costs/pricing?

Answer 95: The Government is responsible for the maintenance of the equipment. The Contractor shall not incur cost on government provided equipment.

Question 96: SOW page 4 of 6/3.7: "...ensure delivery of the materials".

The SOW does not state who, the Government or Contractor, is responsible for the costs of delivery (i.e., Federal Express, etc.). Will the delivery costs be covered by the Government (purchase card)?

Answer 96: The Government is responsible for mailing cost including Federal Express. Refer to clause 1852.245-71(c) (7). At this time Contractor employees do not possess Government purchase cards.

Question 97: SOW page 4 of 6/3.8: "Contractor shall...implement file systems...".

The SOW does not state who, the Government or Contractor, is responsible for the cost of file systems. In other words, is the Government stating NASA file systems or a specific file system in mind for the Contractor to implement and pay for, etc.? Also, shall these costs be part of our Contractor ODC costs?

Answer 97: The Contractor is responsible for maintaining organizational files in existing NASA filing systems in accordance with NPR 1441.1D. There is no cost to the contractor for the systems, as these are NASA systems already in place.

Question 98: SOW page 5 of 6/4.3: "action item database for the office".

Does the SOW refer to an existing NASA database or are they asking the Contractor to develop this database?

Answer 98: The Government will provide the database for tracking actions and guidelines for tracking incoming correspondence.

Questions and Answers

Question 99: SOW page 5 of 6/6.0: “including furniture that needs to be...obtained, replaced, repaired or excessed”.

The SOW does not identify who, the Government or Contractor, will cover these costs.

Answer 99: See Q&A# 95.

Question 100: SOW page 6 of 6/7.0: “The Contractor shall ensure that appropriate move supplies...are provided...”.

The SOW does not state who, Gov’t or Contractor, will cover the cost of the move supplies (including boxes). Shall the Contractor consider the moving materials to be included in the Contractor ODCs (materials)?

Answer 100: The government will provide move supplies. See Q&A# 95.

Question 101: Will NASA share their estimate of ODCs with all bidders?

Answer 101: No.

Question 102: Will NASA share the GFE inventory listing with all bidders?

Answer 102: Please refer to the contract clause that refer to the GFE (Government Furnished Equipment) pages 29-32 of the RFP. No other list will be provided.

Question 103: Can the Government clarify this RFP is subject to 52.204-4 Printed or Copied Double Sided on Postconsumer Fiber Content Paper, and proposals must be submitted on doubled side paper?

Answer 103: Yes, this is subject to 52.204-4 as stated on page 12 of 54.

Question 104: Are all offices like the one that was shown at the job walk?

Answer 104: There was one office location shown at the job walk, it was common to the other current office locations that are occupied by administrative/clerical personnel at the center. The office location that was shown included modular furniture, computer, phone and printer/copier in close proximity.

The following questions have been received regarding format and acceptable length of the proposal and specific documents within the proposal. Therefore they have all been lumped together, to be addressed at once.

QUESTIONS 105 to 134:

Questions and Answers

- Question 105: Can the Government clarify how many Volumes are required for this RFP.
- Question 106: Can the Government clarify the name of each Volume required for this RFP
- Question 107: Can the Government clarify if Relevant Experience is a separate Volume or included in the Technical Volume.
- Question 108: Can the Government Clarify the page count for each Volume required.
- Question 109: Can the Government clarify if a Model Contract Volume is required, and if not which Volumes do you want the Standard Form 1449 and Amendments?
- Question 110: Can the Government provide instructions to offer on the format of Proposals i.e.
- a. Font Size
 - b. Margins
 - c. Font Size for Graphics
- Question 111: How many volumes does SSC want for the ACSS proposal? Do you want two volumes composed of Management and Cost?
- Question 112: How many copies of each volume does SSC want?
- Question 113: RE: Addendum to 52.212-1(d) Completed Past Performance P.34: Is there a limit to the number of past performance citations that can be submitted?
- Question 114: Would the Government please stipulate page limits for each of the required proposal sections eg. Management, Relevant Experience, Past Performance, etc?
- Question 115: Please identify how many copies of the proposal you require.
- Question 116: RFP – Pg. 33 – ADDENDUM TO 52.212-1, Instructions to Offerors – Commercial Items
- What is the required format for the proposal, i.e., font size, page margins, etc.?
- Will the proposal need to be broken up in volumes? If so how should they be organized?
- Are there any other pages counts within the proposal besides the Phase-In and Phase-Out Plan?
- What is the type of delivery requirements for the proposal? Electronic(email), Ground Mail, Site, etc.?
- Question 117: Can the Government clarify how many Volumes are required for this RFP – See below:
- a. Volume I Technical Proposal
 - b. Volume II Relevant Experience
 - c. Volume III Past Performance
 - d. Volume IV Price
- Question 118: To ensure contractors constructs it's proposal to the most advantageous layout for the government to follow. Can the Government clarify which of the two ways below the government prefer the proposal to be structured
- a) 52.212-1 Instructions to the Offerors:
 - I. Phase – In and Phase out Plan
 - II. Relevant Experience
 - III. Past Performance

Questions and Answers

- IV. Safety and Health
 - V. Management Plan
 - VI. Organizational Conflicts of Interest (OCI) Avoidance Plan
- b) 52.212.2 Evaluation:
- I. Phase-In Plan
 - II. Management Plan
 - III. Safety Plan
 - IV. Organizational Conflicts of Interest (OCI) Avoidance Plan

If Relevant Experience is required to be a separate Volume from Past Performance, and since both topics contains most of the same information, will the Government consider combing Relevant Experience and Past Performance into 1 Volume?

- Question 119: Can the Government clarify if a Model Contract Volume is required, and if not which Volumes do you want the Standard Form 1449 and Amendments (Pricing Volume)?
- Question 120: RFP page 34: Reference proposal requirements. Is there a page limit for each plan (Management, Safety and Health, and OCI Avoidance)?
- Question 121: RFP page 36: Ref Clause 52.212.2 Evaluation (a)(i) Management Approach. Can the Phase-In Plan, Management Plan, Safety and Health Plan, and OCI Avoidance Plan be presented in a single document with each plan clearly titled?
- Question 122: Can you please provide more details for the submission of proposals? Address to send hard copies or email address to send soft copies
- Question 123: Can you give us a format for proposal submission? Should the technical be separate from the pricing, Volume I and Volume II. How many copies of each volume do you wish for us to submit?
- Question 124: If you do not want proposal submitted in volumes, please specify format?
- Question 125: Do you want the OCI and/or Safety and Health plan separate from other documents?
- Question 126: How many past performance statements can we submit?
- Question 127: Is there a limitation on the number of past performances we can submit for our subcontractor?
- Question 128: Proposal Instructions. Will the Government provide additional proposal instructions (i.e. proposal format, page limits, binding instructions etc...)?
- Question 129: Will the Government be providing more detailed proposal preparation instructions?
- Question 130: Page 33, Instructions to Offerors – Offerors are required to submit (3) original signed copies of the Standard Form (SF) 1449. Does this imply that bidders are to submit 1 Original and 2 Copies of each proposal volume?
- Question 131: Is the Phase-in/Phase-Out plan is the only section of the proposal that has a page limitation?
- Question 132: RFP page 37: Ref Clause 52.212.2 Evaluation (a)(iii) Past Performance. Relevant Experience. Should the offer submit a separate Past Performance Volume?
- Question 133: Method of Proposal Submission. Does the Government want the proposal to be submitted (a) electronically, (b) hardcopy, or (c) both. If the Government wants

Questions and Answers

hardcopies, how many copies of the technical proposal volume are required in addition to one (1) original hardcopy? To whom should the proposal package be addressed if hardcopies are required?

Question 134: Please explain the proposal Volumes break down?

ANSWERS 105 to 134:

Pages 33-36 are hereby deleted and replaced with the revised pages 33-36. These were revised to address limitations on submittals and to make instructions more clear.

Volumes are **not required**. The layout of the proposal shall follow the Instructions to Offerors on pages 33-36. **Three (3)** completed packages with **original** signatures shall be delivered as hard copies (by delivery service (USPS, UPS, FedEx, etc.), or in person to:

**NASA/Stennis Space Center
Office of Procurement
Attention: Sarah Maine
Room 257 H
Stennis Space Center, MS 39529-6000**

Each completed package shall include:

1. Signed SF 1449
2. Complete Cost and Pricing Information
 - a. Pricing Schedule on pages 6-10 and Attachment C shall be filled in and shall be submitted as hard copies
 - b. Break-out of cost and pricing data, the same as or similar to Attachment C-1 and/or C-2, may be submitted in electronic format (saved on disc and delivered with the package)
3. Representations and Certifications shall be submitted. All information shall be complete and current in System for Award Management.
4. Additional items: In accordance with pages 35-36 items a-g, shall be submitted.

Font shall be Times New Roman and must be 10 or 12 point.

Margins shall be one (1) inch, except for pages 6-10. **Do not change the formatting on pages 6-10.**

No graphics are required; therefore limitations will not be set.

INVOICES

The Contractor shall submit invoices to the following address:

NASA Shared Services Center (NSSC)
 Financial Management Division (FMD) – Accounts Payable
 Bldg 1111, C. Road
 Stennis Space Center, MS 39529
 Email: NSSC-AccountsPayable@nasa.gov
 Fax: 866-209-5415

PRICING SCHEDULE

Complete the rate tables below on pages 6-10 as well as Attachment C – Fully Loaded Labor Rates. The rates identified in Attachment C must be the same as established in the CLIN rates below.

CLIN				
001	Estimated 30 Day Phase-In Period	TOTAL		\$

CLIN	Base Year	Organization	Occupational Category	Number of hours (If more than one WYE is utilized in a category, insure hours capture all WYEs)	Fully burdened (included profit) Monthly Rate capturing all WYE hours in a category	Fully burdened (includes profit) Annual Rate capturing all WYE in a category
101		Center Operations	Administrative Assistant		\$	\$
		Center Operations	Administrative Assistant		\$	\$
		Safety & Mission Assurance	Secretary III		\$	\$
		Office of Human Capital	Personnel Assistant III		\$	\$
		Office of External Affairs	Administrative Assistant		\$	\$
		Office of Procurement	Administrative Assistant		\$	\$
		ODEO	Administrative Assistant		\$	\$
	Total				\$	\$
102		Office of the Chief Engineer	Secretary III		\$	\$
		Engineering & Test Directorate	Administrative Assistant		\$	\$
		Project Directorate	Administrative Assistant		\$	\$
		Project/NESC	Administrative Assistant		\$	\$
	Total				\$	\$
103		Demand Work To-Be Determined & Priced at amounts equal to or less than established rates in Attachment C	Not-to-Exceed		\$	\$ 25,000.00
		Total			\$	\$ 25,000.00
	Base Year		Total		\$	\$

Option Year 4					
CLIN	Organization	Occupational Category	Number of hours (If more than one WYE is utilized in a category, insure hours capture all WYEs)	Fully burdened (included profit) Monthly Rate capturing all WYE hours in a category	Fully burdened (includes profit) Annual Rate capturing all WYE in a category
501	Center Operations	Administrative Assistant		\$	\$
	Center Operations	Administrative Assistant		\$	\$
	Safety & Mission Assurance	Secretary III		\$	\$
	Office of Human Capital	Personnel Assistant III		\$	\$
	Office of External Affairs	Administrative Assistant		\$	\$
	Office of Procurement	Administrative Assistant		\$	\$
	ODEO	Administrative Assistant		\$	\$
	Total			\$	\$
502	Office of the Chief Engineer	Secretary III		\$	\$
	Engineering & Test Directorate	Administrative Assistant		\$	\$
	Project Directorate	Administrative Assistant		\$	\$
	Project/NESC	Administrative Assistant		\$	\$
Total			\$	\$	
503	Demand Work To-Be Determined & Priced at amounts equal to or less than established rates in Attachment C	Not-to-Exceed			\$ 25,000.00
	Total				\$ 25,000.00
	Option Year 4	Total		\$	\$

Total Contract Phase-In, Base Year & All Options

\$ _____

Additional Service Contract Act labor categories are identified in Attachment C to establish other occupational categories as they may be used for demand work. The demand work amount is yet to be determined but historically has been minimal; therefore a not-to-exceed amount of \$25,000.00 is set for each year.

ADDENDUM TO 52.212-4, CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS

The following paragraphs (A-D) are incorporated as addendum to 52.212-4:

(A) Handling of Sensitive Data

(1) It is anticipated that in the performance of this contract, the Contractor may have access to and use of NASA's sensitive internal budget, accounting, or financial data. The Contractor agrees to use, copy, or disclose such data, or any other data arguably within these categories, only for contract purposes, and to make no other use or disclosure of such data without written permission of the Contracting Officer.

specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of clause)

52.217-9 Option to Extend the Term of the Contract (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least *60 days* before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

(End of clause)

52.219-17 Section 8(a) Award (Dec 1996)

information.

(End of clause)

**1852.242-72 Observance of Legal Holidays (AUG 1992)
ALTERNATE II (OCT 2000)**

(a) The on-site Government personnel observe the following holidays:

New Year's Day
Labor Day
Martin Luther King, Jr.'s Birthday
Columbus Day
President's Day
Veterans Day
Memorial Day
Thanksgiving Day
Independence Day
Christmas Day

Any other day designated by Federal statute, Executive order, or the President's proclamation.

(b) When any holiday falls on a Saturday, the preceding Friday is observed. When any holiday falls on a Sunday, the following Monday is observed. Observance of such days by Government personnel shall not by itself be cause for an additional period of performance or entitlement of compensation except as set forth within the contract.

(c) When the NASA installation grants administrative leave to its Government employees (e.g., as a result of inclement weather, potentially hazardous conditions, or other special circumstances), Contractor personnel working on-site should also be dismissed. However, the contractor shall provide sufficient on-site personnel to perform round-the-clock requirements of critical work already in process, unless otherwise instructed by the Contracting Officer or authorized representative.

(d) Whenever administrative leave is granted to Contractor personnel pursuant to paragraph (c) of this clause, it shall be without loss to the Contractor.

(End of Clause)

1852.245-71 Installation-accountable Government property (JAN 2011)

(a) The Government property described in paragraph (c) of this clause may be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property unless authorized by the Contracting Officer under (b)(1)(iv). Under this clause, the Government retains accountability for, and title to, the property, and the Contractor shall comply with the following:

(3) Property listed below:

Information Technology (e.g. computer, monitor, printer/copier) equipment and software.

(i) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records.

(ii) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.

(4) Supplies from stores stock.

(5) Publications and blank forms stocked by the installation.

(6) Safety and fire protection for Contractor personnel and facilities.

(7) Installation service facilities: Duplicating and copying; library, Official Mail Services, general use printers and digital postage meter.

(8) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.

(9) Cafeteria privileges for Contractor employees during normal operating hours.

(10) Building maintenance for facilities occupied by Contractor personnel.

(11) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services may be provided on-site, as approved by the Contracting Officer.

(End of clause)

1852.245-75 Property management changes (JAN 2011)

(a) The Contractor shall submit any changes to standards and practices used for management and control of Government property under this contract to the assigned property administrator prior to making the change whenever the change -

(1) Employs a standard that allows increase in thresholds or changes the timing for reporting loss, damage, or destruction of property;

(2) Alters physical inventory timing or procedures;

(3) Alters recordkeeping practices;

(4) Alters practices for recording the transport or delivery of Government property; or

(5) Alters practices for disposition of Government property.

(End of clause)

1852.245-76 List of Government property furnished pursuant to FAR 52.245-1 (JAN 2011)

For performance of work under this contract, the Government will make available Government property identified below or in Attachment (not applicable) of this contract on a no charge-for-use basis pursuant to the clause at FAR 52.245-1, Government Property, as incorporated in this contract. The Contractor shall use this property in the performance of this contract NASA John C. Stennis Space Center and at other location(s) as may be approved by the Contracting Officer. Under FAR 52.245-1, the Contractor is accountable for the identified property.

(End of clause)

1852.245-82 Occupancy management requirements (JAN 2011)

(a) In addition to the requirements of the clause at FAR 52.245-1, Government Property, as included in this contract, the Contractor shall comply with the following in performance of work in and around Government real property:

- (1) NPD 8800.14, Policy for Real Property Management.
- (2) NPR 8831.2, Facility Maintenance Management.

(b) The Contractor shall obtain the written approval of the Contracting Officer before installing or removing Contractor-owned property onto or into any Government real property or when movement of Contractor-owned property may damage or destroy Government-owned property. The Contractor shall restore damaged property to its original condition at the Contractor's expense.

(c) The Contractor shall not acquire, construct or install any fixed improvement or structural alterations in Government buildings or other real property without the advance, written approval of the Contracting Officer. Fixed improvement or structural alterations, as used herein, means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. Title to such property shall vest in the Government.

(d) The Contractor shall report any real property or any portion thereof when it is no longer required for performance under the contract, as directed by the Contracting Officer.

(End of clause)

1852.225-74 NOTIFICATION PRIOR TO ACQUIRING INFORMATION TECHNOLOGY SYSTEMS FROM ENTITIES OWNED, DIRECTED OR SUBSIDIZED BY THE PEOPLE'S REPUBLIC OF CHINA (JUNE 2013) (DEVIATION)

(a) Definitions -

"Acquire" means procure with appropriated funds by and for the use of NASA through purchase or lease.

"Entity owned, directed or subsidized by the People's Republic of China" means any organization incorporated under the laws of the People's Republic of China.

"Information Technology (IT) System" means the combination of hardware components, software, and other equipment to make a system whose core purpose is to accomplish a data processing need such as the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission or reception of data. IT systems include ground systems in support of flight hardware. IT systems do not include-

- (i) Systems acquired by a contractor incidental to a contract;
- (ii) Imbedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. For example, HVAC (heating, ventilation, and air conditioning) equipment such as thermostats or temperature control devices, and medical equipment where information technology is integral to its operation, are not

information technology systems;

(iii) Services in support of IT systems, such as help desk services; or

(iv) Flight hardware, which includes aircraft, spacecraft, artificial satellites, launch vehicles, balloon systems, sounding rockets, on-board instrument and technology demonstration systems, and equipment operated on the International Space Station; as well as prototypes, and engineering or brass boards created and used to test, troubleshoot, and refine air- and spacecraft hardware, software and procedures.

(b) Section 516 of the Consolidated and Further Continuing Appropriation Act, 2013 (Pub. L. 113-6), requires NASA's Office of the Chief Information Officer (OCIO) to assess the risk of cyber-espionage or sabotage of an information technology (IT) system that is produced, manufactured, or assembled by an entity owned, directed or subsidized by the People's Republic of China (PRC). The Government retains the right to reject any IT system tendered for acceptance under this Contract, without any further recourse by, or explanation to, the Contractor, if the Government determines the IT system, in whole or in part, presents an unacceptable risk to national security.

(c) The Contractor shall obtain the approval of the Contracting Officer before acquiring any IT system(s) from entities owned, directed or subsidized by the People's Republic of China under this contract. Any Contractor request to use such items shall include adequate information for Government evaluation of the request, including-

(1) A brief description of the item(s); and

(2) Vendor/manufacturer's company name and address;

(d) The Contracting Officer will provide the information referenced in paragraph (c) to the NASA Office of the Chief Information Officer (OCIO) which will assess the risk of cyber-espionage or sabotage and make a determination if the acquisition of such system is in the national interest. Only items so approved shall be provided under the contract.

(End of clause)

52.212-5 ATTACHMENT

LIST OF ATTACHMENTS

The following documents are attached hereto and made a part of this contract:

Attachment A – STATEMENT OF WORK

Attachment A-1 -- SERVICE CONTRACT ACT WAGE DETERMINATION

Attachment A-2 -- ACSS CONTRACT PERFORMANCE REQUIREMENTS SUMMARY

Attachment A-3 -- PAST PERFORMANCE EVALUATION

Attachment B – DOL OCCUPATIONAL CODES & JOB DESCRIPTIONS

Attachment C – PRICING SCHEDULE

Attachment C-1 EXAMPLE FORMAT FOR EACH CLIN

Attachment C-2 EXAMPLE FORMAT COST BREAKOUT

Attachment D – PIV CARD ISSUANCE

Attachment E - PAST PERFORMANCE FORM

(End of Clause)

ADDENDUM TO 52.212-1, INSTRUCTIONS TO OFFERORS - COMMERCIAL ITEMS

The Pricing Schedule in Attachment C shall be completed by the offeror. Offerors shall propose hourly rates (regular rates and overtime rates) for each labor category to be charged for each line item for each contract year and propose phase-in costs. These rates shall be fixed over the life of the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. Current Department of Labor (DOL) labor rates shall be incorporated into the contract by modification each year. DOL Job Descriptions for each labor category are provided in Attachment B.

Offerors are required to submit three (3) complete proposal packages including:

1. **Three (3) originally signed** Standard Form (SF) 1449.

2. Completed Cost and Pricing information (pages 6-10 and attachments C, C-1 and C-2 (C-1 and C-2 are provided as examples, at a minimum the breakdown should include the detail provided)).
3. Offerors are also required to electronically provide Representations and Certifications via the BPN website at <http://orca.bpn.gov> prior to submitting your offer. Offerors shall include the offeror's facsimile number and e-mail address(es).
4. **In addition, the following information must also be submitted with your complete proposal package:**
 - (a) Acknowledgment of **all** amendments. SF 30's shall be signed and returned with proposal.
 - (b) Phase-In and Phase-Out Plan (See page 5 of 54 of this RFP). **Page limit, no more than 10 pages.**
 - (c) Information regarding offeror's Relevant Experience, which shows the offeror's experience and accomplishment of work that is related to the technical requirements defined in the SOW of this RFP, and is of similar scope, size, and complexity. Information should include: contract number, contract title, company name, company point of contact (address, telephone, email) and contract period of performance. Information shall be current (within the last 3 years). **No limit on the number of references. Each submitted reference shall be no more than 3 pages.**
 - (d) Completed Past Performance Form (See Attachment E): The Offeror shall provide information on relevant past contracts, not to exceed the past three (3) years, preferably with the Government, listing contract number, contract value, agency name and point of contact (including address, telephone and fax numbers, and e-mail address, if available), what the contract was for, and status of the contract (current, terminated (if so, why), successfully completed). Attachment E should be completed by the customer (or agency) and returned to the NASA office via hardcopy delivery or email to sarah.m.maine@nasa.gov by the due date of the RFP. Offerors with no previous Government contracts shall so state. **No limit on the amount of past performances provided as long as they are not older than three (3) years.**
 - (e) Safety and Health Plan (in accordance with NFS 1852.223-73, see pages 39-40 of this RFP). **Page limit, no more than 20.**
 - (f) Management Plan. **Page limit, no more than 10.** The offeror shall submit with the proposal a Management Plan to include, but not limited to, the following:
 - (1) How the Contractor intends to verify that each Contractor employee is knowledgeable and proficient and remains proficient in Microsoft Office Products, including Word, Excel, Power Point and Outlook.
 - (2) How the Contractor plans to provide coverage and backfilling for vacancies and absences.
 - (3) How the Contractor will phase in new employees after the contract period of performance begins, in the event that a new employee is replacing a current Contractor employee. It is desired that the Contractor employee leaving or terminating provide at least one day of phase-in training to the new employee.
 - (4) Contractor's philosophy of customer service.
 - (5) Contractor's work practices on managing in a highly technical, challenging and dynamic professional multitasking environment.
 - (g) The offeror shall submit with the proposal an Organizational Conflicts of Interest (OCI) Avoidance Plan. **Page limit, no more than 5.**

The OCI Avoidance Plan will demonstrate to the Government that the Contractor will mitigate organizational conflicts of interest and ensure that the Contractor provides unbiased, impartial advice and adequately protects sensitive data. The OCI Avoidance Plan will also demonstrate that no organizational conflict of interest exists or that any such potential conflicts have been adequately avoided or mitigated, especially when using subject matter experts or technical experts connected to any prime contractor or subcontractor performing or planning to propose on design, development, and/or delivery of space flight hardware, software, mission integration services or other critical systems related

to SSC. The offeror should not assume that Government performance of a contracted task is a form of mitigation. The OCI Avoidance Plan shall include the following:

(1) Organizational conflicts of interest pertaining to impaired objectivity shall be addressed as follows:

(i) Describe the nature of the conflict including any business relationships that might create a conflict with the performance of the SOW.

(ii) Describe the plan for avoiding, neutralizing, or mitigating the conflict, including the following with regard to subject matter experts/technical experts if applicable:

(A) The management reporting chains between this contract and the work performed by the subject matter experts/technical experts for the conflicting business relationship are separated from each other.

(B) The subject matter experts/technical experts, when performing under this contract, are physically separated from the portion of the company performing the work for the conflicting business relationships.

(C) Each subject matter expert/technical expert performing under this contract signs an express, binding, written agreement setting forth all responsibilities and duties to avoid organizational conflicts of interest and to protect sensitive data provided under this order.

(D) Techniques are in place to ensure that the Contractor shall not favor the conflicting business relationships and will avoid the appearance of conflicts of interest.

(2) With regard to access to nonpublic information, the OCI Avoidance Plan shall contain a plan to safeguard all proprietary/sensitive data the Contractor (including all employees and subject matter experts/technical experts) receives. This plan shall include:

(i) A provision that the contractor shall not disclose or improperly use the proprietary/sensitive data received or accessed under this contract.

(ii) A provision that information, whether in hard copy or on electronic media, shall be marked, handled, stored, and destroyed in order to preclude an unauthorized disclosure of information.

(iii) A provision that information technology shall be protected to prevent unauthorized disclosure of information.

(iv) A provision that employees performing the effort must sign an express, binding, written agreement clearly agreeing to protect sensitive data.

(v) A requirement that subcontractors have appropriate OCI avoidance procedures in place for the use of subject matter experts.

(vi) A requirement for periodic self-audits, the results of which shall be made available to the Government.

(vii) Initial and periodic refresher OCI training for the contractor employees/experts working on this contract.

(viii) A description of organizational and employee sanctions for violation of the OCI order clause or OCI Avoidance Plan provisions.

(ix) Provisions on record keeping requirements regarding OCI (e.g., training, written

agreements). The contractor shall make these records available to and cooperate with any neutral third party the Government assigns to review adherence to their OCI mitigation plan.

(x) A provision requiring the Contractor to report any real, apparent, or potential conflict of interest that may arise to the Contracting Officer.

(xi) A provision requiring the contractor to update the OCI Avoidance Plan upon occurrence of any event that will cause a change to the plan.

(End of Provision)

52.209-2 Prohibition on Contracting with Inverted Domestic Corporations--Representation (MAY 2011)

52.212-2 Evaluation - Commercial Items (JAN 1999)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

(i) **Management Approach:** Management approach will require the contractor to provide a Phase-In Plan, Management Plan, Safety Plan and Organizational Conflicts of Interest (OCI) Avoidance Plan. Based on the information provided, the evaluation team will assign one of the following risk ratings to the overall management approach.

RATING	DEFINITION	STANDARD
Low Risk	The management approach submitted by the offeror leaves little doubt that the proposed approach will be highly effective throughout the life of the contract.	Provided the requested information in the proposal, that reflects an excellent management approach with a clear understanding of the work to be performed and the ability to provide uninterrupted high-quality work.
Moderate Risk	The Management approach submitted by the offeror leaves some doubt that the proposed approach will be effective throughout the life of the contract.	Provided the requested information in the proposal. The information provided reflects a management approach which lacks detail and only shows a general understanding of the work to be performed and the ability to provide uninterrupted quality work.
High Risk	The Management approach submitted by the offeror leaves significant doubt that the proposed approach will be effective throughout the life of the contract.	Not all requested information was provided in the proposal or the information that was provided did not reflect an acceptable management approach demonstrating a lack of understanding of the work to be performed. This approach could result in interruption of service or a lower-quality work.

(ii) **Relevant Experience:** Relevant experience is the accomplishment of work that is comparable or related to the technical work required by this solicitation, and is of similar scope, size and complexity. Based on information provided, the evaluation team will assign one of the following risk ratings for the relevant experience characteristic:

RATING	DEFINITION	STANDARD
Low Risk	Little doubt exists, based on the offeror's experience; that the offeror can satisfactorily perform this kind of work.	Extensive experience in projects of similar size, scope, complexity.
Moderate Risk	Some doubt exists, based on the offeror's experience, that the offeror can satisfactorily perform this kind of work.	Limited experience in projects of similar size and scope or extensive experience as the primary subcontractor for projects similar in size and scope.
High Risk	Significant doubt exists, based on the offeror's experience, that the offeror can satisfactorily perform this kind of work.	Very little experience in projects of this kind.

(iii) **Past Performance:** An assessment of past performance will be performed. NASA will utilize the information submitted in response to this solicitation, including any additional sources of information available to it. The assessment will address an offeror's past performance including the contractor's record of conforming to contract requirements and to standards of good workmanship; the contractor's adherence to contract schedules, including the administrative aspects of performance; the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction; the contractor's record of integrity and business ethics to include security and IT security, and generally, the contractor's business-like concern for the interest of the customer.

Past performance information will be used to assess the extent to which contract objectives have been achieved on related projects.

For newly formed businesses having little or no company experience, the past performance of a predecessor firm, the company's principal owner(s) or corporate officer(s) may be considered. Offerors with no relevant past or present performance history or whose record is so limited that no confidence assessment rating can be reasonably assigned shall receive the rating of "Neutral", meaning the rating is treated as neither favorable nor unfavorable.

The Government will accomplish the past performance evaluation, assigning an overall Performance Confidence Assessment rating to the offeror's proposal as follows:

<i>Very High Level of Confidence</i>	The offeror's relevant past performance is of exceptional merit and is very highly pertinent to this acquisition indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance. Based on the offeror's performance record, there is a very high level of confidence that the offeror will successfully perform the required effort. ** (One or more significant strengths exist. No significant weaknesses exist.)
<i>High Level of Confidence</i>	The offeror's relevant past performance is highly pertinent to this acquisition; demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance. Based on the offeror's performance record, there is a high level of confidence that the offeror will successfully perform the required effort. ** (One or more significant strengths exist. Strengths outbalance any weakness.)

<i>Moderate Level of Confidence</i>	The offeror's relevant past performance is pertinent to this acquisition, and it demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance. Based on the offeror's performance record, there is a moderate level of confidence that the offeror will successfully perform the required effort. ** (There may be strengths or weaknesses or both.)
<i>Low Level of Confidence</i>	The offeror's relevant past performance is at least somewhat pertinent to this acquisition, and it meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance. Based on the offeror's performance record, there is a low level of confidence that the offeror will successfully perform the required effort. Changes to the offeror's existing processes may be necessary in order to achieve contract requirements. ** (One or more weaknesses exist. Weaknesses outbalance strengths.)
<i>Very Low Level of Confidence</i>	The offeror's relevant past performance does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas which adversely affect overall performance. Based on the offeror's performance record, there is a very low level of confidence that the offeror will successfully perform the required effort. ** (One or more deficiencies or significant weaknesses exist.)
<i>Neutral</i>	In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror may not be evaluated favorably or unfavorably on past performance (see FAR 15.305(a)(2)(ii) and (iv)). ** (At the Installations' discretion, strengths and weaknesses may be assigned.)

- (iv) **Price:** Evaluation will consist of the evaluation of the phase-in price, total price of the basic and all options to extend contract period under FAR 52.217-9. The Government will evaluate offeror's proposed price including all options for completeness and reasonableness.

Completeness: The proposal covers all requirements in the Performance Work Statement, includes all pricing information required by the solicitation, and the Pricing Schedule is completed as required. It must be easily determined and the proposal must clearly display the intended unit price and extended calculations and an understanding of how the loaded hourly rates were arrived at for each scheduled item. See example formats provided in Attachment C-1 and C-2.

Reasonableness: Prices shall be examined in comparison with the proposed prices received in response to the solicitation; estimates, prior prices paid, and can be supported by suitable estimating techniques. The proposed cost and/or prices for the work requested must reasonably reflect an understanding of effort and skills required consistent with the current market. This analysis may include a review of actual rates being paid for similar work by industry, under other Government contracts and rates being paid for comparable civil service employees.

Management Approach, Relevant Experience and Past Performance, when combined, are significantly more important than **Price**.

- (b) *Options.* The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

**ADMINISTRATIVE/CLERICAL SUPPORT SERVICES
STATEMENT OF WORK**

1.0 Introduction

This Statement of Work (SOW) describes the services to be provided by the Contractor to NASA and other Resident Agencies working at the John C. Stennis Space Center (SSC) under this Administrative/Clerical Support Services (ACSS) contract. The Contractor shall provide all necessary personnel, materials, equipment, and facilities, except as stated otherwise, for delivery of the services described herein.

1.1 Service Descriptions

The services required are described in the following areas of this SOW:

- 3.0 General Office Services
 - 3.1 Telephone Services
 - 3.2 Appointment and Schedule Services
 - 3.3 Visitor Services
 - 3.4 Meeting Services, Telecommunication Services, and Scheduling Conference Rooms
 - 3.5 Information Dissemination
 - 3.6 Coordination of Supplies Ordering
 - 3.7 Copying/Faxing/Graphics/Photo Services/Mailing (Federal Express)
 - 3.8 Records Management
- 4.0 Data Management Services
 - 4.1 Desktop Processing
 - 4.2 Travel Coordination
 - 4.3 Correspondence Tracking
- 5.0 Time and Labor Collection
- 6.0 Property Coordination
- 7.0 Move Coordination
- 8.0 Training Coordination
- 9.0 Information Services Coordination
- 10.0 Special Events Coordination
- 11.0 Miscellaneous Activities

Department of Labor (DOL) Wage Determination No. 2005-2301 (Rev. 13), is attached to this SOW as Attachment A-1 for estimating purposes. Current Wage Rates have been requested from the DOL. Should the DOL issue revised rates that differ from those included in Attachment A-1, an equitable adjustment shall be issued to the basic contract via modification.

1.2 Performance Requirements

Performance requirements that define quality and timeliness standards for the services required are summarized in the Performance Requirements Summary in Attachment A-2. Each NASA Technical Monitor will perform

an Annual Performance Evaluation on each position assigned to the respective office. This Annual Evaluation Form, which is presented in Attachment A-3, will be forwarded to the Contracting Officer's Representative (COR) who will submit all evaluation forms to the Contractor's appointed representative.

2.0 Management and Administration

The Contractor shall provide the overall management and administrative services required for the execution of all contract activities fully meeting the business, technical performance, legal and requirements of the contract such that the outcome of work performed fully meets the performance objective of the requirement and is performed within the schedule of the requirements. The Contractor shall monitor personnel matters relating to Contractor employees, ensuring that the Contractor employee relationship with the assigned NASA organization is followed in accordance with the ACSS SOW and ensuring that delivered services meet the performance standards identified in this contract. The Contractor shall develop and **submit** a Management Operating Plan with their proposal, which details the Contractor's philosophy on customer service, including phone coverage due to absences, backfill capacity, etc.; their work practices on managing in a multi-tasking environment; and an outline of their daily management strategy. The Management Plan once approved will be incorporated into the contract.

The Contractor shall establish and maintain team-oriented working relationships with the Government at all levels in the organization. Through frequent interaction, both formal and informal, the Contractor shall work with government counterparts to ensure requirements are clearly communicated, mutually understood, and satisfied. The Contractor shall ensure timely, accurate, and thorough response to the Government's requests for information.

2.1 Resources Management

The Contractor shall manage the labor, material, and other resources to perform the work described, providing a staff, fully capable of executing contract responsibilities and responding to requirements. The contractor is responsible for continuously monitoring, managing and controlling the work performed. This shall also include providing a backfill for personnel absences greater than five workdays. Because of the nature of NASA's work and organizational structure, the Contractor shall maintain working shifts (when necessary) to support programs and/or organizations. This may require that services be provided outside of normal business hours (night shifts, weekends, and holidays). An equitable adjustment will be negotiated if and when services outside of normal business hours are provided. Primary assignments will be made based on the office requirements; however, staff may be required to assist in other areas depending on the needs of the Center. Coordination among the Contracting Officer, Contractor designee, Task Owner, Office of Human Capital, and the COR will be required should this be exercised. Work in support of this contract will be performed onsite at NASA, John C. Stennis Space Center.

2.2 Position Requirements

The contractor shall provide qualified staff to fulfill the ongoing requirements identified in each CLIN. The Contractor shall begin delivery of services in accordance with the approved Phase-in plan. Vacancies that occur for each position shall be filled within five working days of notice of employee separation. In the case of internal Contractor personnel reassignments, the Contractor will provide a minimum of five working days' notice to the COR of a personnel reassignment resulting from Contractor action. The Contractor shall provide a transition plan that ensures continuity of service.

The contractor shall provide private sector temporary services in accordance with Office of Personnel Management Rules to meet short term situations where the work is of a critical need and cannot be delayed without adversely affecting the Government. This service is not to be used to backfill for vacation for contractor or civil servant employees. Requirements of this nature shall be filled within two working days notice of the requirement. Short term situations may be as minimal as three days to 120 days and may be extended up to 120 days. A modification will be issued for temporary services.

Modifications issued by NASA shall specify the requirements, describe the work to be done, and indicate schedules, quality level, and any special considerations. The Contractor shall maintain and track the status of all requirements and provide status to the COR.

2.3 Safety and Total Health

The Contractor will perform tasks to ensure the protection of personnel, property, equipment, and the environment in Contractor products and activities generated in support of SSC programs. To ensure compliance with pertinent NASA policies and requirements and Federal, State, and local regulations for safety and total health, environmental protection, and fire protection, the Contractor shall develop and implement a Safety and Total Health Program in accordance with a NASA approved Safety and Total Health Plan. The plan shall be **submitted** with the offeror's proposal. Once the Safety Plan is approved it will be incorporated into the contract. The Contractor shall support and work towards the requirements of the OSHA Voluntary Protection Program specified in CSP 03-01-003, Voluntary Protection Programs (VPP): Policies and Procedures (http://www.osha.gov/OshDoc/Directive_pdf/CSP_03-01-003.pdf). The Contractor shall develop and implement risk management techniques (including risk assessment) to be applied to hazards derived from analyses of activities and products for the purpose of eliminating or controlling hazards as specified in NASA policies and requirements for hazard reduction.

Personal protective equipment (PPE) will be provided to the Contractor on a no-charge basis if it is necessary to satisfy Occupational Safety and Health Act (OSHA) requirements. PPE requirements will be added to each individual position, as necessary.

3.0 General Office Services

3.1 Telephone Service

The Contractor shall answer incoming phone calls by identifying who he/she is and the company he/she works for in a courteous and professional manner, determine the nature of the call, and transfer calls to the appropriate individual. The Contractor shall take messages (including the name, phone number, and any other information pertinent to the phone call) when appropriate individuals are unavailable or out of the office. The Contractor shall place phone calls or look up phone numbers, when appropriate.

3.2 Appointment and Schedule Services

The Contractor shall schedule appointments and maintain calendars for appropriate office individuals, making final schedule commitments based on knowledge of the workload and priorities. The Contractor shall be proficient with maintaining Microsoft Outlook calendars for multiple individuals and coordinating with multiple offices.

3.3 Visitor Services

The Contractor shall receive, greet, and screen visitors in a courteous and professional manner. The Contractor shall determine the nature and purpose of the visit and refer the visitor to the appropriate personnel in a courteous and professional manner. Visitors will be escorted from initial greeting place to his/her end destination. The Contractor shall coordinate the required visitor clearances with the SSC Security Office and be familiar with the location of the SSC security reception center for visitor badges. The Contractor shall prepare required documents for visitors, secure the necessary approvals for international visitors, and maintain records of the documentation.

3.4 Meeting Services, Telecommunication Services, and Scheduling Conference Rooms

The Contractor shall provide on and off-site meeting services. Meeting services will include scheduling (or rescheduling), coordinating with all parties invited to the meeting, and providing telecommunication services and conference room services. In the event an invited party cannot participate, the Contractor shall ascertain the reasons why and report the reasons to the conference requester. The Contractor shall provide follow-up reminders to the invited parties the day of the meeting. Telecommunication services will include all scheduling/coordination with the SSC communications contractor (or other) and notifying other participants.

The Contractor shall coordinate Video Teleconferences (ViTS) by working with the SSC ViTS contractor (or others) and other parties notified to participate in the call. The Contractor shall keep current and accurate conference logs and minutes of the meetings and action items. Additionally, the Contractor shall schedule and maintain assigned conference room(s), ensuring that all necessary equipment (overhead projectors, multimedia PC's, VCR, and other equipment) is available, in working condition, and set up for each meeting or conference. For each assigned conference room, the Contractor shall maintain a calendar of scheduled events annotating the point of contact and telephone number.

3.5 Information Dissemination

The Contractor shall pickup, receive, open, time stamp, and distribute original or copies of mail (Center mail, U.S. Postal mail, express services, and other mail deliveries), packaged material, announcements, directives, facsimiles, letters, correspondence (hardcopy and electronic), and packages to the appropriate personnel or organization in a specified timeframe. Distribution service may include delivery to any building at SSC. The Contractor shall disseminate additional information such as flyers, weather information, staff meeting notices, announcements, safety notices, and other correspondence received for general distribution to office employees daily via bulletin boards or e-mail, in a specified timeframe. In accordance with office protocol, the Contractor shall maintain an electronic or hardcopy log that includes incoming/outgoing correspondence and disseminated information.

3.6 Coordination of Supplies Ordering

The Contractor shall survey and coordinate supplies orders with appropriate Government purchase card holders to ensure that the office has sufficient stock to avoid work interruption. The Contractor shall track the costs of supplies and ensure that the office is within its budget. All orders and expenditures for additional supplies shall be in accordance with current SSC policy, using the appropriate SSC Forms.

3.7 Copying/Faxing/Graphics/Photo Services/Mailing (Federal Express)

The Contractor shall photocopy, fax copies of materials, and prepare the documentation for graphic and photographic requests as requested. This service includes finding fax numbers and assembling data packages. When large volumes of copies are needed, special graphics services are required, or photographic services are required, the Contractor shall prepare and obtain approval on the appropriate SSC Forms. The contractor shall comply with the current version of NASA Policy Directive (NPD) 1490.1G, "NASA Printing, Duplicating, and Copy Management." (NASA Policy Directives and Procedural Requirements can be located on the NASA Online Directives Information System (NODIS) Library at URL <http://nodis3.gsfc.nasa.gov/>. When these special services are approved, the Contractor shall submit these to the appropriate offices and ensure delivery of the materials. The Contractor shall also shred sensitive contractual and/or personnel documents when these services are required. Contractor will be responsible for preparing and scheduling Federal Express packages for pick-up and delivery in a timely manner.

3.8 Records Management

The Contractor shall establish, review, maintain, and archive office files/records on personnel, action documents, employment verifications, correspondence, timekeeping records, organization and other administrative records, and provide copies upon request in accordance with NPR 1441.ID, "NASA Records Retention Schedules" at URL: <http://nodis3.gsfc.nasa.gov/>. The Contractor shall determine and implement record/file systems most conducive for prompt retrieval, considering type of materials, flow/processes and extent of use in those instances where no system exists.

4.0 Data Management Services

4.1 Desktop Processing

The Contractor shall provide word processing services to the office by preparing or creating letters, presentation charts, memoranda, or other documentation. These may be a draft input provided to the Contractor through

paper or electronic means or may come in the form of a correspondence, directive, or regulations on which the Contractor shall take action. The final product shall meet the grammatical and mechanical conventions based on:

- Gregg Reference Manual (Latest Edition)
- Current edition of NPR 1450.10D, "NASA Correspondence Management and Communication Standards and Style," at URL: <http://nodis3.gsfc.nasa.gov/>

The Contractor shall obtain appropriate signatures for this documentation and prepare an appropriate data package to go with the documentation. The Contractor shall create, input data into, and maintain authorized office tracking systems, electronic spreadsheets, and other office electronic systems, including web-based documents. The Contractor shall be knowledgeable of and remain proficient in Microsoft Office Products, Word, Excel, and Power Point. Accurate correspondence, charts, and presentations will be completed to meet the requirements of the office.

4.2 Travel Coordination

The Contractor shall prepare official domestic and international travel documentation using NASA's Travel Manager System. This shall include preparation and processing of travel requests, orders, vouchers, itineraries, schedules, summaries, aircraft, lodging and car rental reservations, and securing government vehicles to travel to/from the airport and/or travel destination from the local transportation office. The Contractor shall also be responsible for obtaining the required administrative approvals, coordination with or notification of companies, organizations, or officials to be visited, and updating the traveler as to the status of his/her travel arrangements. These will be accomplished by creating and updating a travel data package. Travel coordination shall be in accordance with the Federal Joint Travel Regulations (JTR) and Section 9700 of the NASA Financial Management Manual at URL:

<http://www.hq.nasa.gov/fmm/9700/9700.pdf>

Normally, travel orders shall be completed within two working days of notification of intent to travel. Travel vouchers shall be completed within two days of receipt. The Contractor shall maintain a database of the office's travel budget, tracking budget allocation by fund codes, expenditures, and projected expenditures. The Contractor shall provide a monthly status of the remaining budget for the office.

4.3 Correspondence Tracking

In accordance with office protocol, meeting the organizational priorities, the Contractor shall maintain an electronic or hardcopy master action log that includes incoming/outgoing correspondence and actions assigned to the office. The Contractor shall notify the NASA office supervisor concerning pending or late actions assigned to the office and disseminate pending action status to office workers. The Contractor shall provide electronic access to the action item database for the office.

5.0 Time and Labor Collection

The Contractor may assist in collecting time and labor data for SSC civil service employees. The Contractor does not verify or certify civil service employees' time but merely collects and records time and labor data.

The Contractor may enter a civil service employee's time under the following circumstances:

In the event a civil service employee is unavailable or unable to enter his/her time at the end of a pay period, the civil service employee or NASA supervisor may request the Contractor via e-mail, telephone, fax message, or other **documented** request to enter his/her time.

6.0 Property Coordination

The Contractor may serve as the organization's property custodian with responsibility for any property or equipment required by the organization including furniture that needs to be moved, obtained, replaced, repaired, or excessed in

accordance with NPR 4200.1F, "NASA Equipment Management Procedural Requirements " at URL: <http://nodis3.gsfc.nasa.gov/>. If the Contractor is not designated as property custodian, he/she shall inform the organization's property custodian of any property or equipment, including furniture that needs to be moved, obtained, replaced, repaired, or excessed in accordance with the above referenced procedure. The Contractor shall follow-up on requests to ensure all required information has been furnished and that all property is moved, obtained, replaced, repaired, or excessed.

7.0 Move Coordination/Packing

The Contractor shall coordinate office moves with the appropriate personnel and affected office individuals. The Contractor shall prepare the proper paperwork for physical moves of office furniture and information technology equipment. Additionally, the Contractor shall prepare the proper paperwork for office modifications in accordance with the appropriate SSC policy for "Facility Space Allocation and Utilization." The Contractor shall ensure that appropriate move supplies, such as boxes, are provided to the affected office individual(s) and that NASA mail codes/locations/e-mail addresses are updated for those individuals. The Contractor shall monitor the progress of the move or office modifications ensure the timeliness of the move or office modifications, and status the NASA office supervisor on the progress. The Contractor shall pack in appropriate boxes, files and general office supplies to assist with the efficient and timely movement of an organization or in the case of files to transition them to records retention.

8.0 Training Coordination

The Contractor shall serve as the organizational training coordinator (if required), responsible for disseminating training information, preparing and submitting training requests/registration to the Office of Human Capital. The Contractor may serve as an administrator in the System for Administration, Training and Education Resources for NASA (<https://satern.nasa.gov>), providing organizational status on training registration and request for training.

9.0 Information Services Coordination

The Contractor shall serve as the organizational center telephone system (CTS) coordinator and process routine service requests for changes, moves, and updates to the assigned communications contractor.

10.0 Special Events Coordination

The Contractor shall assist in coordination efforts for special events such as office activities, monthly staff meetings, annual inspections, Total Health and Safety Day, and mission-related activities by performing work such as making signs and posters, obtaining badges, and providing other basic administrative services.

11.0 Miscellaneous Activities

The Contractor shall assist in coordinating a variety of activities, including serving as the organization Fire Warden, or additional support to specific Center or organization sponsored functions required by the office.

12.0 Deliverables

The contractor shall provide the following deliverables five days after the end of the reporting/billing period:

1. Monthly Status Report by position
2. Timesheet Report
3. The Contractor shall hold a performance evaluation meeting at least quarterly or as agreed to by the COR and Contractor, during the contract performance period. Performance meetings will be required on a weekly basis during the transition period and initial implementation. The contractor shall be prepared to discuss contract performance. A mutual effort will be made to resolve any problems which arise during the performance of the contract. Written minutes of these meetings shall be prepared by the contractor for the COR's approval.

Fully Loaded Labor Rates

NNS13481083R

Attachment C

1

Base Year		
<u>Occupational Title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I	\$	\$
General Clerk II	\$	\$
General Clerk III	\$	\$
Personnel Assistant I	\$	\$
Personnel Assistant II	\$	\$
Personnel Assistant III	\$	\$
Secretary I	\$	\$
Secretary II	\$	\$
Secretary III	\$	\$
Administrative Assistant	\$	\$

Contract Year 2, Option Year 1		
<u>Occupational Title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I	\$	\$
General Clerk II	\$	\$
General Clerk III	\$	\$
Personnel Assistant I	\$	\$
Personnel Assistant II	\$	\$
Personnel Assistant III	\$	\$
Secretary I	\$	\$
Secretary II	\$	\$
Secretary III	\$	\$
Administrative Assistant	\$	\$

Contract Year 3, Option Year 2		
<u>Occupational Title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I	\$	\$
General Clerk II	\$	\$
General Clerk III	\$	\$
Personnel Assistant I	\$	\$
Personnel Assistant II	\$	\$
Personnel Assistant III	\$	\$
Secretary I	\$	\$
Secretary II	\$	\$
Secretary III	\$	\$
Administrative Assistant	\$	\$

Contract Year 4, Option Year 3

<u>Occupational Title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I	\$	\$
General Clerk II	\$	\$
General Clerk III	\$	\$
Personnel Assistant I	\$	\$
Personnel Assistant II	\$	\$
Personnel Assistant III	\$	\$
Secretary I	\$	\$
Secretary II	\$	\$
Secretary III	\$	\$
Administrative Assistant	\$	\$

Contract Year 5, Option Year 4

<u>Occupational Title</u>	<u>Hourly Rate</u>	<u>Overtime Rate</u>
General Clerk I	\$	\$
General Clerk II	\$	\$
General Clerk III	\$	\$
Personnel Assistant I	\$	\$
Personnel Assistant II	\$	\$
Personnel Assistant III	\$	\$
Secretary I	\$	\$
Secretary II	\$	\$
Secretary III	\$	\$
Administrative Assistant	\$	\$