

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE 1 OF 44 PAGES
2. AMENDMENT/MODIFICATION NO. 000004	3. EFFECTIVE DATE See block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY NASA/Johnson Space Center Attn: Mandy Kuehn 2101 NASA Parkway Houston, TX 77058-3696	CODE JSC	7. ADMINISTERED BY (If other than Item 6) NASA/Johnson Space Center Attn: Gisela Moreno 2101 NASA Parkway Houston, TX 77058-3696	CODE JSC
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)		(X)	9A. AMENDMENT OF SOLICITATION NO. NNJ14499347R
		X	9B. DATED (SEE ITEM 11) 06/09/2014
			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 one (1) copy 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 ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA 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 data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

()	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)

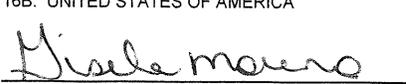
E. IMPORTANT: Contractor is not, is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Mail and Duplication Support Services (MADSS) Contract

The purpose of Amendment 4 is to provide Offerors with responses to questions received in regards to solicitation number NNJ14499347R. Enclosed are the associated changes and replacement pages to the solicitation.

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)	
		Gisela Moreno	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		 (Signature of Contracting Officer)	7/10/14

Block 14 Description of Amendment/modification (continued):

1. Section 2.12 (c)(7)

From: Installation service facilities: Building 42 and Building 326.

To: Installation service facilities: Building 227.

2. Section 4, Attachment 4.1 MADSS SOW

2.2 MAIL AND DISTRIBUTION SERVICES (paragraph 1)

From: ...The Contractor shall process all incoming tray mail. The contractor shall sort and set aside official public inquiry appreciation mail; City, State and Federal Government mail; and all other official correspondence. The Contractor shall serve as the central point for incoming and outgoing classified material and process incoming, outgoing, and JSC internal classified mail. The Contractor shall assign control numbers, maintain an accurate control log, prepare appropriate forms, produce reports regarding the meters, track the volume of incoming and outgoing mail, and prepare classified documents for mailing or delivering. The Contractor shall handle classified documents in accordance with JSCM 1600D, JSC Security Manual Center Operations Directorate Security Division at all times and maintain a database for proper and efficient control of classified documents. The Contractor shall be required to have security clearances for secret documents processed in the mail area.

To: ...The Contractor shall process all incoming tray mail. The Contractor shall sort and set aside official public inquiry and appreciation (or fan) mail; City, State and Federal Government mail; and all other official correspondence. Although all incoming Center mail picked up at a US Postal Office has been screened and X-rayed by the US Postal Service, the Contractor shall still be responsible for assessing mail picked up from the US Post Office and screening for any suspicious mailings. All suspicious mail shall be opened and screened in the Bio Hazard Cabinet. The Contractor shall serve as the central point for incoming and outgoing classified material and process incoming, outgoing, and JSC internal classified mail. The Contractor shall assign control numbers, maintain an accurate control log, prepare appropriate forms, produce reports regarding the meters, track the volume of incoming and outgoing mail, and prepare classified documents for mailing or delivering. The Contractor shall handle classified documents in accordance with JSCM 1600D, JSC Security Manual Center Operations Directorate Security Division at all times and maintain a database for proper and efficient control of classified documents. The Contractor shall be required to have security clearances for secret documents processed in the mail area. The Contractor shall have two employees with the needed security clearance to provide a contingency for this support.

3. Section 4, Attachment 4.4 Data Requirements Descriptions (DRDs)

DRD-04, Contractor Status Report Section 8(g)

From: g. Content: The reports shall include, but are not limited to:

i. CONTRACTOR STATUS REPORT

- A. A narrative description of the status of each major area of the contract following the structure of the Statement of Work, including progress toward completion.
- B. A descriptive summary of all current issues, proposed action for resolution, and status of implementation.
- C. A status of action items.
- D. A summary and report of calculated metrics identified in the Statement of Work.

- E. A summary of activity planned, including preventive maintenance and renewal of licenses for software and maintenance agreements for hardware, for the next month.
- F. A summary of License Renewal and Maintenance Agreement executed during the previous month.
- G. Status reports on employee familiarity with government policies and procedures.
- H. Status reports on employee technical skills, qualifications and training including any safety training.

ii. TECHNICAL COMMUNICATIONS STATUS REPORT (Action Item Database)

The status of all official Contractor/ NASA communications (direction, response, status, transmittals), both electronic and printed, shall be provided in an on-line Technical Communications Status Report. The date that communications were sent or received shall be shown, as well as the projected and actual date of responses to direction. Contractor responses shall cross reference the direction received from the COR.

To: g. Content: The reports shall include, but are not limited to:

CONTRACTOR STATUS REPORT

- A. A narrative description of the status of each major area of the contract following the structure of the Statement of Work, including progress toward completion.
- B. A descriptive summary of all current issues, proposed action for resolution, and status of implementation.
- C. A status of action items.
- D. A summary and report of calculated metrics identified in the Statement of Work.
- E. A summary of activity planned, including preventive maintenance and renewal of licenses for software and maintenance agreements for hardware, for the next month.
- F. A summary of License Renewal and Maintenance Agreement executed during the previous month.
- G. Status reports on employee familiarity with government policies and procedures.
- H. Status reports on employee technical skills, qualifications and training including any safety training.

4. Section 4, Attachment 4.4 DRDs

DRD-07, Phase-In Plan Section 8(g)

From: g. **Content:** Report shall contain the number of on-site contractors and subcontractors (headcount) by company. The plan shall contain, at a minimum, detailed rationale, schedule, and specific approach to successfully complete each item described below.

To: g. **Content:** The plan shall contain, at a minimum, detailed rationale, schedule, and specific approach to successfully complete each item described below.

5. Section 4, Attachment 4.4 DRDs

DRD-14, Customer Survey Section 8(b)

From: b. Scope: The Contractor shall create and distribute an electronically administered customer satisfaction survey.

To: b. Scope: The Contractor shall be responsible for offering input into the creation of an electronic customer support survey. The Customer Support Center will create the survey and the distribution list based on inputs from the Contractor. The MADSS contractor shall be responsible for electronic delivery of the survey and compiling the survey data into a report for delivery to the Government.

6. Section 4, Attachment 4.4 DRDs

Pages 4-62 and 4-63 are marked RESERVED.

7. Section 5.16.2 (b) Table 5-2 Overview of Proposal Volumes, Page Limitations, Copies, and Format

From:

Volume	Title	Page Limit	No. of Copies	Format
I	Technical Acceptability Factor	30	3 hard copies, 1 CD-ROM	
	A. Management Approach	Included in limit		MS Word
	B. Technical Understanding and Resources	Included in limit		MS Word
	C. Safety and Health	Not included in limit		MS Word
II	Past Performance Factor	20	3 hard copies, 1 CD-ROM	
	A. Past Performance Information	Included in limit		MS Word
	B. Past Performance Questionnaire	Not included in limit		MS Word
III	Price Factor	Not Limited	3 hard copies, 1 CD-ROM	
	A. Templates	Not limited		MS Excel
	B. Narrative	Not limited		MS Word
IV	Other Proposal Information	5	3 hard copies, 1 CD-ROM	
	A. Subcontracting Arrangement	Included in limit		MS Word
	B. Government Property Management Plan	Not included in limit		MS Word
	C. Business Systems	Included in limit		MS Word
	D. Responsibility Information	Included in limit		MS Word
V	Model Contract	Not Limited	2 originals, 1 CD-ROM	MS Word

To:

Volume	Title	Page Limit	No. of Copies	Format
I	Technical Acceptability Factor	30	3 hard copies, 1 CD-ROM	
	A. Management Approach	Included in limit		MS Word
	B. Technical Understanding and Resources	Included in limit		MS Word
	C. Safety and Health	Not included in limit		MS Word
II	Past Performance Factor	20	3 hard copies, 1 CD-ROM	
	A. Past Performance Information	Included in limit		MS Word

	Consent Letters	Not included in limit		MS Word
	Environmental & Safety Data	Not included in limit		MS Word
	B. Past Performance Questionnaire	Not included in limit		MS Word
III	Price Factor	Not Limited	3 hard copies, 1 CD-ROM	
	A. Templates	Not limited		MS Excel
	B. Narrative	Not limited		MS Word
IV	Other Proposal Information	5	3 hard copies, 1 CD-ROM	
	A. Subcontracting Arrangement	Included in limit		MS Word
	C. Business Systems	Included in limit		MS Word
	D. Responsibility Information	Included in limit		MS Word
V	Model Contract	Not Limited	2 originals, 1 CD-ROM	MS Word

8. Section 5.17.1 Subfactor B (paragraph 3)

From: The offeror’s response to this section should be consistent with the proposed Management Approach and other portions of the Offeror’s proposal. Likewise, the Full Time Equivalent (FTEs) listed on the Technical Resources Summary Templates (TRSTs) must agree with the resources in the Volume III, Price. FTEs are defined as the proposed productive hours needed to comprise one average full time employee. This may be one employee or several part time employees. Productive Hours are defined as the total available hours for productive work in a year, excluding overtime, less paid time off.

To: The offeror’s response to this section should be consistent with the proposed Management Approach and other portions of the Offeror’s proposal. Full Time Equivalent (FTEs) are defined as the proposed productive hours needed to comprise one average full time employee. This may be one employee or several part time employees. Productive Hours are defined as the total available hours for productive work in a year, excluding overtime, less paid time off.

9. Section 5.17.1 Subfactor B (1) Technical Understanding of Requirements

From: Detail the technical approaches for providing products and services defined in the statement of work. Additionally to demonstrate a comprehensive understanding of the contractual requirements, the Offeror shall address the following:

To: Detail the technical approaches for providing products and services defined in the scope and purpose of the sample task orders. Additionally to demonstrate a comprehensive understanding of the contractual requirements, the Offeror shall address the following:

10. Section 5.17.1 Subfactor B (3) Resources

From: Include a sufficient narrative discussion detailing the approach and rationale of the proposed resources for the Sample Task Orders that is realistic for the proposed technical and management approach. The resource details shall be contained in Attachment 5-Price.

To: Include a sufficient narrative discussion detailing the approach and rationale of the proposed resources for the Sample Task Orders that is realistic for the proposed technical and management approach. The proposed resources shall be in agreement with respect to Attachment 5-Price.

11. Section 5.17.2 (3) item 11

From: Consent Letters executed by each subcontractor, teaming partner, proposed program manager and/or joint venture partner, authorizing the release of past performance information so the offeror can respond to such information. See sample consent letter at Attachment 5-CL.

To: Consent Letters executed by each subcontractor, teaming partner, proposed program manager and/or joint venture partner, authorizing the release of past performance information so the offeror can respond to such information. This letter will not be subject to the page limitation constraints. See sample consent letter at Attachment 5-CL.

12. Section 5.17.2 (4) (paragraph 2)

From: Where an Offeror chooses to request, from a civil servant employee at JSC, that a past performance questionnaire be submitted on its behalf for its proposed key personnel, please be advised that a Limited Communications Notice (LCN) has been issued in conjunction with this solicitation...

To: Where an Offeror chooses to request, from a civil servant employee at JSC, that a past performance questionnaire be submitted on its behalf, please be advised that a Limited Communications Notice (LCN) has been issued in conjunction with this solicitation...

13. Section 5.17.2 (6) Environmental Data

From: Copies of any and all environmental non-compliance correspondence and citations from federal, state, or local agencies or authorities with explanatory remarks.

To: Copies of any and all environmental non-compliance correspondence and citations from federal, state, or local agencies or authorities with explanatory remarks. This information will not be subject to the page limitation constraints.

14. Section 5.17.2 (6) Safety Data (paragraph 4)

From: A letter from the insurance carrier summarizing the offeror's liability and lawsuit history related to safety and health performance for the past three years including a history of changes to the experience modifier rate. If an offeror self-insures, provide and certify the same information (except the experience modifier rate history) with the signature of the responsible corporate officer or official.

To: A letter from the insurance carrier summarizing the offeror's liability and lawsuit history related to safety and health performance for the past three years including a history of changes to the experience modifier rate. If an offeror self-insures, provide and certify the same information (except the experience modifier rate history) with the signature of the responsible corporate officer or official.

This information will not be subject to the page limitation constraints.

15. Section 5.17.3 Excel Pricing Model (EMP) File item 5

From: Wage-Salary Template (WST)

To: Wage-Summary Template (WST)

16. Section 5.17.3 IDIQ Summary Cost Template (ISCT) (paragraph 2)

From: If the Offeror propose efficiencies relative to out-year effort, the descriptive narrative supporting the proposed efficiencies will be included in Volume 1. However, there is no requirement to price the affect of the proposed efficiencies in the out years in the Price Volume. CY's 2 through 5 requirements may not be indicative of CY 1 estimates. Therefore this consideration shall be included in developing the Offeror's fully burdened contract rates. The pricing of Contract Years 2 through 5 is for proposal purposes and is only intended to provide the Government visibility regarding the effect of the proposed rates in the out years. This out-year estimate will be used for selection purposes.

To: If the Offeror propose efficiencies relative to out-year effort, the descriptive narrative supporting the proposed efficiencies will be included in Volume 1. However, there is no requirement to price the affect of the proposed efficiencies in the out years in the Price Volume. CY's 2 through 5 requirements may not be indicative of CY 1 estimates. The pricing of Contract Years 2 through 5 is for proposal purposes and is only intended to provide the Government visibility regarding the effect of the proposed rates in the out years. This out-year estimate will be used for selection purposes.

17. Section 5.17.3 Total Compensation Templates Instructions item 1

From: ...The "Contract Year 1 Actual Proposed Labor Rate" is the Offeror's actual proposed composite labor rate (Completion Form and IDIQ) starting in Contract Year 1.

To: ...The "Contract Year 1 Actual Proposed Labor Rate" is the Offeror's actual proposed composite labor rate starting in Contract Year 1.

18. Section 5, Attachment 5-GRE Table 1

From: Non-labor Resources (\$k/CY) \$60,000

To: Non-labor Resources (\$k/CY) \$196,000

19. Section 5, Attachment 5-GRE Table 2

From:

SLC	FTE
Program Manager	1
Supervisor	1
Clerk I	2
Driver Courier	1
Clerk II	2
Clerk III	2
Production Control Clerk	1
GPO Specialist	1
Duplicating Machine Operator	2
Computer System Analyst	1
Total Cumulative FTEs	14

To:

SLC	FTE
Program Manager	1
Supervisor	1
Clerk I	2
Driver Courier	1
Clerk II	2
Clerk III	2
Production Control Clerk	1
GPO Specialist	1
Duplicating Machine Operator	2
Computer System Analyst	1
Total Cumulative FTEs	14

*Note: Only 2 FTEs are required to possess security clearances in accordance with Section 2.2 Mail and Distribution Services of the MADSS SOW (Attachment 4.1).

Mail and Duplication Support Services (MADSS) Contract: Solicitation NNJ14499347R**Question and Answers 07/10/14****General**

Q1. Is the due/response day May 27, 2014?

A1. Per Amendment 03, the proposal due date is July 23, 2014 with the past performance questionnaires due on July 14, 2014. Offerors are responsible for monitoring the NASA/JSC Business Opportunities home page at <http://prod.nais.nasa.gov/cgi-bin/eps/bizops.cgi?gr=D&pin=73> and the MADSS acquisition website at <http://procurement.jsc.nasa.gov/madss/> for the solicitation and any amendments.

Q2. The Request for Proposal (RFP) released date slipped 10 days; however the end date did not slip.

A2. Amendment 03 of the RFP extends the proposal due date from July 16, 2014 to July 23, 2014.

Q3. Pages 4-62 and 4-63 are missing from the solicitation. Can you clarify?

A3. Pages 4-62 and 4-63 are hereby marked reserved. Amendment 4 corrects this administrative error.

Q4. Considering current JSC building closure's and space reallocation, how will the mail and distribution physical location and/or operations be impacted?

A4. In accordance with JSC's master plan, building 227 which houses the current workspace for the MADSS services may be demolished requiring the workspace to be relocated. However, no plans or schedules have been established. The Center Operations Directorate identified the demolition of the buildings in the 200 area as a long term Center goal. Should the building be closed during the course of the MADSS contract, the Center Operations Directorate will decide where to relocate building 227's residents, and the MADSS services will be given the physical space needed for full operations as indicated in Section 2.12, "1852.245-71(c)(1) Installation-accountable Government Property." Amendment 4 revises this clause to properly list the applicable facility, building 227, in support of the MADSS requirement.

Q5. Considering current JSC moves related to the JSC 2.0 initiatives, will mail and duplication operations be impacted. If yes, please provide details as it could impact proposed approaches.

A5. There are no known JSC 2.0 initiative impacts to the mail and duplication support services at this time.

Q6. Section 2.04(a) on page 2-5 indicates that the quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract. We assume that the Schedule includes paragraph 1.05 on page 1-1. Is this assumption correct? Also, would the Government indicate all of the pages of the RFP that constitute the Schedule?

A6. The "Schedule" is a FAR term that refers to Part I of the Uniformed Contract Format; however, since this is a commercial acquisition, the contract format is assembled in accordance with FAR 12.303. For the purposes of this solicitation, the schedule refers to Sections 1-4.

Q7. What does this acronym mean FCCOM?

A7. Facilities Capital Cost of Money.

Standard Labor Categories/Service Contract Act

Q8. Is a collective bargaining agreement (CBAs) on this contract today?

A8. There are no CBAs in place for any of the employees performing on the current contract.

Q9. Since the majority of the contract resources are covered by SCA labor categories, should the labor costs be escalated, or should we rely on wage board determinations to determine impacts on labor rates?

A9. Section (8)(f)(iv)(4) of the Management Plan (DRD-01) and Section (8)(g)(g) of the Phase-in Plan (DRD-07) requires Offerors to provide their strategy for recruiting and hiring employees. Each Offeror will propose a rate of escalation for exempt and non-exempt employees based on their unique strategy for the recruitment and retention of employees. Refer to FAR Clause 52.222-43, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts), with respect to escalation for non-exempt personnel. If you are not proposing escalation for your fixed priced direct labor rates, explain how you plan to retain those skills.

Q10. In Section 3.0 _ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.). is checked this section references “22.1016 Statement of equivalent rates for Federal hires. The statement required under the clause at 52.222-42, Statement of Equivalent Rates for Federal Hires, (see 22.1006(b)) shall set forth those wage rates and fringe benefits that would be paid by the contracting activity to the various classes of service employees expected to be utilized under the contract if 5 U.S.C. 5332 (General Schedule—white collar) and/or 5 U.S.C. 5341 (Wage Board—blue collar) were applicable....” The WD provides the rates for SCA employees but are not provided for white collar employees. Please provide the equivalent rates for white collar employees.

A10. The Project Manager would be equivalent to a GS-10. The Supervisor would be equivalent to a GS-8.

Q11. If visibility into minor subcontractor wages and benefits is not shown in the price templates, how will the Government evaluate that the minor subcontractor is paying wages and benefits that comply with the Service Contract Act (SCA)?

A11. The Wage-Summary Template (WST) only applies to the prime or a major subcontractor, any labor categories that are fully covered by a minor will only need to map the relationship of the proposed labor category to the MADSS Standard Labor Category and to the SCA labor category as a part of their Management Plan (DRD-01). Nevertheless, the SCA is applicable to each service employee employed in the performance of this contract by the Offeror or any subcontractor in which they shall be paid not less than the minimum monetary wages and benefits specified in Attachment 4.7, SCA Wage Determination. If there is a service employee which is not listed therein and which is to be employed, excluding exempt employees, the Offeror shall ensure responsiveness to contract clause 52.222-41 “Service Contract Act of 1965.” Amendment 4 corrects the title referenced on page 5-18 for the WST from Wage-Salary Template to Wage-Summary Template. All other references to WST are correct.

HUBZone/Small Business Concerns

Q12. Since this contract is to be set-a-side as a HUBZone, would the awardee need to meet the SBA's small business requirement for NAICS Code 323111?

A12. In support of this HUBZone small business set-aside procurement, prospective Offerors are required to meet the size standards established for NAICS code 323111.

Q13. Is the current incumbent Hubzone certified?

A13. HUBZone certification is determined by the Small Business Administration in accordance with 13 CFR 126.

Q14. FAR 52.219-3 provides that the 50% threshold may be satisfied by one or more HUBZone concerns. This appears to be incongruent with the requirement in 52.219-4 indicating, in part, that at least 50% of the cost of contract performance incurred for personnel shall be expended for employees of the concern (prime contractor). Which of the two clauses applies? Since MADSS is a task order type contract, do the threshold requirements shown above apply to each task order?

A14. Refer to Section 3, 52.212-5 Contract Terms and Conditions required to Implement Statutes or Executive Orders – Commercial Items. This section incorporates, by reference, FAR clauses which are required to implement laws or executive orders that apply to commercial item acquisitions. All clauses listed in 52.212-5(a) are required for all commercial items. The applicable clauses in (b) and (c) are the items checked with an (X). All other clauses have been determined not to apply to this acquisition. FAR 52.219-4 is not applicable to the MADSS contract.

FAR 52.219-3 applies to the MADSS contract in which task orders are issued for the requested services.

Government Resource Estimate (GRE)

Q15. Are estimates for materials and supplies to be shown in the GRE?

A15. Yes, however Amendment 4 revises Section 5, Attachment 5-GRE. The non-labor resource estimate is revised from \$60,000 to \$196,000 per contract year. Non-labor resources include postage, maintenance, material and supply costs.

Q16. Does the GRE include the costs of vehicles?

A16. No. The cost of vehicles is not included in the GRE. The Contractor will be responsible for provisioning the vehicles for the MADSS requirement.

Q17. In Attachment 5-GRE, the listed total non-labor dollars is \$60k per year or \$300K over the life of the contract. In sample tasks 1, 2 & 3 the cumulative yearly total for non-labor amounts is \$196K or \$980K over the life of the contract. If the sample tasks fairly represent the ODC requirements for the contract, there is a large difference in these sections as to the expected total ODC amount and would have a large impact on indirect rates. Please provide the government's best estimate as to the yearly ODCs which would be procured through the contractor's purchasing system.

A17. The \$60,000 estimate provided in Section 5-GRE for non-labor costs is incorrect. The correct non-labor estimate has been changed in Section 5-GRE from \$60,000 to \$196,000. The GRE represents the total for all of the non-labor expenses collectively in support of the three sample task orders. Amendment 4 reflects this change.

Q18. Does the \$60K in the GRE for total Non-Labor Resources need to relate to the sum of the estimated supplies for each of the sample TOs, which total \$85.5K? Where are the other non-labor resources, such as the maintenance costs for contractor-accountable equipment to be bid? What is included in the GRE estimate?

A18. Refer to the responses provided in questions #15 and #17.

Q19. There is no mention of vehicles/descriptions in the accountable property lists in Attachments 4.5 and 4.6. Is the contractor to provide the truck and vans required for mail pickup, delivery, and distribution, and if so, is the cost of these vehicles included in the \$60K per year for non-labor resources in the GRE in Attachment 5-GRE?

A19. The contractor is responsible for providing the vehicles required for mail pickup, delivery and distribution. The cost of the vehicles is not included in the non-labor resources estimate identified in Attachment 5-GRE. The non-labor resource costs identified in the GRE have been adjusted. See the responses provided to questions #15, 16 and #17.

Q20. Based on Attachment 5 - GRE and other MADSS documentation, it appears that the clerks in the mail room must also be used as drivers to meet the requirements for the JSC mail delivery routes and frequencies. Per the DOL, driver couriers can drive, but general clerks do not. So our question is: Are each of the mail room personnel being paid at the clerk rates when they are not driving, and at the driver courier rate when they are driving? Should the GRE be modified to indicate clerk/drivers instead of clerks?

A20. As indicated in Section 5.17.3, "the GRE provided is not intended to influence the Offeror's proposal estimates; however, it is provided to assist Offerors in determining the general overall scope to support development of indirect rates and for development of their management and technical approaches. Offerors shall develop their own estimates that support their unique proposal management and technical approaches and shall provide supporting rationale in narrative form."

Furthermore, Section 5.17.3 specifies that Offerors shall "map their labor categories to the SLCs using the guidelines provided in Section 4, Attachment 4.8. SLCs are intended to broadly group proposed labor into a manageable number of categories. These guidelines do not address all the possible specific skills, or requirements that any one occupation or profession may require. It is the Offeror's responsibility to acquire an understanding of the complexities of the work required to successfully meet the SOW requirements. Accordingly Offerors must propose the resources required to successfully meet these requirements. Offerors are allowed to include additional labor categories that do not easily map into the

SLC below, however; the Offeror must provide job descriptions similar to the guidelines provided in Section 4, Attachment 4.8.”

Additionally, please refer to paragraph (c) of 52.222-41, Service Contract Act....(“reasonable relationship”) in assisting you in developing your approach. Based on the intent of the GRE described above, the GRE will not be modified.

Data Requirements Description

Q21. DRD-07 (Phase-In Plan), Section 8g - Content, indicates the following: “Report shall contain the number of on-site contractors and subcontractors (headcount) by company.” The word “report” and the requirement to include headcount seems out of place for a phase-in plan. We note that the same sentence appears in section 8c of DRD-06, Onsite Contractor Reports. Please confirm that the requirement for onsite headcount should not be duplicated in the Phase-in Plan.

A21. The requirement for on-site contractor reports is covered in DRD-06, Onsite Contractor Reports, and will be removed in DRD-07, Phase-In Plan. Amendment 4 reflects this change.

Q22. Phase-In DRD-07 content section contains the statement “Report shall contain the number of on-site contractors and subcontractors (headcount) by company. “ It is followed by Plan content. This requirement appears to be redundant with the content of DRD-06. Is it requiring the delivery of that report as a part of the Phase-In Plan?

A22. Refer to the response provided in question #21.

Q23. DRD 4- ii Technical Communications Status Report (Action Item Database)

Does this database now exist? If so, can you please provide a sample of data fields and a brief summary of where it is located; how to access it; and who has access to this information?

A23. The requirement listed in DRD-4, ii Technical Communications Status Report has been removed. Amendment 4 reflects this change.

Q24. Ref DRD 10 and 2.1 paragraph 3. This paragraph requires “Contractor shall be responsible for managing file shares and databases on the duplicating server. This includes installing and keeping current duplication software, managing access and administrative rights for all contract employees; keeping systems compliant with Agency standards, and compatible with the ISM system; coordinating Agency Consolidated End-User Services and Xerox patches or upgrades to ensure they work within production guidelines, and all contract systems are evaluated for Information Technology (IT) security considerations (DRD 10: IT Security Management Plan).” For DRD 10, IT Security Management Plan is this contract considered an IT contract?

A24. While this contract is not considered an IT contract, a subset of the requirements is specific to IT support. Per NFS 1804.470-4(a) and DRD 10, IT Security Management Plan, an IT plan shall be submitted by the Contractor 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.

Q25. Requirements for submittal of the Government Property Management Plan (PMP) are unclear. Table 5.2 on page 5-10 requires submittal as a section in Volume IV of the proposal, while Section 5.17.4 on pages 5-24 through 5-25, indicates that it will be requested by the Contracting Officer, as appropriate. Are we correct in assuming that it does not need to be submitted with the proposal? If this plan is requested, how much lead-time will be provided? If requested, will it need to be provided as if it is a section in Volume IV, per section 5.17.4, or as a standalone document?

A25. The Contracting Officer may contact those Offerors in the competitive range to provide a PMP to support a responsibility determination in accordance with FAR 9.104-1, General Standards. If the government does not establish a competitive range, then the apparent successful Offeror will be contacted to provide a PMP. In the Contracting Officer's request for the PMP from the selected Offeror(s), it is anticipated 10 days will be allowed for submittal. Amendment 4 clarifies the PMP line item in Table 5.2.

Q26. What support can we assume will be provided from ITAMS? It appears we need to 1) develop an electronic survey 2) host the survey on a website 3) distribute survey to an email list 4) collect and compile data 5) report data to government. What resources elements for each of these 5 tasks will be supported by ITAMS customer support center? Does the MADSS system analyst need the skills to perform some of this work?

A26. The MADSS contractor will be responsible for offering input into the creation of an electronic customer support survey. The Customer Support Center will create the survey and the distribution list. The MADSS contractor will be responsible for electronic delivery of the survey and compiling the survey data into a report for delivery to the Government in accordance with DRD-14, Customer Survey. Amendment 4 revises DRD-14 to remove the requirement of creating the survey.

Major/Minor Subcontractors

Q27. Relative to the scope of this contract, \$500,000/yr. appears to be too high to define a "major subcontractor" based on our estimation of total contract value. We recommend lowering this threshold to \$100,000/yr, as team members providing this level of support could provide "major and critical functions" in accordance with FAR 15.305(a)(2).

A27. Amendment 3 revised the threshold of a major subcontractor from \$500,000 to \$300,000/yr.

Q28. "Volume III - Price, requires rate information for the prime and major subcontractors (\$500,000 or more per year). Since the limit for major subcontractor is relatively high, a subcontractor performing a good portion of the total contract work could be shown as a minor subcontractor. We note that minor subcontractors are not required to submit the pricing templates including the compensation templates. Is that what the Government intends?"

A28. Refer to the response provided in question #27.

Past Performance

Q29. Would NASA reconsider the use of past performance as an evaluation factor, and possibly make the criteria "Lowest Price; Technically Acceptable"?

A29. In accordance with FAR 15.304 "Evaluation factors and significant subfactors," the Government has determined that past performance shall be considered in the source selection decision as indicated in Section 5.17 "Performance Price Tradeoff (PPT) Proposal Instructions." This procurement will be conducted using a combination of technically acceptable baseline requirements (Acceptable/Unacceptable) and tradeoff of past performance, and price.

Q30. Will the government be allowing for no limit on the age of past performance citations to enable an offeror, not currently associated with the PAMMS contract, to be able to qualify?

A30. Refer to RFP section 5.17.2 "Past Performance Factor - Volume II" for full Past Performance requirements. Only contract period of performances within 3 years from the date of the MADSS solicitation will be considered in the past performance evaluation.

Q31. Since this is a streamlined procurement with fairly simple performance work statement (PWS), we were expecting requirements similar to another past procurement where no past performance write ups or questionnaires were needed.

A31. The Government has determined that past performance will be considered in the source selection decision as stated in the RFP. Offerors, including joint ventures, major subcontractors (subcontracts with an estimated annual value greater than \$300,000) shall provide past performance questionnaire information on up to five past contracts.

Q32. Will the government be open to past performance that is similar in complexity, for other government agencies, if not for the same work scope as that of the current contract?

A32. FAR 15.305(a)(2) states that Offerors have the opportunity to identify past or current contracts (including Federal, State, and local government and private) for efforts similar to the Government requirement. Additionally, Section 5.17.2 "Past Performance Factor" states references with Government contracts are preferred, but are not required. The performance confidence assessment will be based on the recency, magnitude, complexity and content of the projects being evaluated for past performance, as compared to the MADSS requirement. All Offerors are required to explain why their past performance is relevant to the MADSS requirement. Refer to Section 6.01.2 for the definitions of recency and relevant.

Q33. Regarding Section 6.01.2 of Section 6 - Evaluation Factors for Award: For the purpose of assessing the past performance confidence rating, is the term "offeror" inclusive of the prime, predecessor companies, key personnel and subcontractors for which past performance will be evaluated? We understand Section 5.17.2 requires the prime, joint venture, and major subcontractors to provide previously performed work, however, for evaluation purposes will you look at the offeror in total, i.e. the prime, predecessor companies, key personnel and subcontractors as the "offeror"?

A33. Yes, but only to the extent that such information is relevant to the instant acquisition, as per FAR 15.305. The evaluation of key personnel is not a requirement of the MADSS RFP. Section 5.17.2 Past Performance Factor (1) states "Offerors, including joint ventures, major subcontractors (subcontracts with an estimated annual value greater than \$300,000) shall each provide information on up to five past

contracts (subject to the page limitation constraints).” Section 6.01.2 describes how the information received in response to Section 5.17.2 will be evaluated.

Key Personnel

Q34. Section 5, page 5-16 states: “Where an Offeror chooses to request, from a civil servant employee at JSC, that a past performance questionnaire be submitted on its behalf for its proposed key personnel, please be advised that a Limited Communications Notice (LCN) has been issued in conjunction with this solicitation.” There are no instructions elsewhere in the RFP for proposed key personnel (other than identification of key safety and health personnel in the Safety and Health Plan). Please elaborate on the Government’s expectation for proposed key personnel.

A34. The evaluation of key personnel is not a requirement of the MADSS RFP. Amendment 4 removes the reference “for its proposed key personnel.”

Q35. Is a Past Performance reference required from the proposed Program Manager? If not, why is consent letter required, per section 5.15.2 on page 5-15?

A35. Past performance information is not requested of key personnel. The purpose of the consent letter is to authorize the release of past performance information. For more information related to this question, refer to the response provided in question #34.

Property/Equipment

Q36. Does the current contractor have supplemental print room equipment (printers, computers, etc., capital items over \$500)? If so, can a list of equipment that the contractor owns, for performance of the contract, be provided?

A36. None of the equipment on the current PAMSS contract is contractor owned.

Q37. Will the government consider a solution whereby the contractor provides some equipment and maintains it throughout the contract?

A37. No. Refer to section 5.08, 1852.245–80 Government Property Management Information and Section 5.09, 1852.245–81 List of Available Government Property.

Q38. Is the Government providing vehicles or GSA vehicles?

A38. The Government will not be providing vehicles or GSA vehicles to the contractor.

Q39. Reference 5.08 1852.245–80 Government Property Management Information (JAN 2011)

(b) The offeror shall provide the date of its last Government property control system analysis along with its overall status, a summary of findings and recommendations, the status of any recommended corrective actions, the name of the Government activity that performed the analysis, and the latest available contact information for that activity.

This Hub Zone Company has tracked government property on several recent previous contracts using Government furnished (GFE) software. Is it acceptable for the offeror to reference the GFE property management system to satisfy the requirements of section 5.08 (b)?

A39. Offerors are asked to provide an analysis of their property control system based on any audits they have had conducted by a Government property representative on the system they use. The property representative would be from a Federal Government Agency such as DCMA, Army, Navy, Air Force, Dept of Transportation, Dept of Energy, NASA, etc. The property management system that the Government auditor would have audited would consist of (1) the database they use to create and store records of Government property to meet the requirements of FAR 52.245-1 and (2) the written procedures they use to manage and control that Government property in accordance with that same regulation. The information this clause requests should pertain to the system an Offeror is proposing to use on the MADSS contract.

Additionally, GFE software is typically provided for the use on a specific contract. If you are using GFE software, an Offeror needs to provide written evidence that the associated CO that has cognizance over the applicable contract in which the software supports, has given permission to use the GFE on another contract. If not, then this software cannot be used in the proposal.

Pricing

Q40. Do you want a development of the Overhead rates and G&A rates?

A40. A breakout providing specific details of your overhead and G&A rates is not requested.

Q41. If we have multiple overhead pool rates, can we add additional columns to the pricing templates to account for these?

A41. Yes. Offerors may add rows or columns to the Fully Burdened Rates Template to accommodate each company's accounting system as stated in the IDIQ Workbook Instructions in Section 5.17.3 of the MADSS RFP.

Q42. On the Wage Summary Template (WST) pricing template, how do we account for any category that is only associated with a minor subcontractor?

A42. As indicated in Section 5.17.3's Total Compensation Template Instructions, the WST "is required of the Offeror proposed as prime and all proposed major subcontractors." The proposal strategy, including what positions an Offeror proposes, is the decision of the Offeror. Please refer to the response provided in question #11 for additional information.

Q43. Reference RFP pages 5-22 and 5-23: The Task Order Pricing Template (TOPT) and the IDIQ Summary Cost Template (ISCT) include very similar pricing data (other than the ISCT extending the TOPT costs over the five year period of performance). Please confirm that the Government desires the ISCT to include the Sample Task Order costs rather than each Offeror's estimate to perform the entire MADSS SOW.

A43. The TOPT should contain pricing for each of the sample task orders. The duration of each task order is one year. Please refer to Section 5, page 5-22 TOPT instructions for additional information. The ISCT is also for pricing the Sample Task Orders. The hours included in the CY1 column will match the total hours developed in the TOPT. The hours included for each of the following contract years (CY 2 through 5) shall be identical to those hours developed for CY1. Please refer to Section 5, page 5-23 ISCT instructions for additional information.

Q44. RFP page 5-17 states: “Include a narrative portion that explains all judgmental elements of price projections and profit policies including any proposed cost ceilings and team fee sharing arrangements.” Given that MADSS is a Fixed Price Incentive contract type, please confirm the appropriateness of narrative addressing proposed cost ceilings.

A44. Although this is a Fixed-Priced Incentive (FPI) Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract, it is at the discretion of the Offeror to propose cost ceilings with respect to indirect costs (i.e. overhead or G&A rates). The government does not encourage the use of cost ceilings.

Q45. The Price file has a lot of Defined Names that are not being used and mostly have lost references. The defined names appear to be left over from past procurements and do not seem to be relevant to this proposal. Can we delete them or does the Government wish to replace the file?

A45. Refer to Section 5.17.3 IDIQ Workbook Instructions as various pricing templates contain examples in order to achieve standardization and are provided for illustrative purposes. Each set of template instructions will provide insight into these examples and their purpose.

Secret Security Clearance

Q46. Is the Prime Contractor required to have a Secret Facility Clearance, or can a major subcontractor have a Secret Clearance and employ those employees requiring access to classified information?

A46. The Prime Contractor is required to have a facility clearance level approved by Defense Security Services (DSS) after contract award; however, if the major Subcontractor has in place an already approved facility clearance granted by DSS, the subcontractor may sponsor the Prime while they apply for a facility clearance. The facility clearance is required for classified information to be stored at a facility. For that information to be handled and processed, the Contractor must also have employees with security clearances. If the Subcontractor has employees with security clearances in place, then those employees with clearances may process classified mail in the interim. Please note a contract award may be made prior to the issuance of a facility clearance; however, the contractor will not be afforded access to classified information until the facility clearance has been granted.

The security clearances for this contract are defined in Section 4, Attachment 4.11 – DD Form 254 of the RFP.

Q47. The contract requires a secret facility clearance. This company has held a Top Secret clearance in the past but currently does not have a secret classified contract. Is it acceptable to utilize a Sub-contractor to sponsor this offeror for a secret facility clearance and hold any employee’s clearances until the Prime obtains a DISCO Secret clearance after contract award?

A47. As long as the Subcontractor has a clearance in place with DISCO, it is acceptable for the subcontractor to sponsor the Prime contractor’s security facility clearance (FCL) while the Prime Contractor applies for one. However, it is important to note that the Subcontractor **may not** hold a Prime contractor employee’s clearance. Any and all processing of classified mail during the interim period, while the Prime is applying for FCL and any personnel clearances that are needed, must be performed by Subcontract employees with security clearances already in place.

The Contractor must have two employees with the needed security clearance to provide a contingency for this support. Amendment 4 clarifies this requirement. Refer to the response to question #46 for additional information.

RFP Section 4.1 MADSS Statement of Work

Q48. Related to the following SOW reference: “The Contractor shall produce printed copies from electronic media including files from remote sources, compact disk (CDs), and Universal Serial Bus (USB) drives. The copies shall also be produced from electronic files transmitted directly to the JSC duplicating server that may require additional modification by the machine operator or the systems analyst before printing.”, what are the average number of jobs per month that require additional modification by the machine operator or the systems analyst before printing? What is the average completion time for this type of task?

A48. On average 90% of jobs need additional modification by the machine operator or a system analyst. Files are either converted to PDF or if delivered as a PDF are reviewed to look for inconsistencies in the file, format breaks, page numbering inconsistencies, etc. The PDF is then inserted into FreeFlow, a duplicating format software that allows for the manipulation of each page within the file for duplicating considerations/requirements. Examples of this are: 3-hole punch, tabbed pages or tape bound pages, or size adjustments for different products like posters, 12X18. The Government does not track the completion times on file manipulations; therefore cannot provide an average time for this task.

Q49. Related to the following SOW reference: “The Contractor shall be able to assure quality control for duplicating to prevent incomplete and/or incorrect requirements from electronically transmitted content, and immediately report any mistakes found to the contracting officer’s representative (COR) and the customer.” is this a requirement to proofread and correct content? If so, is the standard to correct spelling and grammar, or is there a requirement to identify and correct erroneous technical information?

A49. There is not a requirement to proof read duplication files for grammar; however, the Contractor is responsible for assessing each electronic file delivered for duplication to ensure the file is complete and no inconsistencies were introduced in conversion to PDF or when inserted into FreeFlow. See response to question #48.

Q50. Related to the following SOW reference: “The Contractor shall provide comprehensive instructions on the IRD website for how to transmit electronic files to the print server; and create and implement an outreach strategy for communicating and developing the use of that print delivery capability for the Center (DRD 8: Customer Outreach Plan). “, - Have instructions for transmitting electronic files to the print server already been developed, and will a new service provider have access to these instructions as a baseline for meeting this requirement? Has an outreach strategy for communicating and developing the use of print delivery capability for the Center already been developed, and will a new service provider have access to the strategy as a baseline for meeting this requirement?

A50. The outreach strategy, including the communication and development plan, is the decision of the Offeror. Instructions for submitting an electronic print request are included on the JF31, Printing and Duplicating Request Form. This form is available in the MADSS Technical Library.

Q51. The SOW makes no reference to a ' Handling Suspicious Mail' process, although the equipment listed suggests it is still part of the operation, as do references in Sample Task Order 3. Will Mail personnel continue to maintain equipment and processes to evaluate suspicious mail? If yes, what are the current processes that address this requirement? Is fan mail handled and processed in the same manner as suspicious mail?

A51. The requirement to screen suspicious incoming Center mail was inadvertently omitted from the SOW language, Section 2.2, Mail and Distribution. Amendment 4 adds in and reinstates this requirement.

RFP Section 4.2 Incentive Fee Performance Metrics

Q52. Attachment 4.2, Incentive Fee Performance Metrics, Table 4.2b provides performance standards for Mail and Distribution Services. Item 1 in the table states a requirement for timeliness of mail delivery that is different than the current performance standard (on the PAMSS II contract). Please confirm that it is the government's intent to change the performance standard for Mail and Distribution services to the new requirement on MADSS.

A52. No change in the mail delivery requirement has been implemented from the PAMSS contract to the MADSS contract. The variation in the language clarifies that there is not a requirement to deliver mail on Center Flex Fridays based on the JSC's Super Flex Work Schedule initiative. The delivery requirement of 24 hours, or 1 business day remains the same.

RFP Section 5, Addendum to 52.212-1

Q53. Section 5, P 5-14 mentions Technical Resources Summary Templates (TRSTs). However, TRSTs are not discussed elsewhere in the RFP and a sample is not provided in the RFP. Please provide a discussion of the format and content for the TRST (and a sample).

A53. There is not a requirement for TRSTs in the MADSS RFP. Amendment 4 deletes this reference.

Q54. Section 5.17.1, Subfactor B, requests the offerors to "demonstrate their specific understanding of the requirements and the specific labor resources needed to successfully perform the requirements of the 3 Sample Task Orders". However, item (1) under requested information states the following: "Detail the technical approaches for providing products and services defined in the statement of work". We assume the term "statement of work" refers to the Scope and Purpose sections of the Sample Task Orders in ATTACHMENT 5-TO and not the MADSS Statement of Work in ATTACHMENT 4.1. Please confirm this assumption.

A54. Yes, that is correct. The requirement to demonstrate a specific understanding of the requirements refers to those in the 3 sample task orders. Amendment 4 revises the language in Section 5.17.1, Subfactor B to clarify that requirement.

Q55. Section 5.17.1, Subfactor B, requests the following:

(2) Basis of Estimate (BOE)

Explain the BOE by providing supporting rationale for all labor resources (FTEs and skill mix) and non-labor resources proposed.

(3) Resources

Include a sufficient narrative discussion detailing the approach and rationale of the proposed resources for the Sample Task Orders that is realistic for the proposed technical and management approach. The resource details shall be contained in Attachment 5-Price.

Q55a. Items (2) and (3) both appear to be requesting a discussion of proposed resources and associated rationale. Please clarify the distinction between the BOE narrative and the narrative discussion detailing the approach and rationale of the proposed resources for the Sample Task Orders.

A55a. The distinction between the BOE and Resources narrative is: BOE explains how an Offeror arrived at the resources with rationale. Resources should address the actual number of Full Time Equivalents (FTEs) and non-labor resources with respect to their management and technical approach.

Q55b. Please elaborate on the meaning of “The resource details shall be contained in Attachment 5-Price.” Does this mean the Resources response (item (3)) should be included in Volume III, Price Factor along with the completed Attachment 5-Price rather than Volume I, Technical Acceptability Factor?

A55b. The resources response should be kept in Volume I; however, all proposal volumes must be in agreement with respect to an Offeror’s proposed resources. Amendment 4 clarifies the item (3) resource instructions.

Q56. Section 5, pages 5-16 and 5-17 request Environmental and Safety Data including OSHA forms and letters from insurance carriers. This information can vary significantly in the number of pages for each Offeror and is typically not page limited. We respectfully request that the Environmental and Safety Data be excluded from the 20 page limit for Volume II, Past Performance Factor.

A56. All Environmental and Safety Data requested in Section 5.17.2(6), which includes OSHA 300 forms and insurance carrier letters do not count against the Past Performance Volume page limit. Similarly the consent letters requested in Section 5.17.2(3) do not count against the Past Performance page limit. Please see Section 5.16.2 Table 5-2 “Overview of Proposal Volumes, Page Limitations, Copies and Format” for what is included or excluded in the proposal page count. An amendment will be issued to update Table 5-2 for clarification purposes. Amendment 4 updates Table 5-2 and Section 5.17.2(6) for the Environmental and Safety data. Also amendment 4 clarifies Table 5-2 and Section 5.17.2(3) for the consent letters.

Q57. We assume that the Safety and Environmental reports required per section 5.17.2 on pages 5-16 through 5-17, are not included in proposal page limitations. Please confirm.

A57. Refer to the response provided in question #56.

Q58. Are the Management, Phase-In, and Safety and Health Plans to be submitted as part of Volume I, per section 5.17.1 on page 5-13, and Volume IV, per section 5.17.5 in the table on page 5-26?

A58. The Management Plan (DRD-01), Phase-In Plan (DRD-07), and the Safety and Health Plan (DRD-03) are a part of Volume 1, Technical Acceptability Factor’s proposal requirements.

Q59. RFP page 5-23 states: "If the Offeror proposes efficiencies relative to out-year effort, the descriptive narrative supporting the proposed efficiencies will be included in Volume 1. However, there is no requirement to price the effect of the proposed efficiencies in the out years in the Price Volume. CY's 2 through 5 requirements may not be indicative of CY 1 estimates. Therefore this consideration shall be included in developing the Offeror's fully burdened contract rates." It's not clear how proposed efficiencies can be included in developing fully burdened contract rates. Please elaborate on the Government's expectation for pricing efficiencies and provide an example of how efficiencies can be factored into fully burdened contract rates.

A59. In Volume I, the narrative shall provide sufficient detail to understand both the resource basis and any deltas to the resource basis due to proposed efficiencies. Amendment 4 removes the statement "Therefore this consideration shall be included in developing the Offeror's fully burdened contract rates."

Q60. RFP page 5-23 states: "The first section addresses productive hours. The Offeror shall determine the mix of labor categories and the labor hours required to perform the sample task order." Please confirm that this requirement refers to the three sample task orders provided with the RFP.

A60. Yes, as specified in the first sentence of the ISCT instructions, "this template is for pricing the Sample Task Orders provided."

Q61. RFP page 5-24 states: "The "Contract Year 1 Actual Proposed Labor Rate" is the Offeror's actual proposed composite labor rate (Completion Form and IDIQ) starting in Contract Year 1." There is no mention of a Completion Form component to the MADSS contract in the RFP. Please clarify the Government's intent.

A61. The MADSS contract does not have a completion form component. Amendment 4 removes the statement "(Completion Form and IDIQ)" to clarify this requirement.

Q62. Since DRDs are typically contract deliverables with title/cover pages, signature pages, revision history pages, acronyms, glossaries, etc., which do not contain substantive information, are these excluded from page count, in accordance with Section 5.16.2, Page 5-11. This section requires the use of numbers for counted pages and the use of roman numerals for pages, which do not contain proposal information, so we assume that the Management and Phase-In Plans can be prepared in this manner to exclude the non-substantive pages. Please confirm.

A62. DRD-01, Management Plan and DRD-07, Phase-In Plan are included in the page limitations within the Volume 1, Technical Acceptability Factor proposal requirement. DRD-03, Safety and Health Plan is not included in the page limitations of Volume 1. The DRDs that are associated with page limiting proposal sections shall comply with the requirements listed in Section 5.16.2, Proposal Arrangement, Page Limitations, Copies, and Due Dates.

Sample Task Orders

Q63. Page TO-3 of the task order titled “Duplicating Services” indicates, in part, that the contractor shall create and maintain a database of duplicating metrics which must be compatible with the existing contract database and allow import of this database content. The existing database does not appear to be shown in Attachment 4.5, Installation Accountable Government Property, nor Attachment 4.6, Government Furnished Property”. We suppose, therefore, that the existing contract database will not be furnished by the Government. Is this assumption correct?

A63. The PAMSS duplication metrics database is contractor-owned and -maintained, but hosted on a Government-owned server. The database content, however, is the property of the government and will be transferred over to the MADSS contract.

Q64. Section 1.07(a) on page 1-2 indicates that requests for the approval for the use of overtime must be in writing and made prior to the issuance of an order’s task plan. If the need for OT is apparent when the task plan is requested we will comply and request OT. However, there will be instances when the need for overtime arises after the issuance of an order’s task plan. How will this type of occurrence be accommodated?

A64. This contract will result in the issuance of fixed-priced task orders. Any changes including any overtime warranted after the issuance of an order will need to be negotiated as change to the order. FAR 22.103-2 provides that contractors must perform government contracts, so far as is practicable, without using overtime except when lower overall costs to the government will result or when overtime is necessary to meet urgent program needs. Overtime requests will be reviewed by the Contracting Officer and may be approved after determining that overtime is necessary.

Q65. The instructions for Sample Task Order (TO) 2, - Urgent and Unusual Order, do not appear to have enough information to enable offerors to bid overtime, even though it asks that overtime be included in the firm fixed price bid. The need for overtime is to be expected if SCA personnel who are not scheduled to work on flex Fridays, are needed to work an urgent task, with little or no notice.

The GRE Cumulative FTE table implies that the sum of the three TOs is approximately equal to 14 FTEs on staff, which would indicate that no overtime is expected. In addition, Section 1.07 states “*Note: Contractors shall perform all requirements without using overtime except when it is necessary to meet urgent program needs. Request for approval for the use of overtime must be in writing and submitted to the Contracting Officer prior to the issuance of an order’s task plan.” This would indicate that the total nominal staffing for the contract should be represented by the sum of TO1 and TO3.

Please provide the appropriate assumptions or clarifications that allow a firm fixed price bid to be generated for TO2, such as when in the 2-week flex cycle the urgent request is received?

A65. Overtime requirements are variable and based on customer requirements and unforeseen events affecting print capabilities. And although urgent and unusual work takes priority over other work, it does not normally drive a requirement for over time.

Q66. Can duplication workload metrics data, with associated completion times for each type of product, be provided in the MADSS Technical Library?

A66. A subset of the duplication metrics will be provided in the MADSS Technical Library entitled “Duplication Workload Metrics.” The data will include the total number of requests, impressions, copies,

and originals will be reported. The associated completion times are tracked for each request, but will not be included with these metrics since they track to the current Contractor's performance standards.

The report included in the procurement library is broken out by Mission (or urgent and unusual) and Institutional requirements and covers calendar year 2013.

Integrated Service Management (ISM)

Q67. The Sample Task Order requirements (i.e., Scope and Purpose) don't address creation and maintenance of a service catalog for incorporation into ISM. Please confirm this is the Government's intent and the Government does not require a response for service catalog creation and MADSS integration into ISM in the Specific Technical Understanding and Resources response.

A67. The Contractor shall identify and document MADSS service and work processes (DRD 1: Management Plan). The Contractor shall support establishing configuration items and the associated data needed to create a service catalog for integration in the Government-owned and maintained Integrated Service Management (ISM) System. However, both the creation of the service catalog and its integration into the integrated management system are the responsibility of the Government. The Contractor shall provide all required metadata to support the incorporation of MADSS into the ISM environment.

Q68. Alternately, if the government does intend that the Specific Technical Understanding and Resources response include service catalog creation and ISM integration, please provide the following:

- a. Information in the Technical Library that details the process for catalog creation and ISM integration
- b. Information that provides the architectural and functional details of the MADSS interface to ISM.
- c. Information on whether ISM support should be priced under a single task order or spread across multiple task orders

A68. Refer to the response provided in question #67.

Q69. 2a There appears to be conflicting requirements with regard to the metadata "to support the incorporation into the ISM environment". MADSS SOW Section 2.0 states "The Contractor shall provide all required metadata to support the incorporation of MADSS into the ISM environment."

Sample task 1 requires The Contractor shall create and maintain a database of duplicating metrics which must:

- Be compatible with the existing contract database and allow import of this database content
- Be compatible with the integrated service management system
- Provide a reporting capability for quality control and contract tracking requirements
- Allow for metrics reporting on the volume and types of jobs divided by funding/requesting organization down to the Office level, e.g., DA, DO, DT, etc. Database metadata requirements are listed in the MADSS SOW, Section 2.1

In the MADSS SOW section 2.1 there is this paragraph- “The Contractor shall create and maintain a database for duplicating requests that contains the requestor’s name and organization; number of originals, copies and impressions; size, cost, control number, title, and schedule information (received, required and completion dates). This database shall have the ability to provide metric reporting for the purpose of quality control and tracking contract requirements, and shall include all of the data elements above. It shall be configured to be integrated with the Government’s integrated service management system.” Is this what is referred to as the metadata requirement in sample task 1 and section 2.0? IF yes then please also provide the configuration requirements in order to be “integrated with the Government’s integrated service management system.”

A69. Yes, these are the same. The existing PAMSS contract has created and maintains an ACCESS database with duplicating metrics. The MADSS SOW requires a database for duplicating, mail and distribution metrics be created that is compatible with the existing ACCESS database. See the response to question #70 regarding the database elements. This database must also be compatible with the integrated service management system environment. The required metadata fields for the ISM are provided in the Excel file titled ISM Template of Services available in the MADSS Technical Library.

The Government is evolving the ISM tool to be used as the solitary ordering mechanism for IRD support services. While there is not yet a schedule for when, ultimately this will include MADSS services. The Contractor will be required to support this initiative by first providing a description of each product and service provided under MADSS for inclusion in the IRD service catalog. This metadata or service/product description must match what is currently in the IRD service catalog (provided in the MADSS Technical Library, titled ISM Template of Services). This information can be delivered to the Government in an Excel file.

The second phase of ISM development will require the Contractor to provide metadata on individual requests. This metadata is currently captured for duplicating on the JF31, Printing and Duplicating Request Form (available in the MADSS Technical Library), but is not captured for distribution. Metadata fields required for distribution are requestor’s name and organization code, date of request, date of delivery, number of copies distributed, and number and location of distribution sites. The Government will be responsible for uploading the Contractor’s metadata into the ISM database.

Q70. Sample task 1 requires The Contractor shall create and maintain a database of duplicating metrics which must:

- Be compatible with the existing contract database and allow import of this database content
- Be compatible with the integrated service management system
- Provide a reporting capability for quality control and contract tracking requirements
- Allow for metrics reporting on the volume and types of jobs divided by funding/requesting organization down to the Office level, e.g., DA, DO, DT, etc. Database metadata requirements are listed in the MADSS SOW, Section 2.1

To respond adequately to this sample task, please provide the data dictionary of the existing contract database so we can assure NASA of our plan to provide “.a database which is compatible with the existing contract database.” Additionally, please provide sufficient details so that the offerors can adequately price the database so it can be adequately configured “to be integrated with the Government’s integrated service management system”.

A70. The data elements of the existing contract’s database have been uploaded into the MADSS Technical Library titled “PAMSS duplicating metrics dtbs metadata.”

The Contractor is required to provide a database compatible with the existing PAMSS metrics database so information can be easily imported. The database must be structured with the metadata requirements identified in MADSS SOW, Section 2.1. Additionally, for compatibility with the ISM environment, the database must also include the metadata fields from the IRD service catalog. See the response to question #70. This integrated set of metadata can be provided to the Government in an Excel file.

Q71. Related to the following SOW reference: “The Contractor shall create and maintain a database for duplicating requests that contains the requestor’s name and organization; number of originals, copies and impressions; size, cost, control number, title, and schedule information (received, required and completion dates). This database shall have the ability to provide metric reporting for the purpose of quality control and tracking contract requirements, and shall include all of the data elements above. It shall be configured to be integrated with the Government’s integrated service management system.” - Are there software development standards we can review to ensure we configured a database that can integrate with the Government’s integrated service management system?

A71. The integrated service management system is not fully matured and does not yet have a full and complete set of design requirements. The Contractor is required to provide a database compatible with the existing PAMSS metrics database so that information can be easily imported. The database must be structured with the metadata requirements identified in MADSS SOW (Attachment 4.1) in Section 2.1. For both of these compatibility requirements, the Contractor can provide the Government an Excel file for incorporation into the ISM database. The Government will be responsible for uploading the Contractor’s metadata into the ISM database.

X (1) Office space, work area space, and utilities. Government telephones are available for official purposes only.

X (2) Office furniture.

X (3) Property listed in Section 4, Attachment 4.5 Installation Accountable Government Property

(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.

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

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

X (7) Installation service facilities: Building 227.

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

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

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

X (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.

X (12) Use of up to 9 desktop computers as well as 2 Apple workstations with basic network connection seats for printers.

(End of clause)

2.13 1852.245-74 Identification and Marking of Government Equipment (JAN 2011)

(a) The Contractor shall identify all equipment to be delivered to the Government using NASA Technical Handbook (NASA-HDBK) 6003, Application of Data Matrix Identification Symbols to Aerospace Parts Using Direct Part Marking Methods/Techniques, and NASA Standard (NASA-STD) 6002, Applying Data Matrix Identification Symbols on Aerospace Parts or through the use of commercial marking techniques that: (1) are sufficiently durable to remain intact through the typical lifespan of the property; and, (2) contain the data and data format required by the standards. This requirement includes deliverable equipment listed in the schedule and other equipment when no longer required for contract performance and NASA directs physical transfer to NASA or a third party. The Contractor shall identify property in both machine

control number, title, and schedule information (received, required and completion dates). This database shall have the ability to provide metric reporting for the purpose of quality control and tracking contract requirements, and shall include all of the data elements above. It shall be configured to be integrated with the Government's integrated service management system.

The Contractor shall be responsible for ensuring maintenance agreements are established for new equipment and maintained for existing equipment for the items listed in the, Installation Accountable Government Property, Section 4, Attachment 4.6.

2.2 MAIL AND DISTRIBUTION SERVICES

The Contractor shall provide mail pick up, delivery and processing services. The Contractor shall pick up and deliver official mail from the local post office, in accordance with the USPS schedule. No mail or distribution services shall be required on Center defined Flex Fridays. The Contractor shall process all official incoming and outgoing Registered, Certified, Insured, Express, and Priority mail in compliance with the USPS domestic and international mail regulations. The Contractor shall process JSC mail according to NPD 1460.1, Agency Mail Management Program, JSC-26809, JSC Mail Services Guide, and NASA Procedural Requirement (NPR) 1620.3, Physical Security Requirements for NASA Facilities and Property. The Contractor shall prepare postal logs and applicable postal forms required for each specific type of mailing. The Contractor shall advise and assist customers as required, wrap official packages, and prepare packages for mailing, including affixing government-funded, metered postage to USPS mailings.

The Contractor shall process all incoming tray mail. The Contractor shall sort and set aside official public inquiry and appreciation (or fan) mail; City, State and Federal Government mail; and all other official correspondence. Although all incoming Center mail picked up at a US Postal Office has been screened and X-rayed by the US Postal Service, the Contractor shall still be responsible for assessing mail picked up from the US Post Office and screening for any suspicious mailings. All suspicious mail shall be opened and screened in the Bio Hazard Cabinet. The Contractor shall serve as the central point for incoming and outgoing classified material and process incoming, outgoing, and JSC internal classified mail. The Contractor shall assign control numbers, maintain an accurate control log, prepare appropriate forms, produce reports regarding the meters, track the volume of incoming and outgoing mail, and prepare classified documents for mailing or delivering. The Contractor shall handle classified documents in accordance with JSCM 1600D, JSC Security Manual Center Operations Directorate Security Division at all times and maintain a database for proper and efficient control of classified documents. The Contractor shall be required to have security clearances for secret documents processed in the mail area. The Contractor shall have two employees with the needed security clearance to provide a contingency for this support.

In addition to mail services, the Contractor shall provide distribution of printed documents and information from other NASA organizations. The Contractor shall provide a courier service which delivers twice daily between various on-site buildings and Space Center Houston off site. The Contractor shall create and maintain a database for distribution requests that contains the requestor's name and organization, distribution volumes, control number, title, and schedule information (received and outgoing completion dates). This database shall have the ability to provide metric reporting for the purpose of quality control and tracking contract requirements, and shall include all of the data elements above. It shall be configured to be integrated with the Government's ISM system.

The Contractor shall create and implement a customer outreach plan (DRD 8: Customer Outreach Plan) to communicate information regarding mail management best practices, most appropriate method of mailing materials, and non-USPS alternatives. This same information shall be posted on the IRD website. The Contractor shall respond to customer questions, and conduct biannual mail management training sessions to educate the JSC community on various issues regarding mail management, including cost saving postage options.

The Contractor shall be responsible for ensuring maintenance agreements are established for new equipment and maintained for existing equipment for the items listed in the Installation Accountable Government Property Section 4, Attachment 4.6.

The contractor shall be responsible for leasing postage metering equipment that is required for mail metering.

3.0 CONTRACT MANAGEMENT AND ADMINISTRATION

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in the SOW. The Contractor shall manage the MADSS systems (ACES workstations, Xerox duplicating systems, and postage metering and addressing systems) under this contract in accordance with the NASA approved Management Plan (DRD 1: Management Plan). In addition, to effectively manage the work the contractor shall:

- a. Provide status reports in accordance with the Contractor Status Report (DRD 4: Contractor Status Report).
- b. Provide Information Technology Security Plans (DRD 10: IT Security Management Plan) as defined by contract NASA FAR Supplement (NFS) 1852.204-76.
- c. Provide status reports on employee familiarity with government policies and procedures (DRD 4: Contractor Status Report).
- d. Provide status reports on employee technical skills, qualifications and training (DRD 4: Contractor Status Report).

Additionally, the Contractor shall report and document any incidents affecting quality and/or schedule requirements that are not a customer driven schedule delay or a customer-negotiated slip in the delivery date. The Contractor shall notify the COR of any incidents, determine the root cause and submit a corrective action plan to correct the specific incident and to mitigate the risk of future incidents. This includes any International Standards Organization audit findings on MADSS support service areas.

For all documents referenced in the MADSS contract, the contractor shall adhere to the most current versions unless otherwise specified.

4.0 SAFETY, HEALTH AND ENVIRONMENTAL HEALTH COMPLIANCE

The Contractor shall ensure the protection of personnel, property, equipment, and the environment in all Contractor products generated and activities undertaken for institutional and space flight program objectives.

The Contractor shall comply with their NASA-approved Safety and Health Plan (DRD 3) of the contract. The Contractor shall develop and implement risk management techniques, including risk assessment, to be applied to hazards identified from analyses of activities and products (DRD 1: Management Plan). The purpose of these risk management techniques is to eliminate or control hazards as specified in the NASA hazard reduction policies and requirements (JSC 17773, Instructions for Preparation of Hazard Analysis for JSC Ground Operations, JPR 1700.1 JSC Safety and Health Handbook). The Contractor shall maintain a Lessons-Learned Database (DRD 3: Safety and Health Plan). Monthly safety and health metrics shall be provided. The Contractor shall conduct a safety and health self-evaluation (DRD 3: Safety and Health Plan).

The Contractor shall perform quarterly safety walk-throughs, report safety issues, and address and resolve close calls and facility outages.

5.0 RECORDS MANAGEMENT

At the completion or termination of this contract, the Contractor shall leave all Government-owned data at NASA JSC. The Contractor shall deliver Government-owned data (hard copy and electronic) to the appropriate center records manager.

The Contractor shall provide NASA or authorized representatives with access to all Government records, both electronic and hard copy. The Government reserves the right to inspect, audit and copy record holdings.

6.0 PROPERTY MANAGEMENT

The Contractor shall provide a Physical Inventory Plan (DRD 2) to conduct a physical inventory of all systems, software, and system components. The Contractor shall use the lists depicted in Attachments 4.5 and 4.6 as the starting point for the physical inventory.

The listing of Installation Accountable Government Property is identified in Section 4, Attachment 4.5. The listing of Governments Furnished Property and associated estimated yearly maintenance is identified in Section 4, Attachment 4.6. The Contractor shall create and implement a Government Property Management Plan (DRD 12) which defines the use, maintenance, repair, protection, and preservation of Government personal property. It shall describe the Contractor's approach to receiving, handling, stocking, maintaining, protecting and issuing Government property (equipment and material).

7.0 MADSS PERFORMANCE METRICS

The Contractor shall calculate and report metrics in accordance with DRD 4: Contractor Status Report. Prior to the beginning of the contract year (CY), the Contractor has the option to recommend for CO approval any changes to the performance standard metrics (Section 4, Attachment 4.2) to be tracked and reported upon during the upcoming CY.

8.0 COST REPORTING

The Contractor shall submit a monthly cost report in accordance with DRD 13: NF533 Cost Reporting.

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

1. DRD Title	2. Date of current version	3. DRL Line Item No.	RFP/Contract No.
Contractor Status Report		04	NNJ14499347R
4. Use (Define need for, intended use of, and/or anticipated results of data)		5. DRD Category: (check one)	
Used to apprise the Government of significant actions, accomplishments, changes and problems associated with the delivery of products, services, and information, as specified under this contract. Also used to provide data for trend analysis and NASA management decision making.		<input checked="" type="checkbox"/> Technical <input type="checkbox"/> Administrative <input type="checkbox"/> SR&QA	
6. References (Optional)		7. Interrelationships (e.g., with other DRDs) (Optional)	
8. Preparation Information (Include complete instructions for document preparation)			

- a. **Data Type:** Type 2 – Mandatory Submittal
- b. **Scope:** The Contractor shall prepare and submit monthly progress reports documenting the status and progress of the Statement of Work requirements. Interim informal weekly reports will also be submitted and follow the general content guidelines of the monthly report.
- c. **Format:** The Contractor’s format is acceptable. Electronic format shall be compatible with Microsoft Office.
- d. **Frequency:** Formal reports shall be submitted monthly. The cutoff date for inputs into the report shall be the 23rd of each month with submittals due on the 30th of each month. Informal reports shall be submitted weekly every Monday.
 - i. Initial – 30 Days after Contract Start
 - ii. Weekly – Informal Reports due every Monday
 - iii. Monthly – Formal Report due by the 30th of each month
 - iv. Final – Contract Completion
- e. **Distribution:**
 - i. Contracting Officer
 - ii. Contracting Officer’s Representative
- f. **Maintenance:** Revision shall be incorporate by change page or complete reissue.
- g. **Content:** The reports shall include, but are not limited to:

CONTRACTOR STATUS REPORT

- A. A narrative description of the status of each major area of the contract following the structure of the Statement of Work, including progress toward completion.
- B. A descriptive summary of all current issues, proposed action for resolution, and status of implementation.

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

- C. A status of action items.
- D. A summary and report of calculated metrics identified in the Statement of Work.
- E. A summary of activity planned, including preventive maintenance and renewal of licenses for software and maintenance agreements for hardware, for the next month.
- F. A summary of License Renewal and Maintenance Agreement executed during the previous month.
- G. Status reports on employee familiarity with government policies and procedures.
- H. Status reports on employee technical skills, qualifications and training including any safety training.

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

1. DRD Title Phase-In Plan	2. Date of current version	3. DRL Line Item No. 07	RFP/Contract No. NNJ14499347R
4. Use (<i>Define need for, intended use of, and/or anticipated results of data</i>) To define the Mail and Duplicating Support Services Contractor's approach to transition responsibility from the incumbent Contractor.		5. DRD Category: (<i>check one</i>) <input type="checkbox"/> Technical <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> SR&QA	
6. References (<i>Optional</i>) Section 2.23	7. Interrelationships (<i>e.g., with other DRDs</i>) (<i>Optional</i>)		

8. Preparation Information (*Include complete instructions for document preparation*)

- a. **Data Type:** Type 2 Mandatory Submittal

- b. **Scope:** A Phase-In Plan shall be prepared which describes the Contractor's approach for the transition of responsibility from the incumbent Contractor during the 34-day transition period. The Plan must address staffing buildup, transition of records, and attaining readiness to assume responsibilities prior to contract start.

- c. **Format:** The Contractor's format is acceptable. Electronic format shall be compatible with Microsoft Office.

- d. **Frequency of Submission:**
 - i. **Initial** – Submitted with the initial proposal
 - ii. **Update** - Contracting Officer, COR

- e. **Distribution:** The Contractor shall submit their proposed plan with the initial proposal. If updates are warranted, submit electronically to the Contracting Officer and the Contracting Officer's Representative.

- f. **Maintenance:** The Contractor may revise the Plan at any time or at the direction of the CO. Revisions to the Plan are subject to CO review and approval. Changes shall be incorporated as required by change page or complete reissue.

- g. **Content:** The plan shall contain, at a minimum, detailed rationale, schedule, and specific approach to successfully complete each item described below.
 - a. Addresses the transition of the existing work such that at the end of the phase-in period all work from the incumbent Contractor is being effectively performed at the contract start date.
 - b. Describes how an inventory will be performed with the incumbent Contractor of all records that will be transitioned. This shall be completed during phase-in. Records transition shall be completed at contract start.
 - c. Addresses dependencies, if any, upon the incumbent contractor. Also, specify the extent of involvement of NASA personnel expected during this period.
 - d. Describes the acquisition of contracts with all existing treatment storage disposal or recycling and transport vendors and any other contracts needed. The Contractor shall submit a schedule identifying milestones for accomplishing this activity.

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

1. DRD Title	2. Date of current version	3. DRL Line Item No.	RFP/Contract No.
Customer Survey		14	NNJ14499347R
4. Use (Define need for, intended use of, and/or anticipated results of data)		5. DRD Category: <i>(check one)</i>	
To provide metrics and feedback on customer satisfaction with contract support services.		<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Technical Administrative SR&QA
6. References (Optional)	7. Interrelationships (e.g., with other DRDs) (Optional)		
8. Preparation Information (Include complete instructions for document preparation)			

- a. **Data Type:** Type 2 Mandatory Submittal
- b. **Scope:** The Contractor shall be responsible for offering input into the creation of an electronic customer support survey. The Customer Support Center will create the survey and the distribution list based on inputs from the Contractor. The MADSS contractor shall be responsible for electronic delivery of the survey and compiling the survey data into a report for delivery to the Government.
- c. **Content:** Report shall provide metrics on customer satisfaction ratings for duplicating, mail and distribution services on a five point ranking from poor to excellent. The report shall also solicit written customer feedback on service delivery and product quality.
- d. **Format:** The survey must be an electronic format and distributed only through online mechanisms.
- e. **Frequency of Submission:**
 - i. **Initial** – Contract Start Date + 6 months
 - ii. Semiannually
 - iii. **Final** – Contract Completion
- f. **Distribution:** The Contracting Officer and the Contracting Officer’s Representative.

Maintenance: Revisions shall be incorporated by complete reissue.

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

RESERVED

JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC STD-123)

Amendment 4

RESERVED

5.16.2 Proposal Arrangement, Page Limitations, Copies, and Due Dates

- (a) The entire proposal is due by July 16, 2014 at 1:30 p.m. Central Time. The delivery location is specified in Section 5.10, Proposal Marking and Delivery. Late proposals will not be accepted in accordance with FAR 52.212-1, "Instructions to Offerors – Commercial Items." The Past Performance Questionnaire is due on July 14, 2014 by 4:00 p.m. CST.
- (b) Proposal Arrangement: Offerors shall arrange their proposals as set forth below in Table 5-2. Proposal sections excluded from the page limit shall be placed at the end of each volume.

Table 5-2: Overview of Proposal Volumes, Page Limitations, Copies, and Format

Volume	Title	Page Limit	No. of Copies	Format
I	Technical Acceptability Factor	30	3 hard copies, 1 CD-ROM	
	A. Management Approach	Included in limit		MS Word
	B. Technical Understanding and Resources	Included in limit		MS Word
	C. Safety and Health	Not included in limit		MS Word
II	Past Performance Factor	20	3 hard copies, 1 CD-ROM	
	A. Past Performance Information	Included in limit		MS Word
	Consent Letters	Not included in limit		MS Word
	Environmental & Safety Data	Not included in limit		MS Word
	B. Past Performance Questionnaire	Not included in limit		MS Word
III	Price Factor	Not Limited	3 hard copies, 1 CD-ROM	
	A. Templates	Not limited		MS Excel
	B. Narrative	Not limited		MS Word
IV	Other Proposal Information	5	3 hard copies, 1 CD-ROM	
	A. Subcontracting Arrangement	Included in limit		MS Word
	C. Business Systems	Included in limit		MS Word
	D. Responsibility Information	Included in limit		MS Word
V	Model Contract	Not Limited	2 originals, 1 CD-ROM	MS Word

- (c) The proposal text shall be printed on non-glossy white 8 ½ x 11-inch paper. The metric standard format most closely approximating the described standard 8 ½ x 11-inch size may also be used. Volumes shall be separately bound in 3-ring binders that permit the volume to lie flat when open. Staples shall not be used. A cover sheet shall be included on each binder, clearly marked with date of offer,

5.17 Performance Price Tradeoff (PPT) Proposal Instructions

This procurement will be conducted using a combination of technically acceptable baseline requirements (Acceptable/Unacceptable) and tradeoff of past performance, and price. The Government seeks to select an offeror whose proposal represents the best value after evaluation (see Section 6.01, Performance Price Tradeoff (PPT), Proposal Evaluation, for evaluation procedures). The baseline requirements are considered basic government needs in determining technical acceptability.

Technical acceptability, past performance, price, and other proposal information are discussed in detail below.

5.17.1 Technical Acceptability Factor - Volume I

The proposal must demonstrate that the offered services meet the requirements as set forth below. The Offeror shall describe or provide the following in Volume I:

Subfactor A: Management Approach

The Offeror shall describe its overall management approach and rationale, including program management functions, company management policies and procedures, as well as strategies and goals to provide flexible and efficient implementation of customer requirements. The Offeror shall provide complete information concerning the various methods and/or techniques to be used in planning, scheduling, integrating, processing, controlling, and completing the SOW requirements.

The proposal must demonstrate that the offered services meet the requirements of the SOW included in this solicitation, as well as the following areas:

1. Management Plan

The Offeror shall provide a Management Plan that adequately addresses all aspects of Section 4, Attachment 4.4, DRD-01.

2. Phase-In Plan

The Offeror shall provide a Phase-In Plan that adequately addresses all aspects of Section 4, Attachment 4.4, DRD-07.

Subfactor B: Specific Technical Understanding and Resources

The offerors are required to demonstrate their specific understanding of the requirements and the specific labor resources needed to successfully perform the requirements of the 3 Sample Task Orders. Detail the technical approaches for providing products defined in the Sample Task Orders, and provide all assumptions and rationale used.

Since the paragraphs and Tables described in these instructions are also intended to facilitate the technical evaluation of the offeror's Price proposal, offerors should carefully follow these instructions.

The offeror's response to this section should be consistent with the proposed Management Approach and other portions of the Offeror's proposal.

Full Time Equivalents (FTEs) are defined as the proposed productive hours needed to comprise one average full time employee. This may be one employee or several part time employees. Productive Hours are defined as the total available hours for productive work in a year, excluding overtime, less paid time off.

The offeror shall provide requested information as detailed in paragraphs (1), (2), and (3) below:

(1) Technical Understanding of Requirements

Detail the technical approaches for providing products and services defined in the scope and purpose of the sample task orders. Additionally to demonstrate a comprehensive understanding of the contractual requirements, the Offeror shall address the following:

a. Risk Management

Describe any risks to successful performance of the SOW requirements the Offeror anticipates. Include the Offeror's decision to accept, mitigate, or other action to be taken for each risk, and include the rationale and strategy for each.

b. Training

The Offeror shall provide a high-level personnel training strategy. This strategy shall address necessary orientation and training for employees to perform functions required by the SOW and other training to enhance these services.

(2) Basis of Estimate (BOE)

Explain the BOE by providing supporting rationale for all labor resources (FTEs and skill mix) and non-labor resources proposed.

(3) Resources

Include a sufficient narrative discussion detailing the approach and rationale of the proposed resources for the Sample Task Orders that is realistic for the proposed technical and management approach. The proposed resources shall be in agreement with respect to Attachment 5-Price.

Subfactor C: Safety and Health

The Offeror shall provide a Safety and Health Plan that adequately addresses all aspects of DRD – 03 located in Section 4, Attachment 4.4 which describes your approach to meeting specific NASA policies and procedures (DRD-03, Block 6, References) and JSC Safety and Health Handbook (JPR 1700.1) for safety, health, and fire protection. The plan shall include a detailed discussion of the policies, procedures, and techniques that will be used to ensure the safety and health of your employees (and subcontractor employees, if applicable) throughout the performance of the Contract.

5.17.2 Past Performance Factor - Volume II

(1) Provide information from organizations and companies for which your company has previously performed work, in order for the Government to obtain appraisals of past performance. Offerors, including joint ventures, major subcontractors (subcontracts with an estimated annual value greater than \$300,000) shall each provide information on up to five past contracts (subject to the page limitation constraints). References with Government contracts are preferred, but not required.

(2) Offerors shall consider the relevancy, recency and magnitude of the effort(s) as they relate specifically to this requirement. Only contract period of performances within 3 years from the date of the MADSS solicitation will be considered in the past performance evaluation. Within this 3 year period, 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. Offerors with no past performance experience shall so state.

(3) The following information shall be provided:

- Contract number, Cage Code, and Duns Number
- Contract value (If other than the prime, provide the overall contract value and the subcontract contract value)
- Employing Agency/Company Name
- Point of Contact (including address, telephone numbers, and e-mail addresses)
- If a Government Agency, include both the Contracting Officer and Contracting Officer's Technical Representative points of contact
- Contract Description
- Place of Performance
- Period of Performance
- Contract Type
- Status of Contract (current, terminated (if so, why), successfully completed (include completion date))
- Consent Letters executed by each subcontractor, teaming partner, proposed program manager and/or joint venture partner, authorizing the release of past performance information so the offeror can respond to such information. This letter will not be subject to the page limitation constraints. See sample consent letter at Attachment 5-CL.

Submit information on contracts that you consider relevant in demonstrating your ability to perform the proposed effort. The submission shall include rationale supporting your assertion of relevancy. This submission shall clearly detail what portions of the Statement of Work, the prime, joint venture, and major subcontractors are responsible for and/or proposing to do. For a description of the characteristics or aspects the Government will consider in determining relevance, see Section 6.01.2. If the Past Performance volume includes data on any parent or affiliated company, division(s), business units, segments, or other organizations of your company, then provide a narrative to address what they will be responsible for and/or proposing to do and the specific resources (workforce, management, facilities, or other resources) to be employed and relied upon, such that said parent or affiliated company et al will have meaningful involvement in contract performance.

Provide an organizational chart displaying the relationships between the parent company or affiliate, and any other organizational entity (parent or affiliated company, division(s), business units, or segments of your company) which are proposed to perform the effort. Complete the incorporated matrix as part of your response. In the event of a conflict between the narrative and the relevancy matrix, the narrative will take precedence as the offeror's intended response.



Past Performance
Information.xlsx

(4) In addition to the information above, Offerors, any major subcontractors, as defined above, and any other organizational entity (parent or affiliated company, division(s), business units, or segments of your company, which is considered to provide meaningful involvement in contract performance, shall each submit the Past Performance Questionnaire, Attachment 5-PPQ, to all of the point of contact references required in paragraph 3 above. The Offeror is responsible for ensuring that all references are directed to return one copy of each questionnaire directly to the Contracting Officer in a sealed envelope, by mail, or email to the contact identified in provision 5.10 Proposal Marking and Delivery Instructions. If the Past Performance Questionnaire is emailed, DO NOT send a hardcopy via mail.

Where an Offeror chooses to request, from a civil servant employee at JSC, that a past performance questionnaire be submitted on its behalf, please be advised that a Limited Communications Notice (LCN) has been issued in conjunction with this solicitation. The LCN directs that all civil service personnel at JSC shall refrain from communicating with industry on any matters related to this competitive procurement; as a result, while the civil servants may respond to the past performance questionnaire they will be unable to provide status to the offeror, or communication in any other fashion with the offeror, about that past performance request.

(5) You may include up to one page of introductory material about the experience and performance of your company and subcontractors (if applicable). You may submit additional reference information on experience and past performance for consideration. This additional information shall be subject to the page limitation constraints.

(6) Offerors shall provide the following performance data with explanatory remarks on contracts performed in the last three years. Offerors shall identify the applicable North American Industrial Classification System (NAICS) Code for each contract and shall include points of contact for each contract. If a joint venture or prime-subcontractor relationship is proposed, the same information shall be provided for each company proposed. Explanatory statements shall be included as appropriate. For all work performed during the past three years, Offerors shall provide the following:

Environmental Data:

Copies of any and all environmental non-compliance correspondence and citations from federal, state, or local agencies or authorities with explanatory remarks. This information will not be subject to the page limitation constraints.

Safety Data:

Copies of any and all OSHA citations with explanatory remarks.
Records of the company's OSHA recordable injuries and illnesses. These records shall include, for each worksite, as a minimum, 1 copy of each year's OSHA logs (Forms 300 and 300A) as required by Title 29 of the Code of Federal Regulations, Section 1904.5(d) including the applicable NAICS code, the number of employees at the worksite and the calculated OSHA recordable frequency rate.

A list of all insurance carriers providing workers compensation coverage (or equivalent), including dates of coverage. Include points of contact and phone numbers. Offerors shall authorize the listed insurance carriers to respond to Government inquiries recording the Offeror's past safety performance.

Calculations supporting the offeror's workers' compensation experience modifier, including the state formula used for the computation, along with the loss ratio for each of the past three years (where the loss ratio is defined as the ratio of losses to premium). Show all figures used for computation.

A letter from the insurance carrier summarizing the offeror's liability and lawsuit history related to safety and health performance for the past three years including a history of changes to the experience modifier rate. If an offeror self-insures, provide and certify the same information (except the experience modifier rate history) with the signature of the responsible corporate officer or official.

This information will not be subject to the page limitation constraints.

(End of provision)

5.17.3 Price Factor - Volume III

Instructions for Preparation of the Price Proposal

Certified cost and pricing data is not required; however, other than cost and pricing data is required. To ensure that the Government is able to perform a fair assessment of the proposed price, each Offeror is required to submit a price proposal that is suitable for evaluation. A price volume that is suitable for evaluation shall:

- a. Account for all resources necessary to complete requirements of this RFP and include all necessary supporting rationale.
- b. Provide traceability to the technical/past performance proposal(s).
- c. Explain in detail all pricing and estimating techniques.
- d. 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.
- e. Comply with applicable Federal Acquisition Regulation (FAR), NASA FAR Supplement (NFS), and governing statutory requirements.
- f. Include a narrative portion that explains all judgmental elements of price projections and profit policies including any proposed cost ceilings and team fee sharing arrangements.
- g. Include all templates required in this RFP.

The Offeror's price proposal shall be submitted in one volume labeled Volume III Price Proposal.

Standard Labor Categories (SLC)

The Offeror will develop their cost estimates using their estimating system. The Offeror will map their labor categories to the SLCs using the guidelines provided in Section 4, Attachment 4.8. SLCs are intended to broadly group proposed labor into a manageable number of categories. These guidelines do not address all the possible specific skills, or requirements that any one occupation or profession may require. It is the Offeror's responsibility to acquire an understanding of the complexities of the work required to successfully meet the SOW requirements. Accordingly Offerors must propose the resources required to successfully meet these requirements. Offerors are allowed to include additional labor categories that do not easily map into the SLC below, however; the Offeror must provide job descriptions similar to the guidelines provided in Section 4, Attachment 4.8.

Government Resources Estimate (GRE)

The GRE is shown in Attachment 5-GRE and depicts the overall direct labor staffing for the entire SOW. The GRE is based on historical usage factors which may not be representative of 100% of usage for future work. It also depicts the Government's estimate of the labor resources (skill mix and full time equivalents) required to perform the effort included in the 3 sample Task Orders. The GRE is provided for Offerors to develop their management and technical approach and rationale and for development of indirect rates.

The GRE provided is not intended to influence the Offeror's proposal estimates; however, it is provided to assist Offerors in determining the general overall scope to support development of indirect rates and for development of their management and technical approaches.. Offerors shall develop their own estimates that support their unique proposal management and technical approaches and shall provide supporting rationale in narrative form.

Because of the uncertainties involved with IDIQ work, Offerors are cautioned that this estimate is not a guarantee of future work. Offerors are directed to Section 1.05 IDIQ Minimum and Maximum Ordering Limits regarding the guaranteed minimum order for IDIQ. The Government intends to issue task orders during the phase-in period to be in effect at contract start.

EXCEL PRICING MODEL (EPM) FILE:

Format: In order to achieve standardization, the EPM includes one workbook/file. The workbook/file must be automated to the greatest extent possible and includes the following templates:

- Fully Burdened Rates Template (FBR)
- Minor Subcontract Pricing Template (MST)
- Task Order Pricing Template (TOPT)
- IDIQ Summary Cost Template (ISCT)
- Wage-Summary Template (WST)
- Benefits Template (BT)
- Phase-In Template (PIT)

IDIQ Summary Cost Template (ISCT)

This template is for pricing the Sample Task Orders provided and is required of the prime contractor only. The hours included for CY1 will match the total hours developed in the TOPT. The hours included for each of the following contract years (CY 2 through 5) shall be identical to those hours developed for CY1.

If the Offeror propose efficiencies relative to out-year effort, the descriptive narrative supporting the proposed efficiencies will be included in Volume 1. However, there is no requirement to price the affect of the proposed efficiencies in the out years in the Price Volume. CY's 2 through 5 requirements may not be indicative of CY 1 estimates. The pricing of Contract Years 2 through 5 is for proposal purposes and is only intended to provide the Government visibility regarding the effect of the proposed rates in the out years. This out-year estimate will be used for selection purposes.

The template is divided into 3 sections.

The first section addresses productive hours. The Offeror shall determine the mix of labor categories and the labor hours required to perform the sample task order.

The second section addresses the contract rates that were determined in the FBR.

The third section addresses the labor cost developed by multiplying the productive hours by the contract rates. This will be the fully burdened labor cost per labor category.

The bottom of the template addresses the fully burdened labor price.

Total Compensation Templates Instructions

The following compensation templates are required in order for the Government to perform an evaluation of your labor relations. These templates will reconcile with the cost templates described above, wherever applicable.

1. Wage Summary Template (WST): SALARIES AND WAGES NON-EXEMPT - CONTRACT YEAR 1

The Offeror shall submit a completed Wage Summary Template for non-exempt personnel for contract year 1. This template is required of the Offeror proposed as prime and all proposed major subcontractors. In the "LABOR CATEGORY - Offeror's" column, list all proposed labor classifications (included in the cost proposal), by titles from the Offeror's estimating system. Each of the Offeror's Labor Categories shall be mapped to the Government Standard Labor Category. The DOL WD category shall be mapped to the LABOR CATEGORY – Offeror's. The "Incumbent Actual Labor Rate" column is only applicable to incumbent contractors or sub-contractors. Incumbent contractors or sub-contractors are to include the actual average current direct labor rate for each SLC. The "FTE" Column shall include all proposed FTEs per SLC. Depending on whether the category is DOL or CBA covered, include the wage rate in the appropriate column. The "Contract Year 1 Actual Proposed Labor Rate" is the Offeror's actual proposed composite labor rate starting in Contract Year 1. The

The GRE contained in this attachment includes 2 tables. Table 1 represents the GRE for the fixed priced task orders and an estimate of non-labor resources including materials, travel, and other expenses. Table 2 represents an estimate of the overall staffing GRE for the entire statement of work divided by standard labor category.

Table 1 – Fixed Price IDIQ Task Order IGE

Fixed Price Task Orders	TITLE	FTE CY1	NON LABOR Resources (\$K/CY)
TO 1	Duplicating Services		
	Program Manager	.3	
	Production Control Clerk	1	
	GPO Specialist	1	
	Duplicating Machine Operator	1.4	
	Computer System Analyst	.3	
TO 2	Urgent and Unusual Orders		
	Program Manager	.3	
	Duplicating Machine Operator	.6	
	Computer System Analyst	.3	
TO 3	Mail & Distribution Serv.		
	Project Manager	.3	
	Supervisor	1	
	Clerk I	2	
	Driver Courier	1	
	Clerk II	2	
	Clerk III	2	
	Computer System Analyst	.3	
			\$196K

Table 2 – Cumulative Labor FTEs by Skill Mix GRE

This table represents all estimated IDIQ work for contract year 1.

SLC	FTE
Program Manager	1
Supervisor	1
Clerk I	2
Driver Courier	1
Clerk II	2
Clerk III	2
Production Control Clerk	1
GPO Specialist	1
Duplicating Machine Operator	2
Computer System Analyst	1
Total Cumulative FTEs	14

*Note: Only 2 FTEs are required to possess security clearances in accordance with Section 2.2 Mail and Distribution Services of the MADSS SOW (Attachment 4.1).