

JSC ADMINISTRATIVE SUPPORT SERVICES II (JASS II)
RFP Questions and Answers

STANDARD LABOR CATEGORIES (SLCs)/SERVICE CONTRACT ACT (SCA)

- 1. Reference 5.14.3.3 A. Price Proposal - Volume III Standard Labor Categories: The description for the Training Specialist indicates that individuals in this SLC shall be an expert in the requirements list in the Statement of Work. Can NASA clarify what is meant by requirements list?**

In the Statement of Work, Attachment 4.1, Section 2.5 identifies some of the required training. However, training should not be limited to these listed items, and training needs are to be assessed at least quarterly to determine if additional training is required.

An amendment will be issued to clarify the requirements list.

- 2. Reference: Section 5.13.3.3.A. Standard Labor Category Guidelines: The Qualification Guidelines for Training Specialist are "Associate degree, or equivalent college hours, and 5 years office experience." Since these are guidelines, may equivalent experience be used in place of Associates Degree?**

The proposal strategy, including what positions or persons an offeror proposes in key personnel, is the decision of the offeror.

- 3. Are the current rates being paid to SCA labor categories based on the minimum applicable WD?**

The current rates being paid to the Service Contract Act (SCA) labor categories are proprietary information, and cannot be disclosed. The (SCA) is applicable to the current JASS contract and will be applicable to the JASS II effort.

- 4. What is the current number of employees, SCA labor categories and percentage distribution across the contract?**

The current number of secretaries is 134 and contract management consists of 1 Program Manager, 1 Training Specialist and 3 Supervisors. The current SCA labor categories are Program Manager, Supervisor, Training Specialist, Secretary II, Secretary III, and Administrative Assistant. The percentage distribution across the current contract is:

Secretary II: 34%
Secretary III: 55%
Administrative Assistant: 11%

- 5. Are all the labor categories except the three management labor categories subject to the Service Contract Act (SCA)?**

5.14.3.3 (D)(2) states there are 3 exempt categories: Program Manager, Supervisor, and Training Specialist. The secretaries and administrative positions are non-exempt and are part of the DOL labor categories.

- 6. The Government has requested an employee compensation plan. Some aspects of the requested employee compensation plan are dictated by regulations associated with the Service Contract Act. For example, the Government requests information on Cost of Living Adjustments (COLA) and holiday pay not applicable to employees covered by the Service Contract Act performing in non-exempt categories. We request the employee compensation plan requested be limited to exempt employee performing on the contract.**

Section I, (2) of DRD 1 – Management Operating Plan will remain applicable to all labor categories to verify responsiveness to the SCA for non-exempt employees, and to ensure that the proposed compensation for all proposed labor categories is reasonable to attract and retain employees.

- 7. Compensation Template (e) requests information regarding our intent to employ incumbents and specifically requests information regarding maintaining seniority rights for incumbents. It is our understanding that the Service Contract Act requires we maintain seniority rights for all incumbent employees. Does the Government view this as optional?**

This requirement is not optional for *non-exempt* employees under the Service Contract Act regarding vacation fringe benefits. See 29 CFR 4.173 – Meeting requirements for vacation fringe benefits. Offerors are requested to state their policy on maintaining seniority rights for *exempt* employees.

DATA REQUIREMENTS DESCRIPTIONS (DRDs)

- 8. Reference: Management Operating Plan DRD 1, paragraph E: Plan describing process for ensuring protection and control of Government Property, Privacy Act data and Personally Identifiable Information: Does the Government intend that we provide one plan for all three areas? Will the Government consider using a DRD to request the plan rather than including this in a page limited section?**

A plan is required for Government Property under the Management Operating Plan, which DRD 1, and is included in the page limit for Volume I – Technical Acceptability. A plan is required for both Privacy Act Data and Personally Identifiable Information under the Organizational Conflicts of Interest Avoidance Plan, which is DRD 4, and is not included in the page limit for Volume IV – Eligibility Considerations.

- 9. Reference: DRD 2, paragraph 1.9.2 Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS).: Paragraph requires the contractor to prepare or deliver MSDSs/SDSs for hazardous materials brought onto Government property or included in products delivered to the Government as required in chapters 9.1 and 9.2 of JPR 1700.1. Since the JASS II contractor will not bring hazardous materials onto Government property, will NASA delete this requirement?**

The contractor should acknowledge the requirement for providing MSDS/SDS documentation for all hazardous materials used on the contract. If they do not believe the requirement is applicable on

this contract they can make that statement in the Safety & Health Plan but also agree to provide the documentation if the requirement does exist in the future.

- 10. Reference: DRD 2, paragraph 1.9.3 Hazardous Materials Inventory.** Reference requires that the contractor compile an inventory report of all hazardous materials it has located on Government property quarterly. (Emphasis added). The wording "... it has..." implies that the JASS II contractor will have ownership of hazardous materials on NASA property? Will NASA clarify this requirement?

The contractor should acknowledge the requirement for all hazardous material inventory used on the contract. If they do not believe the requirement is applicable on this contract they can make that statement in the Safety & Health Plan but also agree to provide the documentation if the requirement does exist in the future.

- 11. Reference Attachment 4.3 Data Requirements List, DRD 4 Organizational Conflicts of Interest Avoidance Plan, Block 9.** Reference states "Due at contract start up and then as required; upon NASA approval, this document becomes a Contractual Requirement." Volume IV also requires submission of a detailed OCI Avoidance Plan as part of the proposal in accordance with DRD-JASS II-04, Organizational Conflict of Interest Avoidance Plan. Does this mean that NASA will approve the plan submitted (as modified and approved) with the proposal or is an additional submission required?

DRD 4 is due with submission of the proposal,. The final DRD 4 shall be submitted by the successful offeror by the end of the contract phase-in period. The approval of DRD 4 will be within 30 days of an acceptable OCI Plan.

- 12. Reference Attachment 4.3 Data Requirements List, DRD 12 Information Technology (IT) Security Program Plan and Reports, Block 9.** Reference states "Submittal due at Phase-In." Phase-In begins on 5 June 2014. Can the Government clarify the calendar due date this submittal?

The due date is at the start of phase-in, which is currently scheduled for June 5, 2014

- 13. Reference: Attachment 4.4, DRD 10 Phase-In Plan, paragraph (c).** Reference requires that the offeror discuss proposed key personnel and demonstrate that they are committed to employment prior to start of contract. This appears to be the only Section 5 reference to key personnel. Can NASA please clarify the content of this discussion of key personnel; specifically,
- 1. Are these named individuals for specific SLCs?**
 - 2. Are these positions and named individuals who are key to the offeror's phase-in plan or to contract execution? If they are key personnel required by RFP paragraph 2.A.16, is there a requirement to describe these positions and individuals elsewhere in the proposal?**

In accordance with NFS 1852.235-71, Key Personnel and Facilities, referenced in RFP Section 2.A.16, the names will be mapped to positions for the specific SLCs.

For these named individuals and positions, they're considered essential to the work being performed for this effort. The requirement to describe these positions and individuals in the proposal are specified in the Management Operating Plan DRD (DRD 1) and Section 5.14.3.3, regarding additional standard labor categories (SLCs).

- 14. RFP Section: DRD 8: This DRD says weekly report. Question: It also says frequency of bi-weekly. Please clarify?**

DRD 8 is to be submitted weekly.

An amendment will be issued to revise the submission frequency to weekly.

- 15. RFP Section: All DRDs: Contract start: Will the contract start and date of award differ? Does contract start begin upon issuance of a task order?**

The date of award is before contract start to allow the 45 day phase in period. The contract start begins at the end of the phase in period.

- 16. RFP Section: DRD 3, Page 4.1-8: How to Resource Guide: Do "How to" guides currently exist? If so, why must they be reinvented?**

Yes, the "How to" guide currently exists with the current JASS contract. According to DRD 3, the successful offeror will be required to prepare and deliver a JASS II How To Resource Guide.

- 17. RFP Section: DRD 10 (E), Phase-In: Approach for ensuring completion of badging, etc.: It is unclear how badging and compliance with PIV requirements can occur "prior to start of the contract." Please clarify.**

Please see Sections 2.A.2 and 2.A.21 of the RFP. Badging and compliance with Personal Identity Verification (PIV) requirements will take place during the 45 day phase-in period.

- 18. Context: DRD-01 Management Operating Plan, Pg 2 Item B. A description of the organization including: (6) Description, if applicable, of the components of the SOW that will be performed by the prime and subcontractor(s). Since Joint Ventures are considered one legal entity, are JVs exempt from providing Team SOW work breakout definition?**

The Joint Venture must provide break out information for any subsequent subcontractors that they are going to use. They do not have to provide how the work will be divided between the members of the JV.

- 19. Must we submit an IT Plan.**

Yes, in accordance with NFS 1804.470-4(a) and DRD 12, IT Security Management Plan, an IT Plan shall be submitted.

PAST PERFORMANCE

- 20. Reference: 5.14.3.2 Past Performance Volume II, paragraph (d). Reference directs that offeror's (including any major subcontractors, joint ventures, and proposed Program Manager associated with this offer) shall each submit the Past Performance Questionnaire, Attachment 5-PPQ, to all of**

the point of contacts references required in paragraph (3) above. Is the correct reference “paragraph (c) above?”

Yes. On page 5-13, paragraph 5.14.3.2 (d), the correct reference is:

In addition to the information above, Offerors (including any major subcontractors, joint ventures, and proposed Program Manager associated with this offer) shall each submit the Past Performance Questionnaire, Attachment 5-PPQ, to all of the point of contacts references required in paragraph (c) above. (Note to the board: Will you issue an RFP amendment to correct this reference?)

An amendment will be issued to clarify the methods of the PPQ submission.

21. Reference: 5.14.3.2 Past Performance Volume II, paragraph (c), last bullet. Reference requires that offeror’s “Complete the incorporated matrix as part of your response.” Is this spreadsheet information required for the proposed Program Manager?

No. The spreadsheet information is not required for the proposed Program Manager.

22. Reference: 5.14.3.2 Past Performance Volume II, paragraph (c), last bullet. Instructions require – “Explain which divisions, business units, segments, or other organizations of your company are proposed to perform the effort. Provide information regarding the relationship and types of resources shared (workforce, management, facilities, or other resources) between any divisions, business units, groups, segments, or other organizations in your company which are proposed to perform the effort. Provide an organizational chart displaying the relationships between divisions, business units, groups, segments, or other organizations which are proposed to perform the effort.”

If a joint venture arrangement is proposed, is this information required of joint venture partners? Are these descriptions included in page count?

Yes. If a joint venture is proposed for performing this effort, this information is required. This information is included in the page count limit as reference in Section 5.14.2, Table 5-2.

23. Reference: 5.14.3.2 Past Performance Volume II, paragraph (c), last bullet. Reference requires that offeror’s “Complete the incorporated matrix as part of your response.” The matrix is a Microsoft Excel spreadsheet in Calibri 10 point font. Is this spreadsheet an exception to the RFP requirement for Arial 12 point font? Is this spreadsheet to be included as an active workbook? Is this spreadsheet included in page count limitations?

No. The spreadsheet is not an exception to the RFP requirement for Arial 12 point font and does not have to be included as an active workbook. The spreadsheet is included in the page count limit for Past Performance as referenced in Section 5.14.2, Table 5-2.

An amendment will be issued to provide the matrix with the required font of Arial 12 point font.

24. What if the Proposed Program Manager doesn’t have any contracts he/she has managed within the past 3 years? How will that be evaluated?

Offerors, including joint ventures, major subcontractors (subcontracts estimated annual value greater than \$500,000), and the proposed program manager shall each provide information on up to 3 past contracts (subject to the page limitation constraints).

Contracts with more recent performance will receive greater consideration in the performance confidence assessment than those with more distant performance, assuming all other considerations to be equal.

25. The below instruction is unclear how the government wishes to have the past performance questionnaires returned. Should they be mailed in a sealed envelope, faxed or emailed? Are any of the three methods acceptable?

The Offeror is responsible for ensuring that each of its references, including those from its major subcontractors and proposed Program Manager, is directed to return two copies of each questionnaire directly to the Contracting Officer in a sealed envelope by fax or e-mail to the contact identified in Section 5.9 Proposal Marking Instructions and that they are submitted on time.

Past performance questionnaires can be returned by mail in a sealed envelope, by fax or email. All three methods are acceptable.

26. Paragraph 5.14.3.2 (b), page 5-12, states "Offerors shall consider the relevancy and recency of the effort(s) as they relate specifically to this requirement. ... Only contracts with performance within 3 years from date of the solicitation will be considered relevant." Paragraph 6.1.2, page 6-3, Past Performance (Volume II), Recency: states "The Government will not consider performance on a newly awarded contracts that has no documented performance history (in other words, projects that are less than 6 months under contract)." Our company has an exceedingly relevant contract that was awarded May 31st, 2013 with a phase-in period followed by a continuous period of performance that will be six months in length in December, 2013. Will the Government consider this performance using the "Recency" criteria of Section 6?

If performance history is available by the time proposal are due, it will be considered if submitted. Otherwise, without any documented performance history, we will not be able to assess past performance specifically for this requirement.

27. Reference: Section 5.14.3.2(f) (Past Performance, Volume II). Does the Environmental Data and Safety and Health Data have to be provided for the all of Prime and Subcontractors' contracts within the past three years, or only the contracts submitted as Past Performance references in Volume II of this proposal by the Prime and Subcontractors?

Environmental Data and Safety and Health Data needs to be submitted by the offerors for contracts and/or from companies of proposed joint ventures or prime-subcontractor relationships for **all work** performed in the last 3 years.

28. Can Program Manager and company Past Performance evaluation come from same reference?

Yes, the past performance information will provide insight to and evaluate both the company and the program manager.

29. In Attachment 5 - Past Performance Questionnaire (Ref: 158346-SOL-001-035): We are providing present and past performance data to NASA JSC relating to our performance or the performance of the key personnel identified on contract _____ (contract name/number or key personnel name)."

In Proposal Instructions (Ref: 158346-SOL-001-033): In addition to the information above, Offerors (including any major subcontractors, joint ventures, and proposed Program Manager associated with this offer) shall each submit the Past Performance Questionnaire, Attachment 5-PPQ, to all of the point of contacts references required in paragraph (3) above. The Offeror is responsible for ensuring that each of its references, including those from its major subcontractors and proposed Program Manager, is directed to return two copies of each questionnaire directly to the Contracting Officer in a sealed envelope by fax or e-mail to the contact identified in Section 5.9 Proposal Marking Instructions and that they are submitted on time.

Is the Government requesting contractors to ask our proposed Program Managers to get the questionnaires completed by their personal references? This is an unusual request especially since this is not a personal services contract and the Government is evaluating the company's ability to perform and not a single individual. *It also limits our ability to propose an incumbent since their employer might be our direct competitor making it impossible of the Program Manager to even request a questionnaire.* Kindly request that the Government remove this requirement to have the Program Manager get their personal references to complete questionnaires.

Offerors should each submit the Past Performance Questionnaire to all of the point of contacts references required in paragraph (3) above.

An amendment will be issued to revise this statement.

30. RFP Section 5.14.3.2 (c), Past Performance Information.xlsx

Questions:

- **If an Offeror does not operate with separate divisions, business units, segments, or other organizations does it need to complete the table in this section?**
 - Yes to gain insight into the SOW relevant for your company. If your company does not operate with separate divisions, business units, segments or other organizations, then please state this fact in your proposal.
- **Please confirm this table should be completed at the 2-digit SOW level.**
 - This table should be completed at the 2-digit SOW level
- **Please define the acronym "SEB" as used in the instructions for this table.**
 - SEB is an acronym for Source Evaluation Board

31. If we use past performance that is covered in CPARS, can we use this in lieu of the questionnaires?

No. In addition to the questionnaires, the Government will use past performance information from proposal data required by provisions of Section 5, information obtained by the SLPT team based on communications with listed references, as well as data independently obtained from government, commercial, and other sources known to the Government such as the Past Performance Information Retrieval System and similar systems of other Governmental departments and agencies, Defense Contract Management Agency (DCMA) channels, and interviews with client program managers and

contracting officers. Offerors are to note that, in conducting this assessment, the Government reserves the right to use both data provided by the Offeror and data obtained from other sources.

32. What is the meaning of the Program Manager's "Past Performance?" Does this mean his resume will be evaluated? In this evaluation, is it important there be JSC experience or will experience with programs of similar size and complexity carry equal weight?

A resume is not required for evaluation. In the evaluation, past performance is considered to be information in demonstrating the ability to perform the proposed effort with relevant experience.

33. Reference: Past Performance Matrix of Relevant Experience.

- a) **Question: Is the Government's intent that the Contractor list all the sections of the SOW (from 1.0 to 7.1) as columns and in the rows list the Past Performance contracts submitted as references and show how each contract is applicable/relevant to each different part of the SOW?**

No. An amendment will be issued to populate the SOW elements in the header row. In the rows, the Offeror lists the divisions, business units, and organizations proposed to perform the effort based on the SOW elements.

- b) **Question: Is this Past Performance Matrix of Relevant Experience part of the page count of the Past Performance volume?**

The spreadsheet is included in the page count limit for Past Performance as referenced in Section 5.14.2, Table 5-2.

- c) **Question: Is the Government's intent that Offeror show if the resources for the past performances referenced for different sections of the JASS-II SOW were the resources of the entity bidding or their parent/affiliate resources?**

Provide information regarding the relationship and types of resources shared (workforce, management, facilities, or other resources) between any divisions, business units, groups, segments, or other organizations in your company which are proposed to perform the effort.

34. The RFP states, "Offerors, including joint ventures, major subcontractors (subcontracts estimated annual value greater than \$500,000), and the proposed program manager shall each provide information on up to 3 past contracts (subject to the page limitation constraints)." Is it the Government's intent to receive 3 past performances from the offeror and 3 past performances from the proposed program manager?

Yes. Past performance information shall be submitted for up to 3 past contracts for each offeror, joint venture, major subcontractor and proposed program manager. Some of the contracts referenced for the offerors, joint venture, and major subcontractor may be the same contracts referenced for the proposed program manager.

- 35. Context: There are several proposal requirements to provide subcontractor information. Question: How does NASA view a Joint Venture (JV)? According to the SBA, JV members are not classified as subcontractors.**

The Joint Venture will be viewed as an individual entity.

- 36. Question: On behalf of other Government agencies, for this and future proposals, could NASA please consider reducing the administrative burden placed on other agencies by utilizing CPARS reports in lieu of surveys?**

See Question 31.

- 37. Volume II, Past Performance: The resumes requirement was removed from the final RFP. Should we include key personnel resumes in the proposal. If so, is it page counted and what section should we include the resumes?**

No. A resume is not required for key personnel.

- 38. Volume II, Past Performance, p. 5-12(c): Please clarify if the requested organizational chart should be in past performance since it is related to “proposed” performance for JASS II rather than past performance.**

The organizational chart should be included as part of Volume II, Past Performance. The organization chart is used to determine the relationship among the separate divisions, business units, segments or other organizations of the offeror, and thereby determine the relevancy of the past performance information provided in the Volume II.

TRAVEL AND TRAINING

- 39. Will the Government pay for travel from JSC to WSTF for the Program Manager and/or Supervisor and/or Training Specialist?**

Yes, the Government will pay for travel from JSC to WSTF for the contract management in support of the contract.

- 40. RFP Section: 2.5, Page 4.1-7: Training Management: Question: Which of the listed training requirements will initially be provided by JSC?**

The training listed in Section 2.5 of the SOW is not an all-inclusive list. All training is the responsibility of the successful offeror. The successful offeror, however, will have access to NASA’s SATERN training system and the successful offeror’s employees will have access to job-related training, if any, contained in the SATERN training system.

- 41. Industry Day Question #69 says that the current secretaries have access to SATERN. Does this mean they have access to the training available for themselves, or that they have access in order to administratively monitor the site for the Civil Servants to whom they are assigned to support? Are they allowed to use the SATERN system to improve their own skills?**

See Question 40.

PREPROPOSAL BULLETIN & PRICING WEBEX

- 42. Please explain what is a "Preproposal Bulletin." (Paragraph 5.7, page 5-3.) It states participation is not required, implying that interested offerors may participate. How would we participate?**

A Preproposal Bulletin (PB) is a compilation of the Industry Day presentation and procurement information, such as contract type and small business goals, and any technical information that was not known at the time of Industry Day. The purpose of the Pre-proposal Bulletin is to help industry understand the Government's requirements. On November 14, 2013, a notice was sent via NASA Acquisition Internet Service (NAIS) and the JASS II Web site that the PB was posted. Additionally, a Pricing WebEx was conducted on November 18, 2013 from 1 -2 p.m. CST to help industry understand the Government's cost and price proposal requirements.

- 43. In the Pre-Proposal Briefing posted today, on Page 39, there is a statement "as outlined in Section 5.14.6.a." Should that read "as outlined in Section 5.14.4.a?"**

Yes. The correct reference is 5.14.4 (a).

Revised Pre-Proposal Bulletin charts were issued to correct this reference.

- 44. Has a date and time been determined for the pricing webinar?**

The Pricing WebEx was offered on November 18, 2013 at 1 p.m. CST. Please visit the JASS II website for additional information.

- 45. Would the government please identify what was changed on the Pre-Proposal Briefing released Nov. 14?**

On slide 39, corrected the reference to: Section 5.14.4(a). On slide 44, corrected the bullet to: For example, The Management Operating Plan and Phase-In Plan has a page limit of 45 pages, while the Safety and Health Plan has no limit.

REQUEST FOR PROPOSAL (RFP) SECTIONS

- 46. Throughout the solicitation the government refers to Offeror and Offerors interchangeably. Will the government please clarify whether the term Offeror/Offerors refers to only the Prime or the entire team (subcontractors, affiliates, etc.)?**

Offeror and offerors refers to the entire team.

RFP Section 1

- 47. Reference: Section 1.8 (Rate Table). What is the "Other" in the table in Section 1.8 on the table on page 1-3?**

Per Section 5.14.3.3, the Offeror is allowed to include additional labor categories that do not easily map into the SLCs provided by the Government. Additional SLCs shall be proposed under "Other" in the FBR Templates.

- 48. RFP Section 1.7, Page 1-2: The minimum contract value of work that will be ordered under this contract is \$750,000. Section 2.A.4 states minimum order of \$500.00. Please clarify.**

The minimum contract value of work that will be ordered under this contract for the base period is \$750,000. The minimum to order via a task order is \$500.

RFP Section 2

- 49. Reference: Section 2.A.12) 1852.216-80 Task Ordering Procedures (Oct 1996) - Alternate I (Oct 1996), paragraph (b) (3); Attachment 4.2, JSC Administrative Support Service (JASS) II Request; Attachment 4.8, JASS II Service Request and Task Order Process. Section 2.A.12 indicates that as part of task ordering, NASA shall request a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal." Can NASA clarify whether a task plan will be requested since Attachment 4.8 implies a task order will be issued in response to a Service Request, and does not show a request for a task plan? Attachment 4.8 provides a flowchart for the JASS II Service Request and Task Order Process. The next to the last block, states that "COR provides service requirements to Contractor." Can NASA clarify what method is used to provide service requirements to the contractor?**

In accordance with 2.A.12 (b)(3), a task plan will be requested of the Contractor by the Contracting Officer prior to the issuance of a task order, and occurs before the process indicated on the Service Request and Task Order Process Flowchart, Attachment 4.8.

The Contracting Officer's Representative (COR) provides a copy of the Service Request (SR), which specifies the service requirements, to the Contractor.

An amendment will be issued to revise Attachment 4.8, JASS II Service Request and Task Order Process, specifically COR provides service requirements to Contractor and requests a task plan/proposal.

- 50. Reference: Statement of Work, Section 2.5. Will the Government provide content and/or training support for training on Government-specific systems/processes, e.g. Federal/NASA records management; FedTraveler or the current NASA travel software and travel regulations; NASA JSC correspondence; NASA property, etc.?**

See Questions 40 and 41.

- 51. Paragraphs E and F (Alternates I and II) of 2.A.19 ((Observance of Legal Holidays) addresses reimbursement for administrative leave for contractor personnel when civil servants are granted administrative leave. It effectively states that all such leave is reimbursable. Paragraph 2.A.24 addresses the same issue, but includes instructions and restrictions specific to contract type that are not present in 2.A.19 and may affect whether such leave is reimbursable. Is 2.A.24 intended to supersede paragraphs (E) and (F) of 2.A.19?**

Paragraph 2.A.24 is not intended to supersede 2.A.19 (e) and (f).

An amendment will be issued to remove paragraphs (e) and (f) from NFS 1852.242-72 in Section 2.A.19.

- 52. RFP Section 2.2, Page 4.1-6: All products and services shall require a Task Order: In some instances a Task Order is used to initiate work. In other cases, the Government states a Notice to Proceed (DRD8) will be used. Please clarify the correct process.**

The task order is issued to initiate work. The DRD 8 is used to provide a weekly service report.

An amendment will be issued to remove the Notice to Proceed reference in DRD 8.

- 53. RFP Section 2.A.10, Page 2-13: The contractor shall protect the confidentiality, integrity, and availability of NASA Electronic Information and IT resources. It is unclear how administrative personnel can be responsible for NASA IT resources availability. Please clarify.**

Based on DRD 4, the OCI Avoidance Plan discusses how the contractor shall safeguard sensitive information and to complete mandatory IT security training.

Based on DRD 12, the IT Security Management Plan, the contractor shall submit a program plan to describe the process and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract.

- 54. RFP Section 2.A.10(4): Within 30 days after award, the contractor shall develop and deliver an IT Security Management Plan. Does award mean contract award or task order award?**

The contractor shall develop and deliver an IT Security Management Plan 30 days after contract award.

- 55. RFP Section 2.A.10(d): The contractor shall afford Government access to Contractor's and subcontractor's facilities, installations etc. This does not appear to be applicable since all the work is performed at NASA facilities using NASA systems. Please delete.**

This requirement is necessary so that that Government may inspect IT, conduct investigations and audits to safeguard against threats and hazards to the integrity, availability, and confidentiality of NASA Electronic Information or to the function of IT systems operated on behalf of NASA, and to preserve evidence of computer crime.

- 56. Reference: Section 2.2: Can the Contractor bill for both the outgoing and incoming employee during the required hand-over training?**

Costs associated with an “outgoing” incumbent employee will not be the responsibility of the successful offeror, but will be costs charged to the current contract. Any costs associated with starting the JASS II contract, including the processing of “incoming” employees, should be captured in the successful offeror’s phase-in costs.

- 57. Context: Page 2-13, Section 2.A.10(c)(3) states “IT Security Management Plan” while DRD Item 12 states “Information Technology (IT) Security Program Plan & Reports.” Please clarify these are one and the same? Also, DRD 12 states the submittal is due “at Phase-in”: does this mean it is due before starting, during, or before the end of the Phase-in period?**

These documents are the same and the correct title is as shown on DRD 12, IT Security Management Plan. DRD 12 is due at the start of phase-in, which is currently scheduled for June 5, 2014.

An amendment will be issued to correct the DRD 12 title in the DRL.

RFP Section 4

- 58. Reference: Statement of Work, Section 2.2. During the hand-over training (for permanent, temporary, and part-time employees), is the contractor able to bill for both incoming and outgoing employees?**

See Question 56.

- 59. Reference: Statement of Work, Section 2.5. Does the government pay for the initial training time of the new or incumbent contractor employees?**

The initial training time is part of the phase-in plan and is considered a non-labor resource line item in the Phase-In Plan Template in the Pricing Templates.

- 60. Reference: Statement of Work, Section 2.5. Will the government provide space for contractor staff training?**

According to Section 2.A.20, office space is provided.

- 61. The solicitation defines major subcontractors as those that will be awarded \$500,000 of work under the contract. Since this is an IDIQ, it is virtually impossible for us to know who might receive such a portion of work. Request the definition be changed to a percentage.**

After review and consideration of your request, the Government has determined that a major subcontractor is defined as a company that the Contractor anticipates providing at least \$500,000 of contract value in support of the SOW effort. See Amendment 3.

- 62. RFP Section: Attachment 4.6: Will the Government allow a Bachelor’s degree to be a substitute for 5 years of experience? Will the Government allow an Associate’s degree to be a substitute for 3 years of experience?**

The proposal strategy, including what positions or persons an offeror proposes in key personnel, is the decision of the offeror.

- 63. RFP Sections: 4.7 and 5.14.4(a), Page 5-24: Note: Major subcontractor is defined by this provision as a company that the Offeror proposes to provide at least \$500,000 of contract value per year in support of the Statement of Work effort. Major Subcontractor- A company that the Contractor anticipates providing at least \$1,000,000 of contract value in support of the Statement of Work effort. Please clarify the requirements for qualifying as a major subcontractor.**

See Question 61.

- 64. In the SOW it states that employees will be required to assist with preparing the Capitol Purchase Reports since they will be assisting with travel arrangements. Will the employees be required to help prepare the Capitol Purchase IP Report associated with these duties or with this be a government function and the employees will assist with data gathering?**

Capital Purchase Reports are not a part of the SOW for this solicitation.

- 65. In Attachment 4.1 Section 2.1 it states that "Contractor supervision will be performed onsite as space is available or in the local JSC vicinity by the program management team." Does this mean that if space is not available on-site that the government will provide an off-site location for program management to work out of or will this be the responsibility "cost" of the contractor?**

Contractor management is provided office space as available. However, if space is not available after contract award, this would be an allowable cost and treated as a contract change. If an offeror's strategy is to use offsite program management offices, that offeror should bid associated costs in a manner that's consistent with its accounting system.

- 66. Question: Attachment 4.9 references 2.A.33.c(3), but should mean to read 2.A.20(c)?**

Yes. The correct reference is 2.A.20(c)(3).

An amendment will be issued to correct the Section 2 reference.

- 67. Question: Page 4.1-10, is Marshall Space Flight Center supposed to be the Johnson Space Center?**

No. Teleconference services are scheduled and coordinated with the Marshall Space Flight Center.

- 68. In Section 3.1, 52.212-5 Contract terms and Conditions Required to Implement Statutes or Executive Orders -- Commercial Items (Sep 2013), paragraph (c) (2), the Contracting Officer has indicated that FAR 52.222-42, "Statement of Equivalent Rates for Federal Hires (May 1989)" is applicable to this acquisition. Will the Government provide the table of equivalent rates for those employees covered by the Service Contract Act in accordance with FAR 22.1006 and 22.1016?**

The tables of equivalent rates are attachments in Section 4 of the RFP.

- 69. Is the information contained on the DRD Wage Salary and Fringe Benefits Data Sheet Current, or is the information for example purposes only?**

The information is for example purposes only as indicated by "Illustration of required data".

70. Must we provide all the Fringe Benefits outlined?

As specified in DRD 7, Wage/Salary and Fringe Benefit Data, indicate whether or not coverage is provided to employees and state current average hourly cost per employee covered by a Collective Bargaining Agreement.

71. Are any of the current FTE's or PTE's under a Collective Bargaining Agreement.

There are no CBAs in place for any of the staff currently performing under JASS.

RFP Section 5

72. Paragraph 5-14.2, Table 5-2 requires 6 "Original" Model contracts. By definition, there can only be one original. Should this read 1 original and 5 identical copies?

Provide 3 hard copies of the Model Contract.

An amendment will be issued to revise the number of hard copies of the model contract to submit.

73. Paragraph 5.14.3.2 requires PPQs completed by customers that are "directed to return two copies of each questionnaire directly to the Contracting Officer in a sealed envelope by fax or e-mail" Please explain: - Sealed Envelope, or - Fax, or - E-mail?

See Question 25.

74. Paragraph 5.14.3.2 (e), page 5-13, – will the one page of introductory material be subject to the Volume II 20-page limitation constraints?

The one page of introductory material is subject to the page limitation constraints as specified in Table 5-2 and Section 5.14.3.2 (e).

75. Paragraph 5.14.2 (c), page 5-9, states "These displays (tables, charts graphs, etc.) shall contain font sizes no smaller than non-compressed Arial 12 point ..." Given the restrictive page count and requirement that "displays" "shall be used wherever practicable," please consider the use of alternative fonts and text less than 12 points "for displays."

JSC has had issues on prior source selections with offerors including proposal information in table format. We believe that the offerors were attempting to take advantage of the smaller font size limitations for tables and thereby increase the amount of proposal information that they could provide in their proposal. To ensure fairness in the proposal evaluation process, all offerors must use the same font and size in their proposal. For this reason, the Government will not change the font size for displays. As specified in Section 5.14.2 (e): Pages containing non-conforming information will not be adjusted by the Government to conform to the RFP requirements, will not be evaluated by the Government, and will be returned to the Offeror in their entirety.

76. Do we submit 3 originals 1449 with each of the 6 Original Volume V's? Or, do only three of the original Volume V contain original 1449's?

As specified in Section 5.14.5, the Offeror shall submit 3 original signed 1449's in addition to 6 hard copies of the Model Contract.

77. Do you want original signatures on/acknowledging Amendments the same as 1449's?

Signatures on the amendments are not required. Original signatures are required for only the 3 original 1449's.

78. Please let us use 10 point, Times New Roman for charts, tables and graphics. This is necessary for them to be readable and still fit on the page.

See Question 75.

79. In the Section L instructions, you state "In lieu of submitting the full text of these provisions, the Offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer." Where does this apply? Does this apply to Volume V?

As per Section 5.14.5, the Offeror shall complete the "Offeror fill-in" or "to-be-proposed" locations of the all parts of the solicitation in the model contract, which can be completed by identifying the provision by paragraph identifier and provide the appropriate information with its proposal.

80. Our company likes to be environmentally sensitive. Requiring each company submitting a proposal to print 6 full model contracts (plus back-ups) in addition to other parts of the proposal containing the same information seems excessive. Please consider saving some trees.

After review and consideration of your request, the Government has determined that each offeror shall submit 3 full model contracts to allow for adequate review and evaluation.

An amendment will be issued to revise the number of model contracts to submit.

81. Reference: 5.14.2 Proposal Arrangement, Page Limitations, Copies, and Due Date (i), page 5-11. Reference states "Provide a Cross Reference List that tracks the page and paragraph numbers of the Offeror's proposal to the page and paragraph numbers in the Government's instructions. A Cross Reference List shall be submitted in each Volume for that particular volume." Does "in the Government's instructions" mean only section 5 instructions?

Yes, the Government's instructions to offerors are only in Section 5 which specifies the proposal arrangement for each volume by providing a cross reference list that tracks the page and paragraph numbers of the proposal.

82. Reference: Section 5.14.3.2 (d) (Past Performance, Volume II). Do our references have to submit two copies of the Past Performance Information Questionnaire even when they are submitted electronically by email?

No, if by email, one submission is sufficient. If submitting by fax or mail, 2 copies are required.

83. Reference: Proposal Formatting. Are headers and footers included in the 1x1 inches of the top and bottom margins?

Headers and footers do not contain information that can be construed as proposal information and can be included in the 1x1 inches of the top and bottom margins. Proposal information is anything inside of the 1x1 inches of the top and bottom margins.

84. Should the Technical Acceptability Volume have a section designated for technical approach? In the RFP, the only designated sections listed are the Management Operating Plan, Phase-In Plan, and Safety and Health Plan. However, in the Pre-Proposal Bulletin slides, Slide 44 references Technical Approach as if it is a separate, designated section.

The Technical Acceptability Volume only includes the Management Operating Plan, Phase-In Plan and the Safety and Health Plan.

85. RFP Section 5.14.3.2(c), Page 5-12: "This submission shall clearly detail what portions of the Statement of Work, the prime, joint venture, subcontractors, and proposed program manager are responsible for and/or proposing to do." According to 48 CFR 2.101 (Title 48, Federal Acquisition Regulations System; Chapter 1, Federal Acquisition Regulation; Subchapter A, General; Part 2, Definitions of Words and Terms; Subpart 2.1, Definitions), past performance means "an offeror's or contractor's performance on active and physically completed contracts." This instruction is a forward-looking statement regarding the proposal that is addressed in other volumes. This instruction does not meet the definition of past performance. We request this instruction be removed from the solicitation.

This submission shall clearly detail what portions of the JASS II Statement of Work, the prime, joint venture, subcontractors, and proposed program manager will be responsible.

An amendment will be issued to revise Section 5.14.3.2(c).

86. RFP Section 5.14.2 (c), Page 5-9: all volumes shall be prepared and submitted using a non-compressed Arial font with single-spaced 12 point text printed on both sides of the sheet. Can Offeror's use a larger or smaller font on a) cover pages and b) in proposal volume headers and footers?

No. As specified in Section 5.14.2 (c), proposals shall be prepared and submitted with font sizes no smaller than non-compressed Arial 12 point, be uncomplicated, legible, and appropriate for the subject matter.

87. RFP Section: 5.4.15, Page 5-25: 2.A.9 – Notification of Competition Limited to Eligible 8 (a) Concerns and 2.A.25 – Key Personnel and Facilities. Please confirm this reference should be 2.A.8 and 2.A.16 respectively.

The correct the Section 2 references are 2.A.8 and 2.A.16 respectively.

An amendment will be issued to revise the Section 2 references.

88. Reference: Proposal format: Can the Government allow up to a size 10 font for images and chart, as it is not always possible to manage the size of fonts in imported images and charts?

See Question 75.

89. Reference: Amendment 2 (Revised Section 5.14.3.2), sentence: “This submission shall clearly detail which portions of the Statement of Work, the prime, joint venture, subcontractors, and proposed program manager are responsible for and/or proposing to do.”

- a) **Question: In the above sentence is it the Government’s intent that contractors demonstrate that, for JASS-II contracts, which portion of the proposed Teaming Arrangement (prime, subs, and PM) are each proposed to handle?**
- b) **Question: If the above is correct, should we or do we relate the above to our submitted contracts that we believe are relevant – as the above statement says that “This submission [i.e. submitted contract information] should clearly detail what portions of the Statement of Work, the prime, joint venture, subcontractors, and proposed program manager are responsible for and/or are proposing to do.”**
- c) **Question: If the above understanding is correct, please clarify how the role of each party in the JASS-II contract needs to be related to the submitted past performance information?**

This submission shall clearly detail what portions of the Statement of Work, the prime, joint venture, subcontractors and proposed program manager are responsible for as they relate to those relevant contracts. Also see Question 85.

90. Reference: Volume titles. Table 5-1: Cross Reference from Section 5 to Section 6 located on pages 5-7 and 5-8 indicates that Volume IV is to be titled “Eligibility Considerations.” However, Table 5-2: Overview of Proposal Volumes, Page Limitations, Proposal Copies, and Due Dates on page 5-8 indicates that Volume IV is to be titled “Other Proposal Requirements.” Which is correct?

The correct reference is Eligibility Considerations – Volume IV.

An amendment will be issued to correct the reference in Table 5-2.

91. In light of the extensive amount of information required in Volume I: Technical Acceptability, would the Government increase the page count to 75 pages for this volume?

After review and consideration of your request, the Government has determined that the page limit of 45 pages will remain for Volume I.

92. The RFP states, “Tables, charts, graphs, plans, figures, diagrams and schematics shall be used wherever practicable to depict organizations, systems, layout, and implementation schedules. These displays shall contain font sizes no smaller than non-compressed Arial 12 point, be uncomplicated, legible, and appropriate for the subject matter.” Request that JSC allow a smaller but still legible font, such as Arial 10 point or Arial Narrow, to be used for graphics and figures.

See Question 75.

93. Question: Page 5-24 says to provide three original 1449s, but page 5-9 says to provide six, please clarify?

See Question 77.

94. Question: Page 5-24 says to provide the Management Operating Plan, the Safety and Health Plan, and the Phase-In Plan into the Model Contract – Volume V, but page 5-9 says otherwise, please clarify?

The Management Operating Plan, Safety and Health Plan and Phase-In Plan are all part of Section 4, which will be part of the Model Contract – Volume V.

95. RFP paragraph 5.14.5 states that Volume V (Model Contract) is to include the Management Operating Plan, Safety and Health Plan, and Phase-In Plan. However, paragraph 5.14.2 states that the three plans comprise Volume I (Technical Acceptability).

Question: Does the Government require the plans to be included in both Volume I and Volume V at the time of submission?

The plans should be included in both Volume I, which is for proposal evaluation, and Volume V, which becomes a contractual document upon NASA approval.

96. Please refer to Section 5.14.5 Model Contract – Volume V: The table included in this section contains a column heading “Areas of Model Contract Offerors are Required to Complete” lists “None” for Section 5, 6, and 7. However it is stated elsewhere in this same section that Sections 5 and 7 should be completed. Would the Government confirm whether Sections 5 and 7 are required to be completed?

Section 5 is the Instructions to Offerors. Section 6 is the Evaluation Factors the Government will use to select a successful offeror. The Offeror shall appropriately complete and return Section 7.1, Offeror Representations and Certifications Commercial Items (FAR 52.212-3).

An amendment will be issued to clarify that offerors are required to complete the Offerors Representations and Certifications in Section 7.

97. Please clarify if we are to type on the front and back of a page, and if so does the front and back typed page count for 1 or 2 pages.

All volumes shall be prepared and submitted using a non-compressed Arial font with single-spaced 12 point text printed on both sides of the sheet. Each side of the sheet, tab, or divider containing proposal material will be counted as a page.

98. When will the Government make a definitive decision concerning the Superflex schedule? Contractors will need to know a final decision from the Government so that effective planning can be done.

Phase II of the Superflex schedule will be determined at a later time.

RFP Section 6

- 99. In RFP Section 6.1.2, please clarify that Prime contractors Past Performance will be weighted higher than that of Subcontractors, affiliates, organization, etc.**

On page 6-3, the Government will consider the degree of contribution (workforce, management, facilities and other) the parent, affiliate, or other organization has proposed to provide to the JASS II contract effort in determining the applicability of parent, affiliate, or other organization past performance to the JASS II contract effort.

INCUMBENT STAFF/CURRENT STAFFING

- 100. It is apparent from the RFP that many/most/all of the incumbent staff will face significant cuts in hourly pay. Will any advance notice be given to incumbent staff or will they find out for the first time when meeting with the new contractor? If they are to be given any notice, when will that happen?**

The Government does not share your interpretation of the RFP that many/most/all of the incumbent staff will face significant cuts in hourly pay. See Question 7. Please note that DRD 1, *Management Operating Plan* – Section I(2) requires the offerors to: “Provide written support to demonstrate that the proposed compensation is reasonable to attract and retain employees.”

The final negotiated labor rates will be established as a result of the acquisition process, and cannot be determined at this time. After the contract has been awarded, it will be the responsibility of the new contractor to communicate with incumbent staff regarding personnel issues.

- 101. I understand from reading the Industry Day Q&A that REDE, Inc. is the incumbent contractor. What I can't locate on FBO due to archiving issues (I think) is the contract number of the original JASS (JSC Administrative Support Services) award from 2009. Can you let me know what it is?**

The current contract number is NNJ09JA02B.

- 102. Can the Government please confirm if there is any incumbent staff for the two new labor categories – Administrative Specialist I and II and Senior Administrative Specialist?**

There is no incumbent staff in these new labor categories as these categories are new to this JASS II solicitation.

- 103. Are there currently incumbent employees working under this contract? If so, may we be provided their contact information to contact them outside of duty hours or may they be provided our contact information in an effort to ensure a smooth transition and appropriate bid?**

There are incumbent employees with the current contract. The Government plays no role in the contact of contractor employees outside of their work hours. Prospective offerors are not to

contact incumbent personnel (either directly or through electronic means) during duty hours or at their place of employment, as such contacts are disruptive to the performance of the current contract.

- 104. Is there a current contract in place for these services, and if so, may we be provided with the contract number and/or value?**

The current contract is the JSC Administrative Support Services (JASS) contract with contract number NNJ09JA02B and contract value of \$58,000,000.

- 105. Reference: Incumbent staff. Is there any incumbent staff on the current JASS contract for Administrative Specialist I and II, and for Sr. Administrative Specialist?**

See Question 102.

- 106. Is the incumbent staff that's subject to SCA, paid at WD levels or are they compensated, on average, above WD levels?**

See Question 3.

- 107. What is the average seniority of the current staff on the project per labor category?**

The requested seniority information is not available to the Government at this time. As provided for by FAR 22.1020 entitled "Seniority Lists" the incumbent prime contractor will be required to furnish a certified list of all service employees on the contractor's or subcontractor's payroll during the last month of the contract, together with anniversary dates of employment, to the contracting officer no later than 10 days before contract completion.

- 108. Our proposal will reflect an approach designed to retain all incumbent personnel performing administrative and secretarial duties. While we appreciate the government identifying the number of FTE supporting these positions, we note it is based on a 5 year average. With the significant changes in NASA's budget – especially in the last 24 months – would it be possible to clarify the new breakdown of FTE by labor category supporting this work today in accordance with the answer to question number 57 in the industry day questions and answers or future projections? Otherwise, we are concerned we will base our estimates on higher than expected workloads.**

The FTE breakdown provided in the Pricing Templates, specifically Tab SCT, in Column B, is what is currently anticipated today.

- 109. We are fully committed to retaining qualified incumbent personnel performing in the administrative and secretary labor categories. In the pricing spreadsheets, we are required to identify the % of incumbent vs. non-incumbent personnel we will retain. Since the FTEs provided may artificially inflate the number of personnel likely to perform on the contract, we are sensitive to bidding proposed labor rates significantly below current incumbent pay rates. Is it possible to update these FTE estimates based on current FTE counts for the contract?**

The Government Resource Estimate (GRE) is based on historical usage factors and depicts an overall direct labor staffing and non-labor resource estimate for the entire scope of the Statement of Work. The current incumbent pay rates are proprietary information and cannot be released.

110. The Government has requested the bidder identify the percentage of incumbent personnel retained following contract award. We are sensitive to proposing labor rates at the SCA applicable wage rate and then not being positioned to retain incumbent personnel. It is possible many incumbent personnel are currently paid above the applicable SCA labor category wage for specific administrative and secretary positions. Would the Government release additional information on current pay rates of personnel in these categories?

See Question 3.

111. How many FTE's have 2 weeks of vacation time. How many FTE's have 3 weeks of vacation time and how many FTE's have 4 weeks of vacation time?

The requested information is not available to the Government at this time.

112. What are the current rates of all FTE's that have 3 or more weeks of vacation time.

See Question 3.

113. What are the current hourly rates of all the FTE's and PTE's and what specific benefits are they receiving.

See Question 3.

114. What is the staffing distribution at the four sites (JSC, Sonny Carter Training Facility, Ellington Field, and White Sands Test Facility) supported by this contract?

- JSC: 122 (Secretary II: 43, Secretary III: 65, Administrative Assistant: 14)
- SCTF: 1 (Secretary II)
- Boeing Tower II: 1 (Secretary II)
- Ellington: 4 (Secretary III: 4)
- WSTF: 6 (Secretary III: 5, Administrative Assistant: 1)

PRICING

115. The Instructions to Offerors indicates the GRE (see below) will be provided to offerors in order to determine the number of FTE's for each standard labor category (SLC); however, there was no attachment with the GRE or no column on the pricing template reflecting the GRE. Can the government provide workload data or the GRE of FTE's for each SLC?

The GRE Full-Time Equivalent (FTE) estimate includes all Administrative Specialist and Secretary direct labor required to perform the Statement of Work with the exception of management and traditional G&A type personnel such as: sales, human resources, finance, legal, procurement, or other corporate-level executives. The Offeror shall develop their own estimate for management

standard labor categories that supports their unique proposed management and technical approach and shall provide supporting rationale in narrative form. The Offeror must not change the FTEs provided by the Government for the Administrative and Secretary positions. Please note that the GRE FTEs must not be construed as FTEs to be exercised on the contract, but to see the effect of the proposed rates against the sample productive hours.

The GRE FTE for the Administrative Specialist and Secretarial positions is included in Column B in the Summary Cost Template. Offerors are not allowed to change these FTEs in their proposals. However, offerors shall provide their own FTE estimates for any proposed management Standard Labor Categories based on their own unique management approach.

- 116. If the prime and sub have a combined pricing, do we still have to provide separate entries for the prime as well as the subs in the pricing workbook?**

Yes, separate entries for the prime and the subcontractors are required to provide insight into the fully burdened rates (FBRs). See RFP Section 5.14.3.3.D.1 for details for developing the FBRs.

- 117. RFP Section 5.14.3.3: Certified cost or pricing data are not required, however other than cost or pricing data are required to support your proposal. Disclose the basis of all projections, rates, ratios, percentages, and factors in sufficient detail to facilitate the Streamlined Procurement Team's (SLPT's) understanding and ability to mathematically verify these estimating tools;**

Question: Page 6-4 Section 6.1.3 Price "Price Risk Assessment of IDIQ. The government states; to ensure that the final agreed-to prices are fair and reasonable, the government shall perform price analysis and may also perform cost analysis of all technically "acceptable" or "Potentially Acceptable" proposals in accordance with FAR 15.305 – Proposal Evaluation, FAR 15.404- Proposal Analysis, and NASA FAR Supplement 1815.305 - Proposal Evaluation"

Under FAR 15.404-1 (b) (1)"Price analysis is the process of examining and evaluating a proposed price without evaluating its separate cost elements and proposed profit." Further under the same FAR provision "Unless an exception from the requirement to obtain certified cost or pricing data applies under 15.403-1(b)(1) or (b)(2), at a minimum, the contracting officer shall obtain appropriate data, without certification, on the prices at which the same or similar items have previously been sold and determine if the data is adequate for evaluating the reasonableness of the price. Price analysis may include evaluating data other than certified cost or pricing data obtained from the offeror or contractor when there is no other means for determining a fair and reasonable price. Contracting officers shall obtain data other than certified cost or pricing data from the offeror or contractor for all acquisitions (including commercial item acquisitions), if that is the contracting officer's only means to determine the price to be fair and reasonable."

Further by FAR 15.404-1 (2) (i) "Comparison of proposed prices received in response to the solicitation. Normally, adequate price competition establishes a fair and reasonable price"

Please clarify why the government is asking for Fringe, G&A, Overhead, and subcontractor profit in the provided pricing worksheet? Obtaining other than certified cost or pricing data from the offeror is not the only means to determine price to be fair and reasonable. These same services are procured at each major NASA facility, Stennis, Goddard, etc. Thus the government has the access to the data required to conduct its fair and reasonableness assessment and there is no need to request other than cost or pricing data.

If the Government determines that information on competitive proposed prices or previous contract prices is not available or is insufficient to determine that the price is fair and reasonable, the Government may perform cost analysis in accordance with 15.404-1(c) Cost Analysis. The requested data (Fringe, G&A, Overhead, and Subcontractor Profit) is required to assist the Government in the evaluation of the rates if a cost analysis is necessary.

- 118. RFP Section 5.14.3.3: The pricing instructions require subcontractors to disclose their Overhead, G&A and Profit to prime contractors. This is typically proprietary information that is not released to other contractors. Please remove this requirement as subcontractors should only need to provide fully burdened rates to prime contractors.**

Section 5.14.3.3.D.1. (the last sentence of the second paragraph), of the RFP states “The subcontractor’s fully-burdened rates are to be provided to the Prime Offeror for inclusion into the development of the Prime Offeror’s composite fully-burdened rates.” There is no requirement for subcontractors to disclose the details of their indirect rates to the Prime Offeror. The Government understand that each contractor rates are proprietary information, as a result each major subcontractor may provide the details of their fully-burdened rates in a sealed envelope to the Government by the proposal due date.

- 119. RFP Section: Pricing Template, FBR-FT: This template appears to require the Offeror provide a direct labor rate for exempt staff, e.g., Program Manager, Supervisor, Training Specialist. Please remove this requirement, an hourly labor rate for exempt staff should be sufficient for the evaluation.**

The Government requires that Pricing Template FBR-FT be completed as currently included in the RFP, and in accordance with the instructions in the RFP for completing Pricing Template FBR-FT.

- 120. RFP Section: 6.1.3, Page 6-4: For evaluation and selection purposes, the Government will straight-line the Offeror’s proposed Contract Year 1 labor hours to Contract Years 2 through 5 of the contract. The pricing of Contract Years 2 through 5 is for selection purposes only, and is intended to provide the Government visibility into the effect of the proposed fully-burdened labor rates in the out years. In addition, the Government will evaluate the reasonableness of the non-labor resources (NLR). The results of the analysis will be presented to the SSA for selection purposes. Please clarify the use of word “selection” as used in this reference. The first sentence states that selection will be based on the Government’s straight-line of the first year rates. The second sentence states that the pricing of Contract Years 2 through 5 is for selection purposes. Upon which of the straight-line or Contract Years 2 through 5 will selection be made? Please provide a detailed example that describes the Government’s intent for the price evaluation.**

The total price presented to the SSA for consideration under the Price Evaluation factor in support of a selection decision will consist of the sum of the total annual contract prices proposed for each of the 5 contract years as prescribed by the RFP.

- 121. RFP Section: Pricing Template, FRB-FT tab: Please define the term FCCOM.**

FCCOM is the Facilities Capital Cost of Money.

- 122. RFP Section: Pricing Template, TC(c): Please provide an example for calculating Cost of Fringe Benefit, Percent of Direct Labor Cost, and Average Cost Per Labor Hour.**

The Cost of Fringe Benefit represents the annual cost of each fringe benefit for the total number of FTEs proposed on this contract. Offerors will use the number of FTEs shown in the top right hand corner of Template TC(c) in the calculation of this cost.

- 123. Section 5.2a of the RFP states that "Submission of cost or pricing data are not required." Can the Government expand on elements of the cost or pricing data that are not required?**

Cost or pricing data is not required for the entire price proposal submitted to the Government. Please reference Section 5.2a of the JASS RFP.

- 124. Reference: Section 5.14.3.3 A, Price Proposal - Volume III, Government Resource Estimate, page 5-17. This RFP reference describes the Government Resource Estimate but does say where that estimate can be found. Do the FTE numbers and the Travel dollars provided in the Summary Cost Template described in paragraph 5.14.3.3 D 2 constitute the Government Resource Estimate?**

Yes, the FTEs for the Administrative Specialist and Secretarial positions and Travel dollars in the Summary Cost Template constitute the Government Resource Estimate (GRE).

- 125. In pricing under the Government Resources Estimate (GRE), which standard labor category/categories is/are being referred to?**

Reference page Section 5-17. The GRE Full-Time Equivalent (FTE) estimate includes all Administrative Specialist and Secretary direct labor required to perform the Statement of Work with the exception of management and traditional G&A type personnel such as: sales, human resources, finance, legal, procurement, or other corporate-level executives.

- 126. In pricing under the Government Resources Estimate (GRE), is the estimate referring to the number of program managers and supervisors?**

No, the GRE Full-Time Equivalent (FTE) estimate includes all Administrative Specialist and Secretary direct labor required to perform the Statement of Work with the exception of management and traditional G&A type personnel such as: sales, human resources, finance, legal, procurement, or other corporate-level executives. The Offeror shall develop their own estimate for management standard labor categories that supports their unique proposed management and technical approach and shall provide supporting rationale in narrative form.

- 127. Would it be acceptable to add additional content to the pricing spreadsheet (158346-SOL-001-036_Price) for indirect calculations?**

Not sure what the term "additional content" is referring to, however the RFP does not require that Offerors provide the details of indirect rate calculations.

- 128. According to the Industry Day Q & A provided on the Acquisition Information Links, NASA indicated they would release a Government Resource Estimate (GRE) with the final RFP. This would include an estimate of the direct labor resources (skill mix and FTEs) as well as non-labor resources that may be required. When can we expect this document? (It is explained in 5.14.3.3, but not clear where or if it was placed in the RFP. The Pricing worksheet contains FTE estimates by labor category, but does not clearly state that this is the governments GRE. Will you please provide clarification?**

The FTEs for the GRE for the Administrative Specialist and Secretarial positions are included in Column B in the Summary Cost Template. Offerors are not allowed to change these FTEs in their proposals. In addition, offerors shall provide their own FTE estimates based on their management approach for the management Standard Labor Categories provided in the template.

- 129. On the Pricing Spread Sheet Over Time is included, however throughout the document it states, "No Overtime Allowed". Therefore, will Overtime be allowed?**

Overtime will be authorized on the task orders and approved for use through the Contracting Officer Representative (COR) concurrences on an as needed basis.

- 130. On Pricing Spread Sheet (SCT) what is the purpose of Colum C Please explain**

Column C provides the conversion factor for one FTE. It represents the 2080 total annual hours for one FTE (40 hours per week times 52 weeks per year) less the annual hours provided for holiday leave, sick leave and any other leave provided by the Offeror. The conversion factor is multiplied by the number of FTEs per SLC to determine the productive hours per SLC used in developing the fully-burdened labor cost per SLC.

- 131. Are we allowed to include a rate for the Program Manager?**

Yes, in the RFP Pricing Templates and RFP Section 1.8, Fully Burdened Rates Indefinite Delivery/Indefinite Quantity Pricing Table.

- 132. Are vendors able to add columns to account for Fringe benefits in the FBR-FT?**

Yes. In accordance with RFP Section 5.14.3.3.D, "If the Offeror's accounting system includes other indirect rates (for example Fringe Benefit Rate), columns shall be added to facilitate incorporating the other rates into the development of the fully-burdened labor rates."

- 133. May offerors omit those cost elements requested in TC(d) that are normally included in our Overhead rates? How would prices be evaluated between offers if the government is comparing total fringe costs, but some of those costs are already accounted for in our Overhead rates?**

The data requested in TC(d) are not separate cost elements, but are all expenses generally included in an indirect pool, i.e. either an overhead pool or a fringe benefit pool. Our review of the Fringe Benefit, (in TC(d)) is a separate analysis used to compare the fringe benefits provided to their employees by all Offerors. We do not compare overhead or other indirect rates among Offerors.

- 134. There is a composite average listed as an example on the On TC(a) tab, however, is this method of calculation a requirement? If yes, it could lead to a composite DL rate for the incumbent and offerors that is less than the actual rate an incumbent employee would need to be retained.**

Non-incumbent Offerors will utilize only the DOL (Column E) and the CBA (Column F) rates to determine the composite rate for each Government SLC. The heading in Column D indicates that this column is to be used only by the incumbent.

- 135. Our understanding is that if we do not know the salary of the incumbent employees, must we place "0%" in FBR-FT tab Column C indicating the % of incumbents we propose to transition. How would a 0% response be evaluated by JSC? Will offerors who have information on incumbent direct labor rates receive a more favorable evaluation as a result of their ability to furnish incumbent contractor rates? We suggest allowing offerors to include the % of incumbent personnel offerors intend to transition. Additionally, may offerors build in a column for "Incumbent Rate Assumption" in TC(a) that would be used as the basis for indicating our anticipated incumbent retention rate in the FBR-FT tab?**

A 0% response for an SLC, for example a JSC Secretary 1, indicates to the Government that the offeror is not planning to retain any of the current incumbent are classified as a JSC Secretary 1 on the current contract.

Proposals will be evaluated in strict accordance with the evaluation criteria published in Section 6 of the RFP which does not prescribe a more favorable evaluation of a proposal just because an offeror furnishes actual incumbent contractor rates in its proposal..

Per Section 5 of the RFP, page 5-19, 1. Fully Burdened Rates Development Templates (FBR-FT, FBR-PT, and FBR-Temp), the incumbent retention percentage column shall be completed with the percentage of current incumbents that the Offeror proposes to retain at the current incumbent labor rate.

No, the offeror may not build in a column for "incumbent rate assumption. Please reference the example in TC (a), which includes three columns (DOL, CBA, CY1 proposed) for each offeror to show the Government how they arrived at their proposed direct labor rate. The direct labor rates proposed on the TC (a) must reconcile to the rates shown on the FBR template for each offeror.

- 136. In the discussion of the Employee Compensation Plan, the Government requests information on company health plans and policies inconsistent with the regulations determined by the Affordable Care Act. Specifically, we request the deletion of the following "For health insurance, discuss the company policy on assuming health insurance coverage for incumbent employees, including pre-existing medical conditions, and the offeror's policy on spouse and family benefits."**

The Total Compensation Plan (TCP) will be updated in the next RFP Amendment consistent with the Affordable Care Act and will delete the following sentence: "Also include the offeror's policy on assuming health insurance coverage for incumbent employees, including pre-existing medical conditions, and the offeror's policy on spouse and family benefits." These elements of health care coverage are already required under the Affordable Care Act and will no longer be included in the TCP.

- 137. Changes in regulations due to the Affordable Care Act are significantly impacting the cost of our employee insurance coverage for the coming year. Depending on the timing of a contractor's**

open enrollment periods, the costs of these plans *to the employee* may not be fully disclosed in this proposal. Given the specificity of information requested in the cost proposal and the Employee Compensation Plan, we request the Government clarify whether contractors should provide information on existing health plans or the plans in effect by the time of contract award (assuming contract award in 2014).

Offerors should provide information on health plans that will be in effect at the time of contract award. Each offeror is expected to anticipate its insurance costs and bid appropriately. Changes in any law that is no longer in effect at the time of the receipt of proposals can be addressed as a change under the contract.

138. **Context: SCA Health and Welfare requirement. Question: How is the Government going to verify that pricing includes the mandatory \$3.81/hr cost for Health and Welfare fringe benefits? Suggest adding a column next to the base wage rate so that it is no longer hidden in the G&A and Overhead amounts.**

The Government will verify the Health and Welfare Fringe Benefit using the Compensation Template TC(c).

139. **Context: New Mexico Gross Receipts Tax Question: We noticed that the New Mexico Gross Receipts Tax is not included on the pricing sheet templates. Suggest inserting a column after the Composite Prime/Sub FBR column to calculate the tax on the gross receipts.**

This is correct for the work to be performed in White Sands in New Mexico. The Pricing Template will be modified accordingly.

140. **Context: Fringe Benefit Analysis of Compensation Package Template TC(c) Question: Under the Cost of Fringe Benefit column, do you want annual cost of benefits listed? Under Vacation and Holiday section, are we to place some value in the Cost of Fringe Benefit column?**

Fringe benefit costs to be included in TC(c) are the annual cost for this contract. Fringe benefit costs are also required for Vacation and Holiday.

141. **In Section 5 Pricing Templates on the Fully Burdened Rates Sheet, the Offeror is instructed to provide the percentage of incumbents to be retained at their current DL rates. Since individual salaries are required to complete this column, please provide a listing of the incumbent salaries per position.**

Individual salaries are not necessary to complete the column (C) that requires the percentage of incumbent to be retained at Current DL Rates. The template requires that Offerors provide only the percentage of incumbent's labor force that the Offeror intends to retain at current labor rates. The Government understands that non-incumbent Offerors may only be able to estimate the current incumbents' labor rates; however, the Government simply wants to understand the Offeror's intentions regarding pay for the retained employees.

142. **On the Compensation Template (e), the Offeror is asked to estimate the number of incumbents who will be retained at their present seniority. By law, any incumbent personnel who are retained and who are covered by SCA are retained at their current seniority. In both SCA**

locations, personnel receive 3 weeks of Vacation after 5 years and 4 after 15 years. In order to accurately price the cost of mandatory fringe benefits, we will need to include the cost of vacations. What are the demographics for vacation, by labor category, year and location so that we can properly price this benefit? We are not asking for the employee list by name, just the demographics for each location.

See Question 107.

- 143. The Government requires Offerors to provide information on incumbent retention at the current Direct Labor rate for the incumbent. Can the Government provide current incumbent rates?**

Incumbent's rates are proprietary and cannot be provided.

- 144. Compensation Template (c): Fringe Benefits Analysis of Compensation Package of the pricing Excel spreadsheet requires "COST OF FRINGE BENEFIT," is this per hour rate or per year?**

The cost is for annual fringe benefit costs for each benefit for this contract.

- 145. Reference IDIQ Cost Template Instructions, FBR Pricing Templates – column "C" ask for the incumbent retention percentage that the Offeror proposes to retain at the current incumbent labor rate. Since non-incumbent Offerors do not know the current incumbent labor rates, it is not possible to say with certainty that we are, or are not, using current incumbent labor rates in our pricing. Please consider providing the current incumbent labor rates to Offerors.**

Incumbent's rates are proprietary and cannot be provided.

KEY PERSONNEL/PROGRAM MANAGEMENT

- 146. Key Personnel –Program Manager. Does the government require a resume and commitment letter from the proposed Program Manager stating their agreement to employment upon contract award?**

No. A resume and commitment letter from the proposed Program Manager stating their agreement to employment upon contract award is not required.

- 147. Do we need resume to submit for the required key personnels?**

No. A resume is not required for key personnel.

- 148. Reference: Key Personnel. Is Program Manager the only position that is considered key personnel?**

In Section 5.14.3.3, the Offeror will map its labor categories to the NASA-JSC SLCs using the guidelines, which are intended to broadly group proposed labor into a manageable number of categories. It is the Offeror's responsibility to acquire an understanding of the complexities of the work required to successfully meet the JSC Administrative Support Services requirements.

According to Section 2.A.16, Key Personnel and Facilities, the Offeror shall list the key personnel considered essential to the work required for this effort.

- 149. Reference: Key Personnel. Should we submit resumes of key personnel with our proposal?**

See Question 147.

- 150. Can the Government confirm if there will be a requirement to have a Task Order Program Manager? If so, does the govt. expect to have multiple Task Order Program Managers on this contract?**

A program manager, supervisor, and training specialist are provided in the SLCs, but it is up to the Offeror to propose the labor categories to meet the JASS II requirements.

- 151. Does Contract Program Manager need to be a labor overhead position, if the Program Manager labor category shall be used by the Task Orders on an as needed basis?**

Contract management shall be priced as part of the task order using the contract's fully burdened labor rates and invoiced when delivered similar to the administrative and secretarial services.

- 152. Does Contract Supervisor need to be a labor overhead position, if the supervisor labor category shall be used by the task orders on an as needed basis?**

See Question 151.

- 153. Does Training Specialist need to be a labor overhead position, if the supervisor labor category shall be used by the task orders on an as needed basis?**

See Question 151.

- 154. Is the Contract Supervisor a directly billable position (separate from individual task orders) or will it be part of each task order?**

See Question 151.

- 155. Is the Program Manager a directly billable position (separate from individual task orders) or will it be part of each task order?**

See Question 151.

- 156. Is the Training Specialist a directly billable position (separate from individual task orders) or will it be part of each task order?**

See Question 151.

- 157. Can relevant work experience substitute for the Bachelor's degree requirement for the Program Manager?**

The proposal strategy, including what positions or persons an offeror proposes in key personnel, is the decision of the offeror.

- 158. Can relevant work experience substitute for the Bachelor's degree requirement for Training Specialist?**

See Question 157.

- 159. Reference: Key personnel. Has the Government designated specific key personnel positions for this contract, or is it up to the Contractor to designate key personnel in its proposal?**

See Question 148.

- 160. Reference: Key personnel. Do resumes for key personnel need to be submitted with the Contractor's proposal? If yes, in which volume? Will said resumes be counted towards the page limit?**

See Question 146.

- 161. Reference: Program management. Will the contract program management (consisting of Program Manager, Training Specialist, and Supervisor) be under a separate task order? Or will there be hours allocated for them in each task order?**

Program management shall be priced as part of each task order using the contract's fully burdened labor rates and invoiced when delivered similar to the administrative and secretarial services.

- 162. Reference: Program management. Are the program management positions labor overhead positions or will any or all of them be directly billable to the Government?**

Program management shall be priced as part of each task order using the contract's fully burdened labor rates and invoiced when delivered similar to the administrative and secretarial services.

- 163. Reference: Program management. Will travel by Program Manager/Supervisor to different NASA locations be billable to Government? If yes, how will it be billed?**

See Question 39.

- 164. Reference: Program management. Will travel by the Training Specialist to different NASA locations be billable to the Government?**

See Question 39.

- 165. Is the management personnel estimate based on the provided number of FTE's listed in the spreadsheet?**

The proposal strategy, including what positions or persons an offeror proposes in key personnel, is the decision of the offeror.

- 166. Since this is a task based contract, is the management personnel estimate based the project as a whole?**

See Question 151.

- 167. Please clarify which employees are considered "Key Personnel"**

See Question 148.

- 168. Will office space (at NASA) be made available for key personnel?**

See Question 65.

- 169. Q 140 in the Industry Day Q & A) stated that the offeror will need to identify key positions, submit resumes of these proposed key personnel and include commitment letters. However, this is not clear in the RFP. What are the current instructions for the proposed key personnel?**

See Question 37.

- 170. "The Contractor shall provide a Program Manager and key personnel to satisfy the requirements of this contract." Can the government please clarify which positions it considers to be Key Personnel?**

See Question 148.

- 171. Can the Government give an estimate of how much time the PM will spend between JSC and WSTF?**

See Question 148.

CITIZENSHIP/BADGING

- 172. Reference: Citizenship requirements. Do all contract employees on the contract have to be U.S. citizens?**

An employee of a domestic Johnson Space Center contractor or its subcontractor who is not a U.S. citizen (foreign national) may not be admitted to the JSC site for purposes of performing work without approval for access to the site and issuance of a badge. Contractors should be aware that may take much longer than three weeks and sufficient lead time must be allowed to accommodate the approval process.

- 173. Does the Prime have to have Security Clearance?**

A facility clearance for the company is not necessary. Identification badging is required to gain access to enter a NASA installation and NASA access-controlled facilities. Please refer to FAR 52.204-9 Personal Identity Verification of Contractor Personnel in Section 2 of the RFP.

174. May the Prime use the Security Clearance of the Subcontractor?

See Question 173.