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Final RFP Questions					
01	1	F.4, Attachment J-28, and responses to questions 42 and 43	F-2	Given Attachment J-28 only allows for the pricing of DOL rates at Stennis or Marshall, please confirm that for initial pricing and evaluation purposes only, bidders are to price effort under the assumption that all of the work will be done at those two NASA locations.	For pricing and evaluation purposes, the SSC and MSFC sites are the only performance locations. The only NSSC service being performed at MSFC is the ESD Satellite Office so that is the only service that should be priced using MSFC DoL rates.
01	2	L.3(a)(1) and Attachment J-14	L-1	Please confirm that offerors should include a completed copy of Attachment J-14 with their Price Proposal.	Offerors should not include a completed copy of Attachment J-14 with their Price Proposal. J-14 will be used by the Government to order service transactions and level of effort support after contract award.
01	3	Section L.17	L-12	RFP specifies questions are now due NLT 22 August. Is this correct? 22 August does not seem to offer the government sufficient time to evaluate and respond; or offer contractors sufficient time to react, prior to proposal submission.	August 22, 2014 is the deadline to submit questions. Offerors are encouraged to submit questions as early as possible, particularly questions that may have a significant

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					<p>impact, so that the Government can provide a timely response. If a question asked near the end of the accepted period for questions does have a significant impact, the Government would consider extending the due date for proposals. The Government will only answer questions received after the cut-off date if circumstances permit.</p>
01	4	Section L.19, Table L-1	L-14	<p>Would the government consider increasing the past performance volume page count to 40 to permit a more thorough response to the past performance requirements?</p>	<p>The Government will increase the page limit for Volume II from “thirty (30)” to “thirty-five (35)” pages to account for the increase in prime Offeror contract references to “up to five (5)” and to allow for a more thorough response.</p>
01	5	L.21	L-32	<p>Please confirm that the past performance questionnaires shall be submitted to that customer entity with which the company offering the reference has the direct privity of contract.</p>	<p>The subcontractor shall submit questionnaires to the customer, not the prime contractor. The customer is the</p>

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				<p>We request that this answer be provided as soon as possible given the past performance volume is to be submitted on 8/15 (20 days prior to the rest of the proposal).</p>	<p>Government or commercial entity paying for the services.</p> <p>Having a prime Offeror on this solicitation provide performance feedback on another company that may also be proposing as a prime or as a subcontractor for a different prime could create questions regarding objectivity.</p>
01	6	Section L.21(a)	L-32	<p>Would the government consider increasing the threshold for prime past performance to 5?</p>	<p>Yes, the Government will increase the threshold for prime Offeror contract references from “up to three (3)” to “up to five (5).”</p>
01	7	L.21(a)	L-32	<p>Please confirm that the ability to cite commercial contracts as past performance references does not extend to intercompany contracts, transfers, and any other agreements whereby both the provider and the customer for the service(s) are under common ownership, financial control, and/or management.</p>	<p>Confirmed. RFP Section L.21 has been revised to specifically prohibit Offerors from citing intercompany contracts, transfers, and any other agreements whereby both the provider and the customer for the service(s) are under common vownership, financial control, and/or management.</p>

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01	8	L.22(b)	L-34	<p>L-22(b) states, “The proposal shall disclose the rates, ratios, percentages, and factors in sufficient detail to facilitate the Government’s understanding and ability to mathematically verify these estimating tools.”</p> <p>Please confirm that the Government is requiring that offerors include a complete bases of estimate (BOE) for each of the 33 transactional services to include the things already noted in L-22(b) along with the offerors detailed rationale as to why the estimates being proposed are reasonable.</p>	<p>The Government is NOT requesting a complete basis of estimate for each transactional service. Price reasonableness will be established through competition and using any of the techniques cited in Section M.4(D) <i>Price Factor</i>. The Government requires supporting information such as escalation rates, estimating factors and productivity factors to facilitate its understanding and ability to mathematically verify these estimating tools.</p>
01	9	L.22(c)	L-35	<p>Please confirm that the requirement to provide financial statements and accompanying notes for the last two fiscal years applies equally to joint ventures intending to prime or subcontract (at a level above the \$3M annual threshold).</p>	<p>Yes, this requirement applies to all entities, including joint ventures.</p>
01	10	L.22(c)	L-35	<p>Please confirm that audited financial statements can be provided by subcontractors directly to the Government in a sealed package.</p>	<p>Yes. Financial statements from subcontractors can be provided to the Government directly in a sealed package or provided to the Prime</p>

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					in a sealed package for delivery with the proposal.
01	11	M.4(D) and Attachment J-28	M-13	<p>Section M.4(D) states that the Government will evaluate the “Degree to which the proposal includes information on business systems and hourly rates and fringe benefits proposed for employees covered by the SCA are provided in sufficient detail to allow for an adequate evaluation and can be directly traced back to the proposed transactional service rates or fully burdened labor rates.”</p> <p>Given the information requested in Attachment J-28 does not demonstrate how ratios, percentages, and factors are reflected in the pricing nor does it allow for traceability of SCA rates to the transactional service rates; please confirm that offerors should include a detailed cost and price model as supporting documentation that shows the price build up for each of the 33 transactional services (hours by category, direct labor rates, indirect rates, margin, etc).</p>	No. The Government is NOT requesting Offerors to include a separate, detailed cost and price model or information other than that requested in Section L.22 <i>Volume III: Price Proposal Instructions</i> . The Government believes that the information requested specifically in sections P-1A, P-2F, and P-2G are sufficient to allow an evaluation of an Offeror’s compliance with the Service Contract Act.
01	12	Attachment J-1, PWS 2.2 and 3.5.2	12, 92	These two PWS sections appear to overlap. Given PWS 3.5.2 appears to be a transactional effort, should this be limited to the imaging task with PWS 2.2 as an LOE being the document/data management task?	The Government does not believe an overlap exists. PWS 2.2 deals with comprehensive document management in accordance with applicable regulations and policies. PWS

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					<p>3.5.2 deals with managing the receipt, imaging, filing and storage of documents. Some form of document management exists for every service. The personnel in PWS 2.2 will ensure that all documents (including internally generated) are appropriately filed, classified and retained and destroyed.</p>
02	13	Att. J-28	3.2 Summary Tab Cells C5:J5	<p>These summary cells exclude the 3.2.3.7 Task area, and therefore are 1.02 WYE short. This is also evident in the "Contract Summary" tab. Total WYE should be 87.05.</p>	<p>Att. J-28 3.2 Summary Tab Cells C5:J5 have been corrected.</p>
02	14	B.5(f)	B-4	<p>Will the Contractor be required to use the labor rates found within Attachment J-13 to price task orders for new services ordered pursuant to Clause B.5 (f)?</p>	<p>Yes. The labor rates incorporated into Contract Attachment J-13 will apply to all orders. If a new task order requires skill sets that are not included in the contract, those new labor categories will be negotiated and added to Attachment J-13.</p>
02	15	G.7(d) and (e)	G-8	<p>The RFP instructs contractors to invoice ODCs on cost reimbursable basis; however, the RFP does not include standard clauses (e.g. 52.216-7) applicable to cost reimbursable type</p>	<p>Reimbursement of ODCs is covered in Clause B.8 <i>Other Direct Costs</i>. This clause has been revised</p>

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				contracts. Please clarify if it is the Government's intent to add additional clauses that will be applicable to the cost reimbursable portion of the Contract.	to better define the terms and conditions for reimbursement and payment of ODCs
02	16	Att. J-13	N/A	Please clarify Att. J-13 will be limited to the information proposed within the Excel Pricing Model Transaction Band Prices (P-2B) and Level of Effort Labor Rates (P-2C).	That is correct. The J-28 Pricing Model Transaction Band Prices and Labor Rates are the only rates that will be incorporated into the contract as Attachment J-13. The SCA non-exempt overtime hourly rates (see question 18 below) will also be added as a separate tab to J-13.
02	17	L.19(b)	L-15	The Excel Pricing Model (EPM) to be provided with Volume III: Price Proposal does not comply with formatting requirements specified in L.19 (b), which includes protected cells that cannot be modified. Please confirm the page formatting requirements do not apply to the EPM.	The page formatting requirements in L.19(b) do not apply to the Government provided Excel Pricing Model in Attachment J-28.
02	18	L.22 and Att. J-28	L-36	The worksheet entitled "LOE Labor Rates" in the Excel Pricing Model does not request overtime rates for categories that are determined to be non-exempt from the Fair Labor Standards Act. Does the Government anticipate overtime to be required in support of the NSSC effort? If so, will the Government consider adding provision for offerors to propose OT rates?	L.22(k) and L.22(l) have been revised to include overtime rates for non-exempt employees. The Instructions, Stennis DoL Labor Rates and Marshall DoL Labor Rates Tabs in Att. J-28, have been revised for

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					the entry of non-exempt hourly overtime rates.
02	19	L.23	L-38	Per the instructions found at Section L.21 (f), Att. J-29 is supposed to be submitted by each of its references directly to the Contracting Officer in a sealed envelope by the date specified in Table L-2. Please confirm Att. J-29 is to be included with Volume IV: Model Contract. If required with Volume IV, please confirm that the information will only include Section I – Information to be completed by the Contractor requesting evaluation.	The Government does not expect any information to be submitted as Attachment J-29. In accordance with L.21(f), the completed J-29 Past Performance Questionnaires will be provided to the Government separately. Upon contract award, Attachment J-29 will be deleted.
02	20	L.23	L-38	It is understood that Transaction Band Prices (P-2B) and Level of Effort Labor Rates (P-2C) from Att. J-28 will be used to populate Att. J-13 Labor and Transaction Rates to be used pursuant to Section B.5 – Ordering Procedures for Transactional and Level-of-Effort Services. In lieu of incorporating the complete Att. J-28 Price Template into Volume IV: Model Contract, would it be sufficient to just include Transaction Band Prices (P-2B) and Level of Effort Labor Rates (P-2C) from Att. J-28, possibly as Att. J-13? If not, please clarify the Government’s intent to incorporate the complete Att. J-28 into the awarded Contract.	Yes, it is sufficient to just include Transaction Band Prices (P-2B) and Level of Effort Labor Rates (P-2C) from Att. J-28 as Att. J-13. The hourly overtime rates for the non-exempt labor categories from the J-28 Stennis and Marshall DoL Tabs shall also be included (see questions 16 and 18 above).

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02	21	L.23	L-38	The final RFP was modified to allow subcontractors to submit price proposals directly to the Government. The RFP does not provide any instructions in terms of format and content of subcontractor's price proposal. Please confirm that the format and content of subcontractor's proposals shall be determined by the offeror as deemed necessary to develop the pricing for the Phase-in price, fully burdened labor rates and the transactional rates, and to determine price reasonableness	The format and content that the Prime uses for its subcontractor price proposals is acceptable to the Government.
02	22	Att. J-21	3.5.1	Please provide an average call time for each tier call.	For Tier 1, average call handle time is 9 minutes 30 seconds. Call handle time is not captured for Tier 2 or Tier 3 because a variety of methods may be used to resolve the ticket. Tier 3 is civil servant resolved tickets.
02	23	Att. J-30	Pg. 1 and Pg. 4	Offerors may include proposed Key Personnel salary within Volume III: Price Proposal in accordance with their established cost estimating practices. In addition it is generally the Government's intent to limit the Mission Suitability Volume proposal content to non-cost/price data. Therefore, would the Government consider removing the salary data requirement from the Key Personnel Resumes (in Vol I Mission Suitability)?	The Government considered this request and determined that the salary data will remain in the Key Personnel Resumes. Salary history is a normal part of a resume review and is not being evaluated as a cost or price element.

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02	24	L.21(a)	L-32	<p>Must a significant subcontractor be represented at 10% to include their Past Performance? That is, is a subcontractor represented in the Cost Volume at 9% considered significant, and will their Past Performance citation be evaluated?</p>	<p>Section L.21(a) has been revised to state “The Offeror shall also have its proposed subcontractors submit up to two (2) past performance references when the subcontractor will be awarded over \$3,000,000 of the annual contract value. If no subcontractors meet this threshold, then the two subcontractors (unless the contractor is only using a total of one subcontractor) receiving the most subcontracting dollars shall submit past performance references.”</p>
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02	25			<p>On page 33 of Section L, the PP instructions ask that the Offeror include any records of OSHA citations during the past 3 years, any environmental citations, and listing of safety and health insurance carriers. In addition, para. (b) states that we list any Govt contracts terminated within the past 3 years.</p> <p>Are we to assume that these items belong to the Prime alone, or do</p>	<p>Any subcontractor submitting past performance references in accordance with L.21(a) shall also submit any records of OSHA citations during the past 3 years, any environmental citations, listing of safety and health insurance carriers, and list any Government</p>
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				we need to also include those responses along with all submitted past performance citations including those from the subs?	contracts terminated within the past three years.