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An Industry day event was held May 15, 2014. Industry questions from this event as well as other questions submitted in response to the DRAFT RFP were considered in finalizing the RFP and have been posted concurrently with this solicitation. Please note that the answers to these questions do not change any terms and/or conditions of the FINAL RFP. Changes to the terms and/or conditions of the FINAL RFP will be accomplished by an amendment to this solicitation. It is the responsibility of potential Offerors to monitor the Government Point of Entry, FedBizOpps ([www.fbo.gov](http://www.fbo.gov)) and/or the NASA Acquisition Internet Service (NAIS) for the release of additional information pertaining to this solicitation.

**Industry Day Questions**

1.	Industry Day		Will NASA release the source board membership for this acquisition?	Yes. Source board membership information can be found in Provision M.3(d)
2.	Industry Day		Does the NSSC still retain hard copy records?	Yes, the NSSC retains hard copy records in accordance with records retention requirements in NPR 1441. SSC has a records retention facility that the NSSC has space in. NSSC personnel move documents to and from that facility and destroy them in accordance with their retention requirements.
3.	Industry Day		In an earlier presentation, it was presented that the Drug Testing service would be a transactional	The Drug Testing Activity has been identified as a

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			<p>service. Looking at the list of HR services, do you anticipate some will be level of effort, or will they all be transactional pricing?</p>	<p>transactional service. There is a mixture in HR, but the majority of the HR services are transactional. Attachment J-17 contains a list of all transactional services, along with their transaction definition.</p>
4.	Industry Day		<p>Can you identify the HR activities for which you have assigned Caseworkers and are those Caseworkers Level 2 - Service Providers or Level 3 - Civil Servants?</p>	<p>We have level 2 (Service Provider) and level 3 (Civil Servant) caseworkers. Payroll, Leave Programs and Employee In-processing case workers are Level 2 Service Providers. Retirement and Death Benefit Counseling is provided by Level 3 Civil Servants.</p>
5.	Industry Day		<p>Are there any OPM or HR line of business initiatives that may impact transition or early performance?</p>	<p>No, not that we are aware of.</p>
6.	Industry Day		<p>You are moving to Concur as your travel system. What system do you currently use?</p>	<p>FedTraveler. We will be moving from Fedtraveler to Concur later this fiscal year.</p>
7.	Industry Day		<p>Will you use both travel systems in tandem during transition to Concur or will the transition be</p>	<p>The transition to Concur will be immediate, but we may</p>

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			immediate?	need to continue to access information in FedTraveler for audits.
8.	Industry Day		Will you provide additional information on the Systems list (Attachment J-25) to include the language each system is written in to help industry understanding the programming skillsets necessary?	The language is provided in Attachment J-25: IT Systems and Applications for all NSSC systems for which we perform development functions.
9.	Industry Day		Could you provide an example or definition of a transactional service?	Attachment J-17 lists all transactional services and explains in detail what constitutes a transaction for each service.
10.	Industry Day		Is this contract subject to the Service Contract Act (SCA)?	Yes, non-exempt labor categories are subject to the Service Contract Act (SCA) and the Department of Labor (DoL) Wage Determinations. The contract is not subject to Davis-Bacon and we do not have any collective bargaining agreements or union representation. The last two sections of the Pricing Template (J-28) have the Services Contract Act / DoL non-exempt categories laid out so that we can

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				verify that the hourly rates and the hourly fringe benefits meet the minimum requirements of the DoL Wage Determinations for this procurement.
11.	Industry Day		Do non-exempt employees have right of first refusal under the Services Contract Act?	Yes. Please see FAR 52.222-17 Nondisplacement of Qualified Workers in Section I of the RFP.
12.	Industry Day		Will firms need to provide resumes for SCA positions?	The only requirement in the RFP for resumes is for key personnel - none of which is envisioned to be in a SCA covered position. Firms will need to work with the incumbent on identifying individuals currently under the SCA so that they can meet the requirements of FAR 52.222-17 and NASA will also provide a list of incumbent employees who are covered.
13.	Industry Day		Has NASA taken into consideration the ten days SCA employees have to refuse an offer when planning transition?	Yes, we have a 60-day phase in scheduled to start on 8/1/15. That should allow time for transition of employees

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				<p>and property prior to the actual contract performance date of 10/1/15. We anticipate an award in April 2015 and have built in approximately 100 days before Phase-in to handle any litigation that may arise.</p>
14.	Industry Day		<p>What version of Microsoft Excel do you require for the attachments the firms must submit?</p>	<p>Microsoft Excel 2010</p>
15.	Industry Day		<p>On the Pricing Template, there is an opportunity to add a percentage for material handling on ODCs if a firm's standard accounting practices charges material handling - if a firm does not charge for not material handling, but charges G&amp;A, can a G&amp;A percentage be added in place of materials handling?</p>	<p>Yes, as long as it is your standard, approved accounting practice. Offerors will explain the basis of the material handling or G&amp;A allocation in the Price narrative.</p>
16.	Industry Day		<p>Can you present a model of a preferred small business subcontracting plan?</p>	<p>There is not a standard model, but FAR part 52.219-9 Small Business Subcontracting Plan outlines the requirements which should be supplemented by the requirements found in Section L of the</p>

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				solicitation.
17.	Industry Day		<p>Section L Page 31 number L.21 – Volume II: Past Performance Proposal Instructions            NASA states the following “The prime Contractor shall reference up to three (3) Government Contracts and each subcontractor shall reference up to two (2).”</p> <p>In order to provide the most choices to NASA and to allow new entrants and ideas into the bid process would the government consider allowing the prime or at minimum the subcontractors to provide commercial references of similar size, content, and complexity?</p>	<p>Yes, the final RFP will be revised to allow relevant commercial references; however, the burden will fall on the offeror to demonstrate how the commercial contracts are relevant to the work in the solicitation.</p>
18.	Industry Day		Will the award be a single award?	Yes.
19.	Industry Day		If the number of transactional services transactions actually performed is significantly different than what is initially ordered, or if the process changes, will the service Provider have an opportunity to reprice services?	<p>The reason NASA included three transactional pricing bands was to provide the Service Provider the opportunity to price services differently based upon transaction totals. In the event of a significant process change, the government would entertain a</p>

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				<p>request for equitable adjustment; whether or not it would be accepted would depend upon the evaluation and negotiation. If it was denied, the Contractor would have the right under the Disputes Act to file a claim for adjustment. There is also a Shared Savings clause in the RFP, where if there is an opportunity to change a process to increase efficiency, we will negotiate equitable sharing of savings under that clause.</p>
20.	Industry Day		<p>What is the differential that would make a rate go from Band 2 to Band 1 or Band 3?</p>	<p>Please refer to Clause G.7 (d) and (e). We expect to order in Band 2. The differential between each band varies from service to service but can be viewed on the Pricing Template (J-28). Also see Attachment J-31 for an example of an end of year actual utilization adjustment.</p>

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21.	Industry Day		Are all relevant Work Instructions and Service Delivery Guides on the NSSC-Nex-Gen website?	The Work Instructions are on the website; links to the Service Delivery Guides are included in Attachment J-22: References.
22.	Industry Day		What business development support do you envision and/or currently have? How would you procure new work if the labor categories needed are not on the contract?	Some of the work in PWS Section 2.0, Shared Services Administration (2.24), is in support of business development; tasks include data gathering and business case development. At some point, we may stand up a New Business Office and could issue a task order for support for that office. We do not know what that would look like at this point. We tried to anticipate what could happen in a changing government environment and tried to make the contract as agile as possible. If new work is needed, we would submit a request for proposal and your response would include the labor categories and hours needed to perform the

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				<p>new work; if new labor categories were needed, they would be part of that proposal. For any new work we add we would look to move from Level of Effort (LoE) to a transactional rate once stabilized.</p>
23.	Industry Day		<p>Where is the NSSC's COOP site?            Is the plan available?</p>	<p>The NSSC has a Business Continuity Plan (BCP), not a COOP. Our BCP site is at MSFC. We have an agreement for space and all BCP team members have laptops and tokens for remote performance of duties. Designated employees would leave in advance of an emergency, if possible, and continue providing specific services from the BCP location. We also use Enterprise Service Desk (ESD) satellite office at MSFC to supplement the ESD and Customer Contact Center (CCC) located at the NSSC in event of an emergency. For the most part, BCP is handled locally. The</p>

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				<p>existing BCP is available in Attachment J-22: References. It has been redacted to remove individual names and contact information.</p>
24.	Industry Day		<p>In the Pricing Template, in Section 2.0, where we only enter labor hours, the structure assumes a static staffing across all years. A Service Provider may execute a strategy that employs a different skillset across the life of the contract? Would you consider modifying this template to allow that flexibility?</p>	<p>Not in this instance because the template is for pricing and evaluation purposes only, so all offerors are going to use it in the same manner. In the Staffing Profile (J-18) and in the associated narrative section for Staffing in Section L, offerors will address considerations such as this. We realize that significant new business could have an impact on program management - likewise, if we lost work - so it has to be able to be adjusted on an annual basis when we place our order.</p>
25.	Industry Day		<p>Will you consider carving out pieces of the solution to different vendors (e.g. Hyperion, Primavera, etc), or are you only going to select one contractor for the entire</p>	<p>No. The resultant Contract will be awarded to one Prime with its associated subcontractors.</p>

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			contract (with subcontractors, perhaps)?	
26.	Industry Day		<p>What plans do you have, if any, to upgrade/replace/modernize any of your systems over the next few years?</p>	<p>We expect normal upgrades, replacements and modernizations to occur under the work category of O&amp;M. We are currently engaged in a virtualization project with the goal to virtualize applications that reside on end of life servers and we are seeking opportunities for secure cloud environments.</p> <p>ESD (PWS section 3.8.3.) is a part of the ServiceNow Migration Project that will replace the existing Remedy system components functions and modules in ServiceNow. The current Remedy instance is hosted on-site at SSC; after the migration to ServiceNow the ESD system will be hosted in the ServiceNow cloud environment.</p>
27.	Industry Day		<p>Are there any plans to do any hardware refreshes?</p>	<p>Barring any significant growth, we expect the infrastructure to be relatively the same for the next 2 years. Servers are currently</p>

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				<p>not being refreshed at the 3 year mark rather we are extending maintenance agreements looking for cloud and virtualization opportunities where possible.</p> <p>ESD is planning no hardware refresh prior to the migration to the ServiceNow cloud. Existing ESD servers will remain in place until the end of the migration project, at which time they will be removed from service.</p>
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**Sections B through I, K, L and M Specific Questions**

28.	Section B.5(f)(2)	B-5	Would Government consider changing the response time from 10 calendar days to 10 working/business days?	The Government determined that ten calendar days is sufficient. A greater response time would be considered dependent on the magnitude of the request, but that determination would be on a case by case basis.
29.	Section B.5(f)(2)	B-5	Is the task plan required to include pricing?	Yes, as stated in B.5(f)(1), 4 <sup>th</sup> bullet.
30.	Section B.5- B.7	B-3 thru B-7	Sections B.6 and B.7 include a provision to revise the quantity of transactions for each individual Transactional Service and LOE (by CLIN) respectively approximately 30 days after completion to reflect actual utilization by the Government.	Question is unclear. Task orders will generally only be issued for new work under PWS sections 3.6 and 3.7. These would likely be LoE if they are new services.

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			However, Section B.5 also includes a provision for the Contracting Officer to issue Task Orders on FFP or FFP LOE basis. Will the FFP negotiated by task order be superseded by actuals to determine final price pursuant to Sections B.6 and B.7?	
31.	Section B.6(e)	B-6	Are the adjustments contemplated by this paragraph limited by the minimum quantities specified at Section B.4(a)?	Question is unclear. The Government is obligated to honor the minimum quantities set forth in clause B.4(a).
32.	Section B.7(e)	B-7	Are the adjustments contemplated by this paragraph limited by the minimum quantities specified at Section B.4(a)?	Question is unclear. The Government is obligated to honor the minimum quantities set forth in clause B.4(a).
33.	Section B.8(a)(5)	B-8	In paragraph 5 please confirm that the reference to indirect costs includes only those indirect costs applicable to those costs identified in paragraphs 1-4.	Clause B.8 applies to ODCs and any material handling/indirect rate that is applied to those ODCs in accordance with the Contractor's standard accounting procedures.
34.	Section B.8(a)(2)	B-8	Please define or provide examples of "incidental services" as used in paragraph 2.	The Government has discussed the reference to "subcontracting for incidental services" and concluded that this paragraph will be deleted.
35.	Section B.8	B-7 to B-9	Please confirm that this entire section applies only to level of effort services and not transactional services where the contractor is responsible for an "all-in" transactional rate.	B.8 will apply to both LoE and transactional. The final RFP will be revised to take ODCs out of the "all-in" transactional rate because of uncertainties over

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				future ODC costs for these services.
36.	Section B.8(b)	B-8	Are The ODC'S Dollar Amount Plugs? Please Also Provide The Scope And Definition Of These ODC's	The annual ODC total is based on an average of historical actuals and is only an estimate. When services are ordered on an annual basis, specific ODC costs will be included based on budget and consumption expectations. The majority of the ODCs is related to IT infrastructure equipment for refreshes/upgrades, Agency Employee Awards mementos such as medals, frames, time in service pins, etc., the subcontracts for drug and MRO testing and travel. This is certainly not an all-inclusive list.
37.	Section B.8	B-7 to B-9	Section B.8 requires offerors to provide applicable indirect rate burdens to ODCs as defined within this Section, with the limitation that all other indirect costs will not be reimbursed. The terms of this Section appear to be on a cost reimbursable basis. Please clarify if it is the Government's intent to add a cost reimbursable CLIN for ODCs.	The final RFP will be more specific. It is anticipated that there will be one CLIN for transactional services and one CLIN for LoE services. Each CLIN will have an ODC line which will be invoiced on a reimbursable basis. Please refer to Attachment J-14,

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				<i>Contract Line Items.</i>
38.	Section B.9(b)	B-9	Does The Government Intend To Fund In 12-Month Increments?	No. See clause B.9 1852.232-77 Limitation of Funds (Fixed Price).
39.	Section C.2(b)	C-1	Please confirm that the functions in paragraphs (b)(2) through (b)(4) are not intended to be a limitation of the contractor's ability to engage in these efforts on its own behalf in managing this contract.	The functions in paragraphs (b)(2) through (b)(4) are not intended to be a limitation of the contractor's ability to engage in these efforts on its own behalf in managing this contract.
40.	Section C.2(c)(4)	C-2	Please confirm that the requirement for personnel to identify their employer applies to the enterprise service desk (ESD).	The requirements of C.2(c) apply to all contractor personnel. See FAR 37.114 Special Acquisition Requirements.
41.	Section F.3	F-1	Section F.3 indicates the phase-in period will be provided in a separate purchase order to be executed concurrently with this contract. What type of contract does the Government contemplate awarding for phase-in?	The Government is contemplating the award of a fixed-price purchase order for contract phase-in.
42.	Section F.4	F-2	Please provide information on how much space will be made available at the MSFC for this effort. Also, please confirm that it is not the intent of the NSSC to move major portions of this contract from the SSC to the MSFC but rather to allow for continuation of the limited services already being provided from that location.	The NSSC currently has less than 1,000 square feet and 10 agents at the MSFC facility. The NSSC may or may not move major portions of this contract to MSFC or other locations as required by NASA. See clause F.4.

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43.	Section F.4	F-2	Recommend modification of language in Section F to “The Contractor shall perform the work under this contract at the NASA Shared Services Center located on NASA John C. Stennis Space Center, MS, George C. Marshall Space Flight Center located in Huntsville, AL, and at other NASA locations as approved by the Contracting Officer.”	The language has been changed to be more specific in regard to Agency approval of additional places of performance. The Government believes that limiting the sites to NASA only is too restrictive.
44.	H.2(c)(5)(i)	H-2	The OCI Plan (required to be submitted with technical proposals) requires a list of “all contractor personnel performing work under this contract who are prohibited from participating on any business development, proposal preparation or capture team that was formed for the purpose of... This listing shall be updated by the contractor as necessary to keep current.” Will the Government accept a listing by position title for proposal submittal and allow the OCI Plan to be updated with specific names after contract award?	Yes. For the purposes of the initial OCI Plan submission, position titles are acceptable.
45.	Section H.3(c)	H-4	Would the Government consider increasing the number of key personnel that may be named or allow contractors to name additional personnel?	The Government identified the Program Manager and Service Delivery Manager as Key Personnel. In accordance with clause H.3, contractors can name up to six additional Key Personnel.
46.	Section H.3(c)	H-4	Will the Government require the bidder’s to certify that key personnel proposed have signed a letter of commitment or are current	Yes. Language addressing this will be included in the final RFP.

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			employees of the bidder or one of the bidder's team members? In the absence of this, bidders may propose personnel for which they have received no commitment from those persons to participate in the resulting contract.	
47.	Section H.4(f)	H-5	Are The Cost Of Salaries Of The Fixed Price LOE Covered Under This Provision?	<p>The cost of hourly rates of the fixed price LOE services is covered under this clause.</p> <p>For transactional services, the contractor shall submit a request for equitable adjustment for Government consideration for impacts resulting from this clause.</p>
48.	Section H.5	H-6	Please Describe The Nature Of Each Required Associate Contract. Have Service Level Objectives Been Established Between The NSSC And Each Associate Contractor Under The Current Contract?	<p>The services are described in clause H.5. ACES provides Agency I3P End-user Services, NICS provides Agency I3P Comms Services, EAST provides Agency I3P Applications Support, WEST provides Agency I3P Web Portal support and BEI provides Agency contract closeout support. All I3P contracts are supported by the NSSC's Enterprise Service Desk.</p> <p>NASA provided no</p>

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				metrics for inclusion in ACAs. ACAs were developed contractor-to-contractor without NASA involvement.
49.	Section H.5(g)	H-6	Please confirm that the contractors listed in this section are precluded by an OCI from bidding this effort.	No. Contractors listed in clause H.5(g) are not precluded from bidding this effort.
50.	Section L.4(b)	L-2	<p>“Section Explains That The Government Will Evaluate Proposed Compensation Structures In The Context Of Compensation Levels Of Predecessor Contractors.”</p> <p>Predecessor Contractors Have Performed Under Labor Market Conditions That Differ Significantly From Current Conditions. For Example, The Unemployment Rate In The Gulfport-Biloxi Metropolitan Statistical Area Surged In Recent Years Following The 2007 – 2009 Recession, Reflecting Structural Changes In The Labor Market That Have Occurred Across The Country. Additionally, Increased Labor Supply And Budget Reductions Have Dampened Wages Among Federal Contractors Since 2011.</p> <p>Will The Government’s Evaluation Of Compensation Structures Take Into Account The Difference In Current Labor Market Conditions Compared To Previous Contracts?</p> <p>Will The Government Provide Information To Enable Vendors</p>	<p>Yes, if based on recognized national and regional compensation surveys, data and studies of professional, public and private organizations.</p> <p>Compensation levels of</p>

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			To Compare Their Compensation Levels With Those Of Predecessor Contractors? For Example, Will The Government Provide A Range Of Minimum And Maximum Compensation Levels For The Labor Categories Provided In The RFP?	the predecessor contract are proprietary information and cannot be released by the Government.
51.	Section L.10	L-5	Please confirm that a draft of the safety and occupational health plan is NOT required with proposal submission.	The Safety and Occupational Health Plan is not required with the proposal.
52.	Section L.14(b)	L-9	Offerors are required to “provide the date of its last Government property control system analysis” Does it need to be NASA-specific or can it be for any entity for which the offeror provides services?	Any federal government entity.
53.	Section L.15	L-10	Section L.15 requires offerors that are aware of potential COIs to submit a comprehensive OCI Plan with its proposal for evaluation. NASA JSC has implemented a process whereby the Center issues a RFI to request that offerors identify high-level potential issues and submit OCI mitigation strategies prior to the release of a final RFP. The NASA procurement team assess the submitted information and will respond to each prospective offeror via letter with 1 of 3 potential paths 1) Generally acceptable if proposed strategies are fully implemented 2) The response does not provide sufficient information; or 3) It is unlikely that the offeror’s firm will be able to adequately mitigate or eliminate a possible OCI. This	<p>The CO has identified in clause H.2 that conflict does exist in the form of unequal access to information. All offerors are required to submit a comprehensive OCI plan addressing this conflict as well as any other potential conflicts.</p> <p>The OCI Plan submittal and evaluation process will remain unchanged from the DRFP.</p>

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			<p>process has been very effective at assisting offerors in determining if they can support an opportunity in full compliance with FAR Part 9.5 before investing significant resources developing a proposal response. Will NASA consider following a similar process for the NSSC NEX-GEN procurement?</p>	
54.	Section L.19, Table L-1	L-14	<p>Please confirm that that the quality control plan (reference Attachment J-10) is not required as part of the proposal</p>	<p>The Quality Control Plan is not required with the proposal.</p>
55.	Section L.19(b)	L-15	<p>Is The Acronym List Excluded From Page Limitation</p>	<p>Yes, as stated in L.19(b). The final RFP will be more specific.</p>
56.	Section L.19(b)	L-15	<p>Line spacing requirements are not specifically stated in the Draft. Will the Government please confirm spacing size for the volumes and for figures and tables?</p>	<p>The final RFP will clarify spacing requirements.</p>
57.	Section L.19(b)	L-15	<p>The Draft states: A page is defined as one side of a sheet, 8 ½” x 11”, with at least 1-inch margins on all sides, and foldouts count as an equivalent number of 8 ½” x 11” pages. However, there is no mention if pages are allowed to be duplexes? Please confirm printing standards?</p>	<p>If “duplex” is meant to reference printing on both sides of a page then yes. However, note that printing on both sides of a sheet of paper will result in it counting as two pages as a page is defined as one side of a sheet. (L.19(b)). Also, reference FAR 52.204-4 Printed or Copied Double-sided on Post-consumer Fiber Content Paper in RFP Section I.</p>

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58.	Section L.20	L-17	Introductory Paragraph States “.....Are Identified In Paragraphs (A) – (H)”. Should (H) Be (N) (2)?	Yes. The final RFP will be corrected.
59.	Section L.20	L-17	In the previous proposal, as part of the understanding of the requirements, a section on “Exceeding the Strategic Goals and Objectives of the NSSC” was requested. The draft of the NSSC NEX-GEN RFP has no equivalent section or executive summary type section. We recommend adding a section ahead of the current TA-1 to provide this overview and explanation of how the contractor will exceed the strategic objectives.	No. A new section will not be added to address this.
60.	L-20(a)(3); L-20(j); L-20(l); L-20(m); L-20(n)(2)	L-18 thru L-28	Is Offeror Allowed To Include Responses To These Questions, As Appropriate, In The Plan(S)	L-20(a)(3) Quality Control Plan – No because plan is not due with proposal  L-20(j) Compensation Plan – Yes  L-20(l) OCI Plan - Yes  L-20(m) Phase-in Plan - Yes  L-20(n)(2) Commitment to Small Business Program - Yes
61.	L.20(a)(5) and M.4(B)(1)(b)-(g)	L-19, M-5	In order to ensure that the NSSC receives proposals that clearly describe continuous process and service improvement and reduced cost of service through innovation, we recommend that language be added to Section M.4(B)(1)(b)-(g)	Language in L.20(a)(5) has been added regarding identification of continuous improvement by service and cost/price impacts. The

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			<p>for each task area that reads “Extent to which the offeror demonstrates an effective, comprehensive and innovative approach to continuous improvement” and the following language to L.20 (b)-(g) “The Offeror shall explain its approach to an effective, comprehensive and innovative approach to continuous improvement. At a minimum, the offeror shall address:</p> <ul style="list-style-type: none"> <li>• What continuous improvement methodologies will be used to identify potential areas of improvement and how will they be implemented?</li> <li>• How will the Offeror establish a culture of continuous improvement?</li> </ul>	<p>Government desires to evaluate continuous improvement in one section of the RFP rather than under multiple factors.</p>
62.	L.20(n)(1)(v)	L-29	<p>The flow down of the requirements of the prime’s subcontracting plan appears to be somewhat inconsistent with the terms of FAR 52.219-9 which is included in this solicitation and states in part: “the offeror will include the clause of this contract entitled “Utilization of Small Business Concerns” in all subcontracts that offer further subcontracting opportunities, and that the offeror will require all subcontractors (except small business concerns) that receive subcontracts in excess of \$550,000 (\$1,000,000 for construction of any public facility) with further subcontracting possibilities to</p>	<p>If this question is in regard to the values found in FAR 52.219-9, Provision L.20 (n)(1)(v) is consistent with FAR 52.219-9 in that the requirements flow down to subcontractors with subcontracts in excess of \$650,000 or \$1,500,000 for construction of a public facility.</p> <p>This Section L language is set forth in NASA Procurement Information Circular 11-01.</p>

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			<p>adopt a subcontracting plan that complies with the requirements of this clause.”</p> <p>Common practice to comply with FAR 52.219-9 is to request such subcontractors above the dollar threshold prepare their own subcontracting plan relevant to their portions of the effort. Such portions of the effort may not exactly mirror the entire prime contract.</p> <p>As such, we request removal of L.20(n)(1)(v) in favor of the FAR language already included in this solicitation.</p> <p>Note: Utilization of Small Business Concerns is FAR 52.219-8.</p>	
63.	L.20(i)(3)	L-25	<p>The instructions indicate that Attachment J-30 Key Personnel resumes should be completed, at a minimum, to meet the requirements of item (3) of MA-3 Staffing. Also, Table L-1 on page L-14 excludes the Key Personnel resumes from the Mission Suitability page count of 125 pages. Concerning placement of the Key Personnel resumes within the Offeror’s proposal, should the completed J-30 attachment be provided as an appendix to Volume I, rather than in the Model</p>	<p>The final RFP will be revised to include Key Personnel resumes as an appendix to Mission Suitability. Resumes will be limited to 9 pages each and shall include a signed letter of intent.</p>

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			<p>Contract as instructed on page L-37?</p> <p>Is there a page limit for each J-30 Key Personnel Resume?</p>	
64.	Section L.20 Para G(2)	L-23	<p>States “The Offeror shall provide an effective approach for coordinating with multiple NASA IT service providers supported by the NSSC’s Tier 0/1 helpdesk services.”</p> <p>Please identify the NASA IT service providers to be supported by the Tier 0/1 help desk (Are these limited to the Associate Contractors Identified in the RFP?).</p>	<p>The services are described in clause H.5. ACES provides Agency I3P End-user Services, NICS provides Agency I3P Comms Services, EAST provides Agency I3P Applications Support, WEST provides Agency I3P Web Portal support. Some coordination may be required with Center specific IT service providers.</p>
65.	Section L.20 Para i(3)	L-25	<p>“At a minimum, complete Attachment J-30, Key Personnel Resume for each Key Person proposed and respond to the following:”</p> <p>Is it NASA’s preference that the resumes be incorporated within the body of the Mission Supportability Volume, or provided as an attachment thereto (as page count is not included)?</p>	<p>The final RFP will be revised to include Key Personnel resumes as an appendix to Mission Suitability. Resumes will be limited to 9 pages each and shall include a signed letter of intent.</p>
66.	Section L.21	L-31	<p>Please confirm that a subcontractor should submit their questionnaires to their prime contractor and not the ultimate Government customer who may not be familiar with their work.</p>	<p>The subcontractor shall submit questionnaires to the customer, not the prime contractor.</p>

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67.	Section L.21	L-31	Given no small business subcontractor would already be performing an effort of similar size, magnitude, content, and complexity in comparison to the entire NSSC Nexgen effort, will the Government consider assessing relevancy for subcontractor past performance based on the size, magnitude, content, and complexity of the effort that the prime proposes to subcontract to the proposed subcontractor(s)?	Yes. Relevance will be determined in comparison to the effort being proposed for the subcontractor. The final RFP will be revised to be more specific.
68.	Section L.21	L-31	Does the Government intend to allow any proposed subcontractor to submit past performance references or does it intend to impose a dollar threshold (e.g. \$5,000,000 in proposed subcontracted value) at which point a proposed subcontractor and its past performance references will be deemed relevant for evaluation of past performance as a potential indicator of future performance. In the absence of such a dollar threshold, prime bidders may put proposed subcontractors on their teams for the sole purpose of leveraging their past performance references with no intention of having them do significant portions of the work.	At a minimum, the contractor shall have subcontractors submit past performance references when the subcontractor will be awarded over \$3,000,000 of the annual contract value. If no subcontractors meet this threshold, the two subcontractors (unless the contractor is only using a total of one subcontractor) receiving the most subcontracting dollars will submit past performance references. The final RFP will be revised to reflect this change.
69.	Section L.21(a)	L-31	Recommend you change “The Offeror shall provide a narrative summary of past performance on relevant Government contracts.” To “The Offeror shall provide a	Yes, the final RFP will be revised to allow relevant commercial references; however, the burden will fall on

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			narrative summary of past performance on relevant Government and/or commercial contracts.”	the offeror to demonstrate how the commercial contracts are relevant to the work in the solicitation.
70.	Section L.21(a)	L-31	Does Government Intend To Have “All” Subcontractors Submit 2 Citations? If Not, Is There A Threshold?	At a minimum, the contractor shall have subcontractors submit past performance references when the subcontractor will be awarded over \$3,000,000 of the annual contract value. If no subcontractors meet this threshold, the two subcontractors (unless the contractor is only using a total of one subcontractor) receiving the most subcontracting dollars will submit past performance references. The final RFP will be revised to reflect this change
71.	Section L.21	L-31	The DRFP instructs each subcontractor to provide up to two (2) contract references for past performance. Contractor teams with several subcontractors will have difficulty sufficiently describing contract relevance in the 30 page limit for Past Performance, even if each subcontractor provides only one reference. Will the Government consider establishing a workshare threshold for subcontractors (i.e., major subcontractors who will	At a minimum, the contractor shall have subcontractors submit past performance references when the subcontractor will be awarded over \$3,000,000 of the annual contract value. If no subcontractors meet this threshold, the two subcontractors (unless the contractor is only using a total of

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			<p>perform a material portion of the NSSC services) who are required to provide Past Performance citations, rather than all subcontractors? We recommend requiring Past Performance from only those subcontractors who will perform 20% or more of the total contract value.</p>	<p>one subcontractor) receiving the most subcontracting dollars will submit past performance references. The final RFP will be revised to reflect this change</p>
72.	Section L.21(a) and M.4(C )	L-32 M-10	<p>The section L instruction for Past Performance relevance requires discernible links between the discussion of relevance and Attachment J-1, PWS, implying that in order to be relevant work cited must align directly with one or more PWS elements. However, the Past Performance evaluation language states that relevant experience is defined as work comparable in scope, among other attributes. Scope is further defined as “providing and managing services similar in breadth, dollar value and complexity to those cover in the PWS to Government customers.” This language implies relevant contracts do not have to provide similar services as the PWS, but services that are similar in breadth (multiple services, lines of business), dollar value, and complexity (comparable number of customers, similar level of inter-connectivity between functions and services, similar requirements for interpreting and adhering to Government</p>	<p>Final RFP will be revised in sections L.21 and M.4 to clarify relevance.</p>

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			regulations).  Will the government please clarify if we are interpreting the Section M language correctly?	
73.	Section L.21(d)	L-33	Please confirm that the requirement to provide GAO and IG reports is limited to those reports pertaining directly to those past performance projects being utilized in proposals.	The Government believes all GAO or IG reports hold value relative to determining past performance. The final RFP will specify a timeframe for those reports.
74.	Section L.22(b)	L-34	Please confirm that you are not expecting the bidders to revise the excel pricing model and that 1,880 will continue to be used in the model for evaluation purposes.	Offerors are not to revise the Excel pricing model. 1,880 productive hours will be used in the model for evaluation purposes
75.	Section L.23	L-36	Table L-5 – Shouldn't the reference to paragraph B.8(b) be properly reflected as B.8(c) which requires contracts to provide an applicable indirect rate?	Correct. The final RFP will be revised to address this error.
76.	Section L.23	L-37	Table L-5 – Shouldn't the reference related to J-30 be L-20(i)(3) and not L19(i)(3)?	Correct. The final RFP will be revised to address this error.
77.	Section L.23 Table L-5	L-37	The "Items to Complete" column for Att J-30 in Table L-5 state "Please follow instructions found in L.19 Volume I: Mission Suitability Proposal Instructions, (i)(3)". Please confirm that the correct reference L.20 Volume I: Mission Suitability Proposal Instructions, (i)(3)?	Correct. The final RFP will be revised to address this error.
78.	L.23(c )	L-34	"Offeror shall provide a copy of its audited financial statements and accompanying notes for the last two fiscal years." Does this apply to prime only or	The reference should actually be L.22(c). This requirement applies to the prime and any subcontractor to be awarded over

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			prime and first tier subcontractors?	\$3,000,000 of the annual contract value. If no subcontractors meet this threshold, the two subcontractors (unless the contractor is only using a total of one subcontractor) receiving the most subcontracting dollars will submit the information requested of the Offeror in Provision L.22(c).
79.	Section M.4(C )	M-11	At what level will the adjectival ratings provided in Table M-3 be applied? Will NASA develop a single adjectival rating for the team's combined past performance, or a rating per team member, or per contract reference?	Each Team's combined past performance will receive one adjectival rating.
80.	Section M.4(C )	M-10	Recommend you change "Scope: Providing and managing services similar in breadth, dollar value and complexity to those covered in Attachment J-1, Performance Work Statement to Government customers." to "Scope: Providing and managing services similar in breadth, dollar value and complexity to those covered in Attachment J-1, Performance Work Statement to Government and/or commercial customers."	The final RFP will be revised to allow relevant commercial references; however, the burden will fall on the offeror to demonstrate how the commercial contracts are relevant to the work in the solicitation.
81.	Section M.4(D)(3)	M-13	What Is The Ordering And Invoicing Arrangement For The Program Management Cost? Is It Intended That This Be Ordered and Funded on an Annual Basis	All CLINs will be ordered on an annual basis, incrementally funded IAW clause B.9 and billed monthly.

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			and Billed Monthly?	
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**Section J – Attachments Specific Questions**

82.	Attachment J-1 1.2	8	<p>“NASA, also referred to as the “Agency,” consolidated select business and technical services that were previously performed across the Agency into a single Shared Services Center to increase operational efficiency, reduce costs and improve overall customer service.”</p> <p>What percentage of FM, HR and Procurement work is currently performed at the Centers versus the NSSC in each functional area and why? The principle functions retained by the Centers would be helpful to better understand the relationship between the Centers and the NSSC as regards team interaction.</p>	<p>The NSSC is responsible for the requirements set forth in Attachment J-1 Performance Work Statement. All other functions remained at the Centers.</p>
83.	Attachment J-1 1.4	9	<p>Please Provide A Breakdown Of The Number Of Contractor Personnel Currently Providing Support - By Functional Area - To The NSSC?</p>	<p>An estimate of the number of contractor personnel is as follows:</p> <p>FM – 100</p> <p>HR – 65</p> <p>PR – 55</p> <p>IT – 43</p> <p>Cross-cutting – 30</p> <p>ESD – 52</p> <p>These numbers</p>

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				fluctuate.
84.	Attachment J-1 2.1.1	10-11	<p>Will the SP be responsible for developing the training curricula and training courses for the inherently governmental roles/services?</p> <p>In order for the bidders to properly price this requirement, please provide the assumed quantities of alternative training scenarios and approaches; training plans; training curricula; training sessions; training documentation files; and training classrooms.</p>	No. PWS 2.1.1 will be revised in the final RFP.
85.	Attachment J-1 2.2	12-13	<p>Many NSSC records are contained in systems managed by the NSSC that do not have electronic records management capabilities.</p> <p>Please confirm that the SP be responsible for prioritizing systems enhancements as part of the IT LOE services (PWS 3.4)?</p>	The contractor is responsible for continuous improvement in all PWS areas. If IT resources are needed and approved, 3.4 would provide that support.
86.	Attachment J-1 2.2	12-13	Please confirm that “Records Management” as used herein also includes the following two areas of the current contract work scope: “Document Management” and “Records Management”.	As stated in 2.2, “The SP shall provide comprehensive management of the records, documents and forms programs...” The heading for 2.2 will be revised to include Document Management and Forms Management.

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87.	Attachment J-1 2.5	14-15	In cases where the Workload Data identifies a part of the service as secondary (AP-Reversals) and it is included as part of the Unit of Measure in the Service Catalog, which is the governing document?	AP Reversals are counted as part of performance and utilization. Even though reversals are considered to be correction activity, they are counted/measured separately from the original invoice entry. The workload data in attachment J-21 will be revised to state component vice secondary.
88.	Attachment J-1 2.5	14	DRD 2.5-3 - Will a specific reporting template be required in generating the pdf?	DRD 2.5-3 will be revised in the final RFP to reflect that a format/template will be agreed to between the Government and the contractor following award.
89.	Attachment J-1 2.5	14	Is the dashboard hosted on Government computers and will the current dashboard transition to the company that is awarded the contract?	The NSSC is still in the process of identifying an NSSC-wide dashboard solution. If one is implemented prior to award, it will transition to the contractor.
90.	Attachment J-1 2.5	14	Please provide the distribution of work by month for FY 13 for purposes of peak, valley and surge determination.	In the Final RFP, Attachment J-21, Workload Data will be revised to include a

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				FY-13 tab with monthly data.
91.	Attachment J-1 2.5	14	Does The NSSC Currently Own, Utilize A COTS Or GOTS Performance Management Suite? What Is Currently Used By The NSSC To Support Dashboard Reporting?	No. The NSSC uses Remedy Dashboard and Analytics to some extent and the NSSC developed Business Intelligence Datamart for performance management.
92.	Attachment J-1 2.6	15	Please confirm that implementation of CI projects is included as part of IT (PWS 3.4).	The contractor is responsible for continuous improvement in all PWS areas. If IT resources are needed and approved, 3.4 would provide that support.
93.	Attachment J-1 2.7	15-17	For property that is issued by other contracts (RSA tokens from ACES), will this information be made available to the SP?	Yes, this information will be provided by the Government.
94.	Attachment J-1 2.9	20	Will the SP be responsible for the risk management and mitigation plan for the inherently governmental activities?	Please see the NSSC Risk Management Plan in Attachment J-22, References.
95.	Attachment J-1 2.16	21	Can the SP utilize information provided by the I3P Service Providers or will the SP be required to maintain an	Question is unclear. Equipment provided by

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			independent inventory?	I3P Service Providers is covered by the Energy Management requirements contained in their contracts.
96.	Attachment J-1 2.20	22	Will the SP be responsible for personal mail and packages?	A very limited number of personal mail/packages may arrive at the NSSC.
97.	Attachment J-1 3.1	25	Please confirm that NASA review and approval will be required for any proposed process improvements related to the required FM FUP services?	NASA review and approval will be required.
98.	Attachment J-1 3.1	NA	Does NASA Using A PAM Compliant Layout For Disbursing To Treasury?	NASA will be GWA compliant within the Treasury established timeframe.
99.	Attachment J-1 3.1.1.1	26	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
100.	Attachment J-1 3.1.1	26	In order to comply with the requirement that no transaction be in house more than 30 days, will processing days outside the SP's control be included in the 30 day? "discrepancies reported to a designated NASA official"	As stated in Attachment J-3 Performance Requirements Summary, the SP will not be held responsible for factors outside of its control that negatively impact performance.

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101.	Attachment J-1 3.1.1	26	Will delays outside the SP's control be included in these performance standards (Attachment J-3)?	As stated in Attachment J-3 Performance Requirements Summary, the SP will not be held responsible for factors outside of its control that negatively impacted performance.
102.	Attachment J-1 3.1.1	26	Please confirm that invoices not in compliance with Prompt Payment will not exceed 1%?	Question is unclear. In accordance with Attachment J-3 Performance Requirements Summary, 98% of invoices shall be paid on time.
103.	Attachment J-1 3.1.1.2.	28	The PWS states, "Conduct a 1% review of Quarterly SF 425s and a 100% review if a discrepancy is discovered". What are the current workload indicators for this task?	Currently about 1% of the sampled Quarterly SF 425s require investigation.
104.	Attachment J-1 3.1.1.2	28	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
105.	Attachment J-1 3.1.2	29	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.

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106.	Attachment J-1 3.1.4	30	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
107.	Attachment J-1 3.1.4.	30	The PWS states, “Periodically perform other reconciliations as needed, e.g., the Labor/DOI Labor Cost Voucher and HHS/Letter of Credit”. What are the current workload indicators for this task? What frequency does the Government expect when using the term “periodically”?	The high level reconciliation is performed every month as part of the cash (224) reconciliation. If variances are identified, they are investigated – perhaps every 2-3 months.
108.	Attachment J-1 3.1.5.1	31	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
109.	Attachment J-1 3.1.5.2	32	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
110.	Attachment J-1 3.1.5.2	31	Consider reclassifying Change of Station as LOE. Change of station travel includes processing of real estate related expenses such as sales and purchases and the home marketing incentive program. COS vouchers are more complex than WBS 3.1.5.1 travel vouchers. Obtaining missing information, informing the employee of	The Government reconsidered classifying this service as transactional and determined that the tasks were well defined enough to warrant the transactional

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			disallowed expenses, and validating the expenses claimed will more often than not require frequent, lengthy interactions with employees. Processing the actual voucher is transactional but the pre and post-processing work (where the bulk of the effort is concentrated) is not.	classification.
111.	Attachment J-1 3.1.5.3	33	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
112.	Attachment J-1 3.1.5.4	33	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
113.	Attachment J-1 3.1.5.4	33	Consider reclassifying Extended TDY as LOE. Extended TDY travel includes calculating and deducting applicable taxes and validation of RITA reimbursements. ETDY vouchers are more complex than WBS 3.1.5.1 travel vouchers. Obtaining missing information, informing the employee of disallowed expenses, and validating the expenses claimed will more often than not require frequent, lengthy interactions with employees. Processing the actual voucher is transactional but the pre and post-processing work (where the bulk of the effort is concentrated) is not.	The Government reconsidered classifying this service as transactional and determined that the tasks were well defined enough to warrant the transactional classification.

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114.	Attachment J-1 3.1.8	35	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
115.	Attachment J-1 3.1.8	35	Consider reclassifying PCS and TCS as LOE. PCS and TCS travel includes overseas tour renewals, emergency travel and SES last move home. The SP must provide clarification of entitlements, audit assistance, and perform PCS/TCS calculations for comparison. PCS/TCS vouchers are more complex than WBS 3.1.5.1 travel vouchers. Obtaining missing information, informing the employee of disallowed expenses, and validating the expenses claimed will more often than not require frequent, lengthy interactions with employees. Processing the actual voucher is transactional but the pre and post-processing work (where the bulk of the effort is concentrated) is not.	The Government reconsidered classifying this service as transactional and determined that the tasks were well defined enough to warrant the transactional classification.
116.	Attachment J-1 3.1.12	36	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
117.	Attachment J-1 3.2.1.1	38	Who designates TDPs and how are they designated? How many TDPs are to be assumed for pricing purposes?	The Center identifies the Testing Designated Positions (TDPs). There are currently 5,930 TDPs.

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118.	Attachment J-1 3.2.1.1	39	Under administration of drug test, please define what are considered Drug Testing Support Systems?	The Workforce Transformation Tracking System (WTTS), the electronic Position Description System (ePDS) and the Federal Personnel Payroll System (FPPS). Internal support systems include the NSSC Business Intelligent Datamart (NBID), Remedy Tracking System and TechDoc.
119.	Attachment J-1 3.2.1.4	40	Preparing invitation design and arranging for production of programs is not an Awards function but rather development of information materials (PWS 3.2.1.6). Should the wording in 3.2.1.4 be changed to "Provide support to Development of Information Materials in the design and delivery of AHA materials?"	Yes. The final RFP will be revised.
120.	Attachment J-1 3.2.1.4	40 and 41	Support to the NASA Length of Service Awards Program appears to be missing (e.g., Pull LOS report from FPPS, data validation, and production of items including certificates, pins, mementos, etc.).	Career Service Recognition (aka Length of Service or LOS) is part of the Agency awards program. LOS is included in Attachment J-21: Workload Data (within the HR tab) and within NPR 3451.1 (NASA Awards and

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				Recognition Program) listed within Attachment J-22 References.
121.	Attachment J-1 3.2.1.4	41	“Notify the Center Awards Officers of employees selected for awards/recognition...” Please confirm that this is only done for Agency Honors and that all other notifications happen in NAAS.	The SP is responsible to notify Center Awards Officers when employees are selected to receive Agency-level and Agency-recognized external awards (when notified by the external award program). Notification of employees selected for Center-level awards is the responsibility of the nominating Center.
122.	Attachment J-1 3.2.1.5	41	Please confirm that Special Request Notices that are not on the yearly schedule are not required anymore?	Employee Notices include scheduled/reoccurring notices, as well as, special request notices. All notices are included in Attachment J-21 Workload Data.
123.	Attachment J-1 3.2.1.5	41	In order to properly price this transactional task, please define the phrase “...which include, but are not limited to” as used herein. Are there requirements that are not listed?	In the final RFP, the phrase “...which include, but are not limited to” will be removed.

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124.	Attachment J-1 3.2.1.6	42	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
125.	Attachment J-1 3.2.1.6	42	Given this is a FUP task, please define how much support is assumed to be required of other NSSC service areas.	This service has been reclassified as LoE vice transactional. Support to other NSSC areas is estimated to be less than 5 times annually.
126.	Attachment J-1 3.2.1.6	42	Development of Info Materials do many internal HR requests including all letter and e-mail templates, presentations, etc. These are not mentioned in the draft PWS. Do you plan on including these activities?	This service has been reclassified as LoE vice transactional. The final RFP will be revised to be more specific.
127.	Attachment J-1 3.2.1.6	42	Consider reclassifying Development of Informational Material as LOE. Outputs for this work include the design and development of websites, desk guides, user's guides, manuals, brochures, etc. The work is high touch requiring frequent interactions with customers to understand and clarify requirements and get feedback on draft outputs and graphics. Outputs are customized to fit the needs of the customer. The time required to deliver a product cannot be estimated in advance and will vary widely with the scope and complexity of the project. Paragraph 3.2.1.6 work is similar in some regards to the work in paragraph 3.2.4.2, HR	This activity is being reclassified as LOE in the final RFP.

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			<p>Training and Website Development and Maintenance, which is classified as LOE.</p>	
128.	Attachment J-1 3.2.2.3	43	<p>Consider reclassifying Development, Deployment and Results Analysis (Support to Surveys and Assessments) for first-time surveys only as LOE. The work is high touch requiring frequent interactions with customers to understand and clarify requirements and get feedback on draft outputs. New surveys can vary widely in complexity and level of effort for analyzing, interpreting and correlating survey responses. The level of effort for development and results analysis for existing surveys is transactional. Other work under this paragraph (maintaining a survey repository, managing an assessment tools library, etc.) is also transactional.</p>	<p>Survey and assessment support is already structured as LOE. 3.2.2.3 is included in the LOE effort for 3.2.2.</p>
129.	Attachment J-1 3.2.3	44	<p>Under Employee Benefits, there is a bullet for Retirement Counseling/Processing, is the SP going to do Retirements counseling? If so, to what degree?</p>	<p>The SP will answer questions related to the retirement estimates they prepare. The benefits team will answer any questions about Benefits (FEHB, FEGLI, TSP, NEBA, FSA, and FLTCI.) Any counseling questions related to retirement will be elevated to the CS.</p>

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130.	Attachment J-1 3.2.3.1	44	Since this is a FUP/transactional task, please define the phrase “but are not limited to” as used herein.	In the final RFP, the phrase “...which include, but are not limited to” will be removed.
131.	Attachment J-1 3.2.3.1	44	Under 3 <sup>rd</sup> bullet under Benefits Counseling and processing it mentions “calculations”. What calculations are to be provided?	SP will provide calculations of actions such as Service Computation Dates and other federal benefit related calculations
132.	Attachment J-1 3.2.3.1	44	Under 5 <sup>th</sup> Bullet, what is summary of benefits for use in litigation? Please confirm that this is the LES?	A summary of benefits would include items such as annuity estimate and/or Leave and Earnings Statement, Federal Employee’s Benefit Statement, Benefit election(s) form(s), Reconsideration documentation, etc.
133.	Attachment J-1 3.2.3.1	44	Under the 6 <sup>th</sup> Bullet, please define what event(s) initiate this action to review the eOPF?	A variety of actions may necessitate eOPF review in various HR areas such as, Estimate request, retirement, deposit/redeposit request, military deposit request, benefit inquiries, SCD inquiry, In-processing, SCD date change, etc.

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134.	Attachment J-1 3.2.3.2	45	Since this is entitled “Retirement Counseling and Processing” please confirm that all retirement counseling will be done by a CS.	Correct. All retirement counseling will be performed by a CS.
135.	Attachment J-1 3.2.3.2	45	There is no mention of Federal Erroneous Retirement Coverage Correction. Act (FERCCA)? Please confirm that this will not be the responsibility of Retirements Team?	FERCCA actions are part of the retirement processing process. The SP will be responsible for preparation of the FERCCA case and the FERCCA counseling will be completed by the CS. FERCCA workload is included in the J-21 Workload Data totals. The final RFP will be revised to be more specific.
136.	Attachment J-1 3.2.3.2	45	This states in part “Subjective retirement counseling will be performed by CS” Will the SP be responsible for any non-subjective counseling? If so, please define what constitutes subjective counseling and what constitutes non-subjective counseling.	The CS will conduct all retirement counseling. The SP will be responsible for responding to routine inquiries and questions but will not do any counseling. The RFP will be revised to clarify this.
137.	Attachment J-1 3.2.3.2	45	Under for retirement packages, the SP shall..., 3 <sup>rd</sup> bullet – Please define what is required to “track”, what tools are used to “track”, and how often and in what form, the SP is required to update people on their applications.	Work is tracked from start to finish using the NSSC’s work management tool and document manager. Communications with the employee are through email and by

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				<p>telephone to confirm when each document is received and as changes are needed. Once all documents are received, an email is sent to the employee to inform them that all forms have been received. Once the retirement package has been processed, a copy of the package is sent to employee/retiree by mail.</p>
138.	Attachment J-1 3.2.3.2	46	Should the last 4 bullets, beginning with “Process returned forms from survivors...” be placed under a separate heading called Survivor Benefits?	No.
139.	Attachment J-1 3.2.3.2	46	Under Bullet that begins, Follow up with required agencies to ensure completion of payout for survivors of NASA deceased employees, please confirm that the CS team will provide completed, signed, scanned packages to the SP?	Yes, CS team will provide completed, signed, scanned packages to the SP.
140.	Attachment J-1 3.2.3.7	48	This states in part “The SP shall provide limited support for unemployment compensation...” Please define what is mean by limited support?	The final RFP will be revised to remove this phrase. The support required is described in PWS section 3.2.3.7.2.
141.	Attachment J-1 3.2.3.7	48-49	Will the SP be expected to counsel on unemployment compensation? Will the SP have to assist in identification of or the handling appeals?	No.

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142.	Attachment J-1 3.2.3.7.1	50	15 <sup>th</sup> Bullet – Respond to Requests for information from the Agency’s Federal Workers’ Compensation Manager” Please define the nature of the requests (content and form).	The content will vary. Estimated workload is included in Attachment J-21.
143.	Attachment J-1 3.2.3.7.1	49	Consider reclassifying Federal Worker’s Compensation (but not Unemployment Compensation) as LOE. WC appears to be mostly high-touch case management work. For worker’s compensation the SP is required to coordinate and interact with employees, supervisors, outside agencies, medical officials, etc. The SP is also involved in returning the employee to duty. Because this activity does not transition to the NSSC until FY 15, reliable data upon which to base a FFP estimate is not available. WC cases vary widely in complexity making it impossible to predict the average number of labor hours required for effective case management. Some employees can be returned to duty (or retired) with little effort; long term disability cases require significantly more effort.	This activity is being reclassified as LOE in the final RFP.
144.	Attachment J-1 3.2.5.2	53	PAP shall: 4 <sup>th</sup> Bullet – “Monitor the various personnel reports...” Since this is a transactional task, please define what reports are to be reviewed.	The reports include the “Potential LWOP/WIGI Weeks Problems Report” and the FPPS Data Validation Report. The final RFP will be revised to clarify this.

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145.	Attachment J-1 3.2.5.2	53	10 <sup>th</sup> Bullet: Support system releases, special projects, and new business activities as required – This requirement is inconsistent with a transactional task and FUP, please confirm that such efforts will be accomplished as part of either a contract modification or under a LOE section of the PWS.	The final RFP will be revised to include support for system releases only.
146.	Attachment J-1 3.2.5.2	53	Should the PAP section include the FPPS data validation process referenced in eOPF 3 <sup>rd</sup> Bullet?	Final RFP will be revised to include validation under PAP.
147.	Attachment J-1 3.2.5.2	53	Should the PAP section include the retroactive correction actions due to errors at other agencies and NASA Centers?	Retroactive corrective actions are personnel actions and are included in the workload totals in Attachment J-21.
148.	Attachment J-1 3.2.5.2	53	We recommend the Government include a statement like: Assist NASA employees with functional questions related to PAP for NEPS/NOPS?	The following will be added to attachment J-1 3.2.5.2.: Assist NASA employees with technical and general questions related to PAP.
149.	Attachment J-1 3.2.7.2	54	Under SES Appointment Certification, there is no mention of continuing to support the SES ECQ write ups through an OPM decision of a Rewrite (additional 14 Calendar Days of work) or through an OPM decision of a Disapproval (additional 60 business days of work). We recommend that this be added.	The following will be added to attachment J-1 3.2.7.2.: Prepare rewrites and resubmissions in cases of QRB re-write requests or disapprovals, within the prescribed timeline.

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150.	Attachment J-1 3.2.7.2	54	We recommend that you add responsibility for working on Resume Development which is a significant portion of the approval decision process.	The following will be added to attachment J-1 3.2.7.2.: Work with the candidate to refine the resume in support of the ECQs for submission to OPM.
151.	Attachment J-1 3.2.11	55	In order to properly price this transactional task, please define the phrase "...which include, but are not limited to" as used herein. Are there requirements that are not listed?	In the final RFP, the phrase "...which include, but are not limited to" will be removed.
152.	Attachment J-1 3.2.11	55	The 1st bullet mentions "prescribed timeframe." What is the prescribed timeframe?	New Entrant notifications are sent on a weekly basis Annual notifications are sent on the dates which the Office of General Counsel requests the notification and reminders to be sent. This may vary, but it is generally in the January timeframe for OGE-450 filers and the April timeframe for OGE-278 filers. See the Service Delivery guide and other references applicable to this service for further

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				information.
153.	Attachment J-1 3.2.11	55	The 4th bullet states “assist with additional filing preparation tasks which may arise due to system limitations.” Since this is a transactional task, please define the “additional filing preparation tasks” so that this can be properly priced.	In the final RFP, this section will be revised for clarity.
154.	Attachment J-1 3.2.11	55	The 5th bullet states “assist with additional tasks requested by the OGC and/or Committee Management Office.” Since this is a transactional task, please define the “additional tasks” so that this can be properly priced.	In the final RFP, this section will be revised for clarity.
155.	Attachment J-1 3.2.11	55	The 8th bullet states “support new business activities as required.” This requirement is inconsistent with a transactional task and FUP. Please confirm that such efforts will be accomplished as part of either a contract modification or under a LOE section of the PWS.	The final RFP will be revised to include support for system releases only.
156.	Attachment J-1 3.2.11	55	The 9th bullet mentions “prescribed timeframe.” What is the prescribed timeframe?	See 3.2.11 in Attachment J-3 Performance Requirements Summary.
157.	Attachment J-1 3.2.11	55	The next section starts with “in addition to utilizing EPTS, the SP shall...” What does that mean? Everything for Financial Disclosure Processing is done within EPTS. The 2nd bullet under this heading states “support OGC/NSSC action items as required.” What does that mean?	In the final RFP, this section will be revised for clarity

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158.	Attachment J-1 3.3	60	<p>This section states in part, “Establish a formal training program consisting of both classroom procurement training courses taught by commercial vendors certified to provide Federal Acquisition Certification in Contracting (FAC-C) training and informal on-the-job training taught by SP subject matter experts and management officials to insure SP procurement personnel maintain a proficient working knowledge of both the procurement laws, regulations, and guidance set forth in Attachment J-22, References and the procurement systems set forth in Attachment J-25, IT Systems and Applications” What is the exact requirement and skillset sought from this training? Will it need to be an annual formal training, or more frequent? Will it be a requirement that a certain number of training classes are held? Will every employee be required to have training and if so, what is the expectation on time frames for the training to occur?</p>	<p>Offerors are required to establish and implement a formal training program that will insure SP procurement personnel maintain a proficient working knowledge of the procurement laws, regulations, and guidance set forth in Attachment J-22, References and the procurement systems set forth in Attachment J-25, IT Systems and Applications”. The design, content, and methodology for implementing that training program are within the discretion of each offeror.</p> <p>The degree to which the offeror’s training program ensures a qualified, multi-skilled workforce capable of cross-utilization and the ability to respond to fluctuating work requirements will be evaluated under Mission Suitability, Subfactor 2, <i>Management Approach</i> and reported to the Source Selection Authority for consideration in the overall source</p>
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				selection.
159.	Attachment J-1 3.3	60	<p>Summary paragraph, “participate in scheduled and ad-hoc meetings with NSSC contracting officers, NASA management officials, NASA program office personnel, internal and external NASA customers, and other contractors and grant recipients. These meetings may take place in person or through the use of available virtual technologies (telecons, ViTS, WebEx)” For pricing purposes, please provide a projection as to the number and/or frequency of scheduled meetings, ad-hoc meetings and what personnel would be expected to participate in those meetings?</p>	<p>The scheduled and ad-hoc meetings referenced in this section of the PWS are conducted to support the day-to-day operations of the NSSC procurement activity. They can be either formal or informal in nature and may be 5 minutes in duration or could last several hours. SP personnel in attendance are those individuals with the knowledge and data to answer the questions of those who scheduled the meeting.</p> <p>An offeror’s pricing of these meetings will be dependent on how its proposed technical approach integrates SP personnel and work processes with those of the Government; promotes open communication between the contractor and Government; and demonstrates a thorough understanding of the importance of the customer</p>

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				experience and over-all customer satisfaction.
160.	Attachment J-1 3.3	61	Summary paragraph, “Generate and distribute routine ad-hoc reports.” For pricing purposes, please provide a projection as to the number, format, and frequency of these requests and?	<p>The routine ad-hoc reports referenced in this section of the PWS are operational in nature and are generally used by the SP to provide status to Government personnel on work being processed by the SP at the NSSC. They may be used to answer questions such as: “How many SBIR invoices still require concurrence from the COR?” or “How many requisitions with expiring funds still need to be obligated?”</p> <p>The number, format, and frequency of these reports will be dependent on the offeror’s proposed approach for processing, tracking, and controlling the work being performed under the contract.</p>
161.	Attachment J-1 3.3.2.1	64	This states in part “The SP shall perform all non-inherently governmental preaward tasks necessary to award grants in support of the overall NASA mission”. Since there are several	The following preaward and postaward procurement tasks are considered inherently

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			<p>statutes that contain definitions for inherently governmental functions, please provide a clarification as to what are considered inherently governmental preaward tasks that will not be performed by the SP.</p>	<p>governmental:</p> <ul style="list-style-type: none"> <li>• Execution or approval of contractual documents</li> <li>• Conduct of negotiations</li> <li>• Approval of vouchers</li> <li>• Final acceptance of deliverables</li> <li>• Technical direction</li> <li>• Establishment of procurement policy</li> <li>• Interpretation of procurement policy, regulations, and statutes</li> </ul>
162.	Attachment J-1 3.3.2.1	65	<p>This section requires “Facilitating the receipt of a complete technical package by contacting the responsible NASA technical organization promptly if any element of the technical package is incorrect or incomplete. In addition to making contact when the package is incorrect or incomplete, will the SP be expected to provide any of the following: Will the SP be expected to coordinate and train the Center personnel on sending in a complete package? Will non-complete packages be returned to the center? What responsibility will the Centers have for submitting a complete package to the NSSC? Will the criteria for the supporting budget information be clearly identified and consistent among all the NSSC Awarding</p>	<p>The SP will be expected to provide Center personnel with unparalleled customer service, which includes answering questions and providing assistance relative to the generation of a complete technical package.</p> <p>Incomplete technical packages will not be returned to the Center. The SP will be expected to work with the Center to obtain any missing documentation and begin processing, to the extent possible, any documentation already</p>

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			<p>Officers that the criteria could be easily understood and followed?          Who will make the determination and review to determine if the Center submitted a complete package?</p>	<p>received.</p> <p>Supporting budget information shall be sufficient to support a determination of cost or price reasonableness in accordance with applicable statues, procurement regulations, and policy. Supporting file documentation must also be sufficient to satisfactorily pass review by the NASA OIG or another oversight activity.</p> <p>All supporting file documentation must be tailorable to the individual procurement action. The amount and complexity of supporting file documentation is dependent on the commodity or service being procured, dollar value, and type of contractual or financial instrument contemplated. An offeror’s technical approach that provides for a “one size fits all” or “mechanical” approach for generating supporting file documentation that doesn’t allow or provide for, the</p>
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				<p>exercise of individual judgment or the expertise and experience of the procurement specialist preparing the supporting file documentation, demonstrates a fundamental lack of understanding of procurement action processing in the Federal workplace.</p> <p>The Contracting Officer will determine whether a complete technical package has been submitted by a Center.</p>
163.	Attachment J-1 3.3.2.1	65	<p>This section requires “Reviewing and analyzing proposals and supporting preaward file documentation to insure all required documentation for award has been received, meets all procurement laws, regulations, and guidance set forth Attachment J-22, References, and the proposed budget is reasonable, allocable, and necessary to perform the stated objectives of the grant. What level of review and analysis will be required? Will the review and analysis vary among the dollar thresholds of the various instruments? Will the criteria for review and analysis be clearly defined and consistent among the awarding officers at the NSSC? With the final determination of</p>	<p>The SP will be responsible for reviewing and analyzing proposals and supporting preaward file documentation to insure all required documentation for award has been received, meets all procurement laws, regulations, and guidance set forth Attachment J-22, <i>References</i>, and the proposed budget is reasonable, allocable, and necessary to perform the stated</p>

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			<p>Cost reasonableness being an inherently governmental function, what specific role would the SP perform in the process for determining cost reasonableness, allocable and allowable?</p>	<p>objectives of the grant.</p> <p>Supporting budget information shall be sufficient to support a determination of cost or price reasonableness in accordance with applicable statues, procurement regulations, and policy. Supporting file documentation must also be sufficient to satisfactorily pass review by the NASA OIG or another oversight activity.</p> <p>All supporting file documentation must be tailorable to the individual procurement action. The amount and complexity of supporting file documentation is dependent on the commodity or service being procured, dollar value, and type of contractual or financial instrument contemplated. An offeror's technical approach that contemplates a "one size fits all" or "mechanical" approach for generating supporting file documentation that doesn't allow or</p>
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				<p>provide for, the exercise of individual judgment or the expertise and experience of the procurement specialist preparing the supporting file documentation, demonstrates a fundamental lack of understanding of procurement action processing in the Federal workplace.</p> <p>While the final determination of cost reasonableness is an inherently governmental function, the preparation of the analyses and supporting documentation to make such a determination, is not.</p>
164.	Attachment J-1 3.3.2.1	65	This section requires “The SP shall insure all necessary concurrences and approvals from responsible NASA program, resource, property, and legal offices have been obtained and included in the file” Please clarify who is actually responsible for obtaining the necessary concurrences.	The SP is responsible for obtaining all necessary concurrences and approvals from responsible NASA program, resource, property, and legal offices and insuring that they have been included in the file.

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165.	Attachment J-1 3.3.2.1	65	This section requires “Preparing all award documents to include but not limited to: award document, delegation forms, cover letters, and distribution materials, using the systems set forth in Attachment J-25, IT Systems and Applications’ . Since this is a transactional task, please define what is meant by “but not limited to”. Will there be additional award documents and what will be the mechanism for determining the impact to work processes for adding additional award documents?	The term “but not limited to” is being used to illustrate the types of award documentation that will be most commonly prepared by the SP. This list is not all encompassing and the SP will be responsible for preparing all award documents necessary to award and administer financial and contractual instruments that are the responsibility of the NSSC.
166.	Attachment J-1 3.3.2.1	65	This section requires “Providing the completed preaward file, award documents, and distribution correspondence to the NSSC grant officer for review and execution. The SP shall make any revisions to these documents requested by the NSSC grant officer and resubmit the revised documents for review and execution” What would constitute the basis of a request for revision by the GO? Would the revision be based on failure to follow a defined criteria and formalized process? What will be the mechanism for capturing such requests and documenting the reason for revising the documents?	The SP will be required to revise documents that do not (1) adequately support or justify the procurement action being processed, (2) comply with applicable statutes, procurement regulations, or policies, (3) follow prescribed format or templates, and (4) are incomplete or contain grammatical, formatting, spelling, or other quality errors.  The mechanism for capturing such requests and documenting the reason for revising a specific document is dependent on the

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				<p>offeror's proposed approach for processing, tracking, and controlling work being performed under the contract.</p> <p>Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i>, of the RFP.</p>
167.	Attachment J-1 3.3.2.1	65	<p>This section requires the "Tracking and reporting on all in house purchase requisitions and corresponding technical requirement packages to be processed including separate tracking and reporting on aging packages" Will the reporting be made a formal DRD or, if not, what is the expected form, frequency, level of detail and time frame for providing this information?</p>	<p>This is a routine ad-hoc report that is operational in nature and is used by the SP to provide status to Government personnel on work being processed by the SP at the NSSC. It is not a formal DRD.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the offeror's proposed approach for processing, tracking, and controlling the work being performed under the contract.</p>
168.	Attachment J-1 3.3.2.2	65	<p>This section requires that "The SP shall perform all non-inherently governmental postaward tasks necessary to administer grants, in support of the overall NASA mission." Since there are several</p>	<p>See the response to Question No. 159.</p>

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			<p>statutes that contain definitions for inherently governmental functions, please provide a clarification as to what are considered inherently governmental post-award tasks that will not be performed by the SP.</p>	
169.	Attachment J-1 3.3.2.2	65	<p>This section requires that “When funding issues arise, the SP shall communicate with responsible NASA Headquarters and Center resource staffs and technical officers in order to identify options and recommendations for consideration by the NSSC Grant officer” Please provide clarification as to whether the SP would coordinate directly with the center in lieu of the NSSC GO/CO first.</p>	<p>The answer to this question is dependent on the individual situation.</p> <p>Depending on the individual situation, the communication may be initiated directly by the SP, after consultation with the Contracting Officer, or jointly with the Contracting Officer.</p>
170.	Attachment J-1 3.3.2.2	66	<p>This section requires that “The SP shall insure all necessary concurrences and approvals from responsible NASA program, resource, property, and legal offices have been obtained and included in the file;” Please clarify who is responsible for obtaining the necessary concurrences.</p>	<p>See the response to Question No. 162.</p>
171.	Attachment J-1 3.3.2.2	66	<p>This section requires “Reviewing and analyzing proposals and supporting file documentation to insure all required documentation for the grant supplement has been received, meets all procurement laws, regulations, and guidance set forth Attachment J-22, References, and the proposed budget is reasonable, allowable, allocable, and necessary to perform the stated objectives of the grant”          What level of review and analysis</p>	<p>See the response to Question No. 161.</p>

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			<p>will be required on the supplements? How will the supplement analysis differ from the Grant Award Analysis? Will the review and analysis vary among the dollar thresholds of the various supplements? Will the criteria for review and analysis be clearly defined and consistent among the awarding officers at the NSSC? With the final determination of Cost reasonableness being an inherently governmental function, what specific role would the SP perform in the process for determining cost reasonableness, allocable and allowable?</p>	
172.	Attachment J-1 3.3.2.2	66	<p>This section requires the “Monitoring and reporting submittal of indirect rate proposals to ONR and/or NASA.” What are the criteria for monitoring and what is the frequency and level of detail for reporting?</p>	<p>The SP will be responsible for (1) tracking ONR acceptance of delegations to perform reviews of indirect rate proposals; (2) status of ONR’s review of indirect rate proposals delegated to them; (3) receipt by the NSSC of final rate agreements issued by ONR; and (4) the distribution of those agreements to the responsible Contracting Officer and supporting files.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the</p>

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				<p>offeror's proposed approach for processing, tracking, and controlling work being performed under the contract.</p> <p>The PWS will be revised to further clarify this requirement.</p>
173.	Attachment J-1 3.3.2.2	66	<p>This section requires "Preparing all award documents to include but not limited to: award document, delegation forms, cover letters, and distribution materials, using the systems set forth in Attachment J-25, IT Systems and Applications" Since this is a transactional task, please define what is meant by "but not limited to". In what instances will there be additional award documents and what will be the mechanism for determining the impact to work processes for adding additional award documents?</p>	<p>See the response to Question No. 163.</p>
174.	Attachment J-1 3.3.2.2	66	<p>This section requires "Monitoring and reporting Department of Health and Human Services (DHHS) Payment Management System to identify grant recipients with zero drawdown amounts. The SP shall coordinate with grant recipients and technical officers as needed to assess whether satisfactory progress is being made and take appropriate corrective action if necessary" Please provide clarification as to what would constitute "satisfactory progress. Will the corrective</p>	<p>The SP will be responsible for (1) providing a quarterly list of grant recipients with zero drawdown amounts to the Contracting Officer, (2) requesting from each grant recipient on the list and the responsible NASA technical officer, the rationale for having a zero drawdown amount and its impact on overall</p>

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			<p>actions that the SP will be authorized to perform be clearly defined?</p>	<p>performance, (3) correlating and providing those responses to the Contracting Officer for a determination of any required corrective action, and (4) implementing the corrective action deemed appropriate by the Contracting Officer.</p> <p>The PWS will be revised to further clarify this requirement.</p>
175.	Attachment J-1 3.3.2.2	66	<p>This section requires “Monitoring and reporting on high risk recipients in accordance with all procurement laws, regulations, and guidance set forth in Attachment J-22, References, to include maintaining an electronic record containing the risk assessment (low risk, non-low risk, high risk) of all recipients receiving grants awarded at the NSSC” Please provide clarification on the specific type of monitoring the SP should perform, and the form, frequency, and level of detail the reporting should contain.</p>	<p>The Federal Audit Clearinghouse operates on behalf of the Office of Management and Budget (OMB). Its primary purposes are to: (1) distribute single audit reporting packages to federal agencies; (2) support OMB oversight and assessment of Federal award audit requirements; (3) maintain a public database of completed audits; and (4) help auditors and auditees minimize the reporting burden of complying with Circular A-133 audit requirements.</p> <p>URL:  <a href="https://harvester.census.gov/facweb/Default.as">https://harvester.census.gov/facweb/Default.as</a></p>

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				<p><a href="#">px</a></p> <p>The SP is responsible for monitoring the Federal Audit Clearinghouse and providing a list of NASA grant recipients that are considered high risk by the cognizant audit activity to the Contracting Officer.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the offeror's proposed approach for processing, tracking, and controlling the work being performed under the contract.</p> <p>The PWS will be revised to further clarify this requirement.</p>
176.	Attachment J-1 3.3.2.2	66	This section requires "Conducting risk assessments to include consideration of A-133 risk assessments obtained from the A-133 Audit Status website, unresolved A-133 findings sent to NSSC from the NASA Office of Inspector General, and other factors such as history of poor performance and/or noncompliance with grant requirements as determined by NSSC." Please provide clarification as to the other factors	On December 26, 2013, OMB issued final guidance entitled " <i>Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards</i> ". This guidance supersedes and streamlines requirements from OMB Circulars A-21, A-87, A-110, and A-

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			<p>that should be taken into account; the criteria to consider for noncompliance and/or poor performance. Would the evaluation of poor performance be inclusive of input from the Technical Monitors and what would be the process for obtaining such input? What would be the criteria for determining the recipients risk level and what would be the frequency for the evaluation of the risk level for each awardee? How would the SP gain access to the Audit Reports?</p>	<p>122 (which have been placed in OMB guidances); Circulars A-89, A-102, and A-133; and the guidance in Circular A-50 on Single Audit Act follow-up.</p> <p>The SP will be responsible for complying with §200.205, <i>Federal awarding agency review of risk posed by applicants</i> of the OMB guidance when conducting risk assessments under this section of the PWS.</p> <p>The PWS will be revised to further clarify this requirement.</p>
177.	Attachment J-1 3.3.2.2	66	<p>This section requires “Monitoring and reporting Standard Form 425 submission. Please provide clarification as to the criteria for monitoring and the form, frequency, and level of detail for reporting.</p>	<p>See the response to Question No. 176.</p>
178.	Attachment J-1 3.3.2.2	66-67	<p>This section requires the “Monitoring and reporting the receipt of all required deliverables and government approvals specified in each grant being administered at the NSSC” Please clarify as to the level of monitoring and the form, frequency, and level of detail for reporting. Also please clarify as to the expectation of the number of</p>	<p>As part of grant administration, the SP is responsible for ensuring all deliverables required under the provisions and special conditions of the grant are received on time and accepted by the</p>

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			<p>contacts the SP is to make with delinquent firms and the expectation for notifying the GO.</p>	<p>Government.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the offeror's proposed approach for processing, tracking, and controlling the work being performed under the contract.</p> <p>Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i>, of the RFP.</p>
179.	Attachment J-1 3.3.2.2	67	<p>This section requires "Verifying and reporting that all sub-grant awards and executive compensation data required to be entered into the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) by grant recipients has been entered into FSRS" Please provide clarification as to the verification process and the form, frequency, and level of detail that the reporting should entail.</p>	<p>Prime Grant Recipients awarded a new Federal grant greater than or equal to \$25,000 as of October 1, 2010 are subject to FFATA sub-award reporting requirements as outlined in the Office of Management and Budgets guidance issued August 27, 2010. The prime awardee is required to file a FFATA sub-award report by the end of the month following the month in which the prime recipient awards any sub-grant greater than or equal to</p>

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				<p>\$25,000.</p> <p>The SP is responsible for verifying and reporting that all sub-grant awards and executive compensation data required to be entered into FSRs by NASA grant recipients has been entered.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the offeror’s proposed approach for processing, tracking, and controlling the work being performed under the contract.</p> <p>Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i>, of the RFP.</p>
180.	Attachment J-1 3.3.2.2	67	This section requires the “Transferring the files of all physically complete grants to the on-site NASA Contract Closeout contractor for closeout and updating the systems set forth in Attachment J-25, IT Systems and Applications to reflect the transfer of those files” Please provide clarification to the definition of physically complete files and the	Guidance for the closeout of grants and cooperative agreements is set forth at 2 CFR §200.343, <i>Closeout</i> ; 2 CFR §200.344, <i>Post-closeout adjustments and continuing responsibilities</i> ; and 2 CFR §200.345, <i>Collection of amounts</i>

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			<p>delineation of responsibilities between the SP and the Close Out Contractor. Also, please provide clarification as to whether the files are hard copy and/or electronic and the process variances associated with close out.</p>	<p><i>due</i> as supplemented by NASA in Grant Information Circular 14-01, <i>Guidance for the Closeout of Grants and Cooperative agreements</i>, dated April 15, 2014.</p> <p>The third party closeout contractor is responsible for administratively closing the contract, once the physically complete contract file has been transferred to them by the SP.</p> <p>Files to be transferred to the third party closeout contractor will be in both hard copy and electronic formats.</p>
181.	Attachment J-1 3.3.2.2	67	<p>This section requires “Monitoring, processing and reporting on Grant Invoices” Please provide clarification as to the level of monitoring; what would constitute the SP’s role in processing Grant Invoices and the level and frequency of reporting.</p>	<p>The SP is responsible for reviewing invoices to ensure that they comply with the provisions and special conditions of the grant, sufficient funding is available, all concurrences and approvals have been received, and payment has been disbursed.</p> <p>The frequency, level of detail and time frame for providing this information will be dependent on the offeror’s proposed</p>

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				<p>approach for processing, tracking, and controlling the work being performed under the contract.</p> <p>Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i>, of the RFP.</p>
182.	Attachment J-1 3.3.2.2	67	<p>This section requires “Supporting A-133 audit finding resolutions” For pricing purposes, what is the expected number of Audit Findings the SP would be required to support.</p>	<p>See Attachment J-21, <i>Workload Data</i>.</p>
183.	Attachment J-1 3.3.3	67/68	<p>This section defines three phases. Under Phase I, please provide clarification as to the various types of Phase I awards processed at the NSSC. Under Phase II, please provide clarifications as to the various types of Phase II awards processed at the NSSC, and under Phase III, please provide clarifications as to the various types of Phase III awards to be processed at the NSSC.</p>	<p>The SP will be responsible for processing any type of Phase I, II, or III SBIR/STTR contract authorized by statute or regulation and approved for use at NASA by the NASA SBIR/STTR Program Management Office, including both fixed-price and cost-reimbursement contracts.</p> <p>Additional information on the SBIR program can be obtained at the following URLs:  <a href="http://www.sbir.gov">www.sbir.gov</a> and  <a href="http://sbir.gsfc.nasa.gov">http://sbir.gsfc.nasa.gov</a></p> <p>The NASA</p>

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				<p>SBIR/STTR Program currently has in place two initiatives for supporting its small business partners past the basic Phase I and Phase II elements of the program that emphasize opportunities for commercialization. Specifically, the NASA SBIR/STTR Program has the Phase II Enhancement (Phase II-E) and Phase II eXpanded (Phase II-X) contract options. More information on these initiatives can be found at:  <a href="http://sbir.gsfc.nasa.gov/content/post-phase-ii-initiatives">http://sbir.gsfc.nasa.gov/content/post-phase-ii-initiatives</a></p> <p>The PWS will be revised to further clarify this requirement.</p>
184.	Attachment J-1 3.3.3.1	68	<p>This section states “The SP shall perform all non-inherently governmental preaward tasks necessary to award SBIR and STTR contracts in support of the overall NASA mission.” Since there are several statutes that contain definitions for inherently governmental functions, please provide a clarification as to what are considered inherently governmental post-award tasks that will not be performed by the</p>	<p>See the response to Question No. 159.</p>

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			SP.	
185.	Attachment J-1 3.3.3.1	68	This section requires “Facilitating the receipt of complete technical packages by contacting the responsible NASA technical organization promptly if any element of the technical package is incorrect or incomplete” In addition to making contact when the package is incorrect or incomplete, will the SP be expected to provide any of the following: Will the SP be expected to coordinate and train the Center personnel on sending in a complete package? Will non-complete packages be returned to the center? What responsibility will the Centers have for submitting a complete package to the NSSC? Will the criteria for the supporting budget information be clearly identified and consistent among all the NSSC Awarding Officers that the criteria could be easily understood and followed? Who will make the determination and review to determine if the Center submitted a complete package?	See the response to Question No. 160.
186.	Attachment J-1 3.3.3.1	68	This section requires “Preparing all preaward file documentation necessary to support the award of the contract. The SP shall insure all necessary concurrences and approvals from responsible NASA program, resource, property, and legal offices have been obtained	See the response to Question No. 162.

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			and included in the file” Please clarify who is actually responsible for obtaining the necessary concurrences.	
187.	Attachment J-1 3.3.3.1	68	This section requires “Preparing all award documents to include but not limited to: award document, delegation forms, cover letters, distribution materials, and correspondence using the systems set forth in Attachment J-25, IT Systems and Applications” Since this is a transactional task, please define what is meant by “but not limited to”. Will there be additional award documents and what will be the mechanism for determining the impact to work processes for adding additional award documents?	See the response to Question No. 163.
188.	Attachment J-1 3.3.3.1	68/69	This section requires “Providing the completed preaward file, award documents, and distribution correspondence to the NSSC contracting officer for review and execution. The SP shall make any revisions to these documents requested by the NSSC contracting officer and resubmit the revised documents for review and execution”... What would constitute the basis of a request for revision by the contracting officer? Would the revision be based on failure to follow a defined criteria and formalized process? What will be the mechanism for capturing such requests and documenting the reason for revising the documents?	See the response to Question No. 164.

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189.	Attachment J-1 3.3.3.1	69	This requires “Supporting the SBIR PMO in prep of the annual SBIR/STTR solicitation”. Since this is part of a PWS defined as a transactional task, please provide clarification as to the level of support that will be anticipated.	It is estimated that approximately 40 hours of support will be required annually to review the draft SBIR/STTR solicitation and provide comments to the SBIR/STTR PMO prior to the issuance of the final solicitation to industry.
190.	Attachment J-1 3.3.3.2	69	This section states that “The SP shall perform all non-inherently governmental postaward tasks necessary to administer SBIR and STTR contracts in support of the overall NASA mission” Since there are several statutes that contain definitions for inherently governmental functions, please provide a clarification as to what are considered inherently governmental post-award tasks that will not be performed by the SP.	See the response to Question No. 159.
191.	Attachment J-1 3.3.3.2	69	This section requires the “Reviewing and analyzing proposals and supporting file documentation to insure all required documentation for the contract modification has been received, meets all procurement laws, regulations, and guidance set forth Attachment J-22, References, and the proposed costs are reasonable, allowable, allocable, and necessary to perform the stated objectives of the contract” What level of review and analysis will be required on the	See the response to Question No. 161.

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			<p>supplements? How will the supplement analysis differ from the Grant Award Analysis? Will the review and analysis vary among the dollar thresholds of the various supplements? Will the criteria for review and analysis be clearly defined and consistent among the awarding officers at the NSSC? With the final determination of Cost reasonableness being an inherently governmental function, what specific role would the SP perform in the process for determining cost reasonableness, allocable and allowable?</p>	
192.	Attachment J-1 3.3.3.2	69	<p>This section requires “Preparing all necessary unilateral and bilateral changes to the contract to include but not limited to: key personnel changes, schedule revisions, property changes, change orders, extensions, termination and cancellation actions, stop work orders, revisions to existing clauses, and incorporation of new clauses as necessary in accordance with all procurement laws, regulations, and guidance set forth Attachment J-22, References”</p> <p>Since this is a transactional task, please define what is meant by “but not limited to”. Please provide clarification as to the process for initiating the modifications and what concurrence is required prior to preparing the modifications. Also Please clarify who is actually</p>	<p>Requests for changes to a contract can be initiated by the Contracting Officer, COR, contractor, responsible program management office, or another Government Agency. They can be initiated by purchase requisition, letter, memorandum, or Government form depending on the type of contract change being requested.</p> <p>The SP is responsible for obtaining all necessary concurrences and approvals from responsible NASA program, resource, property, and legal offices and insuring</p>

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			responsible for obtaining the necessary concurrences.	that they have been included in the file.  Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i> , of the RFP.
193.	Attachment J-1 3.3.3.2	69	This section requires the “Monitoring receipt of invoices for payment, reviewing all required invoice documentation to insure compliance with the terms and conditions of the contract, obtaining necessary concurrences from the COR or SBIR Program Office personnel when necessary, and preparing the invoice file for the NSSC contracting officer’s review and approval”. Please provide clarification as to the process for obtaining such approvals and the process for handing off the non-compliant responses from the PMO office and/or the CORs.	Current procurement processes are documented in the reference documents provided in Section 3.3 of Attachment J-22, <i>References</i> , of the RFP.
194.	Attachment J-1 3.3.3.2	70	This section requires “Supporting virtual site visits by gathering pertinent preaward data necessary to conduct virtual site visits” Please provide clarification as to the number of virtual site visits anticipated and the time frame to perform the site visits.	Virtual site visits are required for any contractor receiving its first NASA Phase II SBIR contract. In FY12, 21 virtual site visits were conducted by the NSSC and in FY13, 24 were conducted.  Virtual site visits need to be conducted within 12 months from the

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				date of award of the Phase II SBIR contract.
195.	Attachment J-1 3.3.3.2	70	This section requires “Verifying that all subcontract awards and executive compensation data required to be entered into the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) by SBIR and STTR recipients has been entered into FSRS” Please provide clarification as to the verification process and the form, frequency, and level of detail that the reporting should entail.	See the response to Question No. 177.
196.	Attachment J-1 3.3.3.2	70	This section requires “Supporting internal and external audits by cognizant auditing activities, along with criminal or administrative cases initiated by the NASA Office of Inspector General” For pricing purposes, please provide the level of support anticipated and the estimated number of audits anticipated.	See Attachment J-21, <i>Workload Data</i> . Offerors can also review NASA OIG reports at: <a href="http://oig.nasa.gov">http://oig.nasa.gov</a> and GAO reports at: <a href="http://www.gao.gov">http://www.gao.gov</a> .
197.	Attachment J-1 3.3.3.2	70	This section requires the “Transferring the files of all physically complete contracts to the on-site NASA Contract Closeout contractor for closeout and updating the systems set forth in Attachment J-25, IT Systems and Applications to reflect the transfer of those files” Please provide clarification as to the definition of what is a “physically complete” file. Please provide a delineation of the closeout responsibilities between the SP	See the response to Question No. 178 and FAR 4.804, <i>Closeout of contract files</i> .

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			and the third party Close Out Contractor. Lastly, please provide clarification as to whether the files are hard copy and/or electronic.	
198.	Attachment J-1 3.4	General	Could you please tell me if there will be a FEDRAMP requirement for the NSSC re-compete?	Any service moved to the cloud must, at a minimum, be FEDRAMP certified.
199.	Attachment J-1 3.4.2	77	Does The NSSC Currently Own, Utilize A COTS GRC Management Suite?	No; however, IT project risks are managed in ServiceNow Project Portfolio Management. Reference the work instructions spreadsheet in the document eLibrary for NSSWI-1280-0115, IT License Management Plan for a NSSC software license list.
200.	Attachment J-1 3.4.2.3	78	Does The NSSC Currently Own, Utilize A COTS Portfolio Management Suite? Is The CPIC Process Automated?	a) No; ServiceNow Project Portfolio Management only contains current and past IT projects, it does not contain a list of NSSC systems or track the data required in DRD 3.4-5, NSSC IT Investment Portfolio Management. b) No
201.	Attachment J-1 3.4.2.4	78	Does The NSSC Currently Own, Utilize A COTS EA Management Suite? Service/Software Repository?	The NSSC does not have a COTs EA Management Suite. I3P Services are maintained in the locally developed Enterprise Service

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				Desk Service Definition Repository (SDR). NSSC software inventory is maintained in ServiceNow.
202.	Attachment J-1 3.4.2.6	79	Does The NSSC Currently Own, Utilize A COTS Application Lifecycle Management Suite? (Requirements Through Design, Development, Test And Deployment?	Yes; Team Foundation Server 2010 and Serena Dimensions. ESD requirements are managed with the Cradle ICE (3SL) NASA enterprise application.
203.	Attachment J-1 3.4.2.7	79	Does The NSSC Currently Own, Utilize A COTS Configuration Management Suite?	Yes; Team Foundation Server 2010 and Serena Dimensions.
204.	Attachment J-1 3.4.2.7	79	Does The NSSC Currently Own, Utilize A COTS Quality Assurance, Test Planning And Automation Suite?	No
205.	Attachment J-1 3.5.2	90	Please confirm that additional scanning projects that contain input formats significantly different from current formats (Film, Fiche, onion skin, D-, E-size drawings, etc.) will be addressed as an LOE service?	New projects will be handled through the issuance of a task order, most likely on a LoE basis. If documents of different formats arrive as part of normal NSSC business, they are not new projects, but work captured in the workload data of Attachment J-21.

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206.	Attachment J-1 3.5.2	90	Will the SP "manage" off-site storage with Stennis or "utilize" the off-site storage facility?	The SP will utilize the SSC storage facility.
207.	Attachment J-1 3.5.2	90	What percentage of the transaction requests received by the NSSC (by type) is currently transmitted electronically (digital forms vs image) vice paper? What percentage of the mailroom processes are automated today, and how?	~85% is electronic and automated (with quality check) and 15% is paper or electronic that requires manual scanning/uploading/data entry.
208.	Attachment J-1 3.6	92	Will these projects be addressed as a LOE services? This PWS paragraph is missing from the CLIN listing in Attachment J-14.	It is anticipated that orders issued under 3.6 would be LoE, but they could be transactional if sufficient information is available.
209.	Attachment J-1 3.6	92	Please advise as to the anticipated/known Agency or Federal IT initiatives planned for implementation over the next five years.	We are not aware of any current Agency or Federal IT initiatives.
210.	Attachment J-1 3.8.3	94	This states in part, "The ESD shall maintain a history of all requests from customers for assistance, including resolution". Please confirm that, in the event that the resolution is accomplished by an I3P Service Provider, the resolution information will be limited to information provided by the I3P.	Correct. However, the resolution information will also include the customer response to the ESD-generated satisfaction survey.
211.	Attachment J-1 3.8.3.1	94	Will the SP be responsible for the design and layout of the ESRS?	The SP will assume responsibility from the incumbent for the existing ESRS. Changes to design and layout will be governed by NASA using the

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				NSSC's project management process. The SP will be responsible for working any design and layout tasks associated with these changes, with final approval coming from NASA.
212.	Attachment J-1 3.8.3.1	94	Will the SP be responsible for managing the NSSC's CIs?	Yes, and 3.8.3.1 will be revised for clarity. CI is also addressed in section 3.4.
213.	Attachment J-2, DRD 2.5-3	16	Will a specific reporting template be required in generating the pdf?	DRD 2.5-3 will be revised in the final RFP to reflect that a format/template will be agreed to between the Government and the contractor following award.
214.	Attachment J-2, DRD 2.7-1 and Attachment J-8	18	This DRD states that "A draft IT Security Management Plan, consistent with the applicable references, will be required with the proposal". There appears to be no such requirement currently contained in Section L.	DRD 2.7-1 will be corrected in the final RFP to reflect that a Draft IT Security Management Plan IS NOT required with the proposal.
215.	Attachment J-3 and J-4	NA	Service Level Indicator Vs Performance Standard.  Please Clarify How And Why NSSC Distinguishes Between The Two (Given They Are Both	SLIs are contained in the annual Service Level Agreement between the NSSC and its customers.

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			Measured and Reported).	Performance measures are not part of the SLA.
216.	Attachment J-4 Appendix A	NA	The award term option criteria here together with information on contract terms in paragraph F-2, Section F, Deliveries or Performance, is interpreted to mean that NASA must extend the contract for all three Option Years before Award Term Option one begins. Although a decision could be made to grant Award Term Option 1 on 11/30/18 (based on performance during the base period and Option Year 1), execution is contingent on the Government extending the term of the contract for Option Years 2 and 3. Is this interpretation correct?	Yes.
217.	Attachment J-9	NA	Please confirm that a safety and health plan is not required as part of the proposal.	A safety and Health Plan is not required with the proposal.
218.	Attachment J-10	NA	Please confirm that a quality control plan is not required as part of the proposal.	A Quality Control Plan is not required with the proposal.
219.	Attachment J-12	NA	What is the trade between a bachelors or associates degree under education and years of experience?	In the final RFP, the requirement for an Associate's Degree for Financial Specialists 3 and 4 will be removed and replaced with high school.

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220.	Attachment J-12	NA	Some of the DOL categories quoted (e.g. Accounting clerk IV) are not found on the DOL wage determinations provided J.5	In the final RFP, Attachments J-12, J-18, J-28 and RFP Section I.8 will be revised to reflect the SCA Directory of Occupations (Fifth Edition). DoL had its Wage and Hour website linked to the Fourth Edition which had incorrect labor categories and government equivalents.
221.	Attachment J-12	NA	To avoid a bait and switch scenario, we suggest you request all bidders provide the cross mapping of these labor categories to their internal labor categories and provide supporting evidence of the rates (direct and indirect) proposed (e.g. Forward Pricing Rate Agreement, Forward Pricing Rate Recommendation, or Forward Pricing Rate Proposal)	In the final RFP, Attachment J-18 will be revised to include mapping between an Offeror's current labor categories and the NSSC labor categories. Reasonableness of proposed labor rates will be evaluated in accordance with RFP section M.4 (D). Supporting documentation for rates is requested in RFP section L.22 (b).
222.	Attachment J-12	NA	Given that the financial and HR specialist positions (depending on band level) only require high school diploma or associates degrees, would the Government	No. Government GS specialists in these areas are considered "Professional" and they

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			consider making those positions non-exempt?	do not have degree requirements.
223.	Attachment J-14	NA	The following PWS paragraphs appear to be missing from the CLIN file: 3.4.3.3 3.4.10.4 3.6 3.7 Was this intentional and these paragraphs are not to be priced at this time?	In the final RFP, 3.4.3.3 will be realigned into 3.4.3.1 and 3.4.3.2. 3.4.10.4 will be removed from the PWS. 3.6 and 3.7 are for new requirements issued via task orders (B.5 (f)).
224.	Attachment J-14	NA	There is no provision on the LOE services tabs for the ordering of ODC elements (reference Section B.8).	This will be corrected in the final RFP.
225.	Attachment J-21	NA	Given there is no workload data to be assumed for PWS 2.20 to 2.25, please confirm that nothing is to be bid at this time.	Nothing is to be proposed at this time for these PWS elements.
226.	Attachment J-21	All Sheets	Presumably rework not attributable to SP error is included in the utilization for RFP workload and rework due to SP error is not. Please confirm.	No specific service(s) was cited so the answer is broad. Some of the transactional service numbers include rework and others do not. Rework is considered statistically insignificant as far as the utilization bands are concerned.

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227.	Attachment J-21	IT Sheet Rows 2-11	Recommend you delete these rows. Paragraph 3.4.2 of the PWS appears to be a general lead-in paragraph. Activities and performance requirements are listed in the subparagraphs.	PWS 3.4 is LoE and the Government believes this information may be valuable to offerors even though much of it is captured at a lower level.
228.	Attachment J-21	IT Sheet Rows 12-44	The LOE versus TR designator for WBS 3.4.2.2 to 3.4.2.11 is missing.	The final RFP will correct this.
229.	Attachment J-25	NA	Would The NSSC Please Incorporate A Column That Indicates The Current Release Level Of Each Of The COTS Products Currently Employed In Support Of Each Functional Area? Please Include A List Of All Modules Owned, and the Customizations And Extensions Incorporated For The SAP And PRISM ERP Packages. What is the current release strategy for application patches, enhancements? Who is responsible for the workforce prep, training for each release – EAST Contractor or NSSC?	In the final RFP, the Government will add as much information as possible to Attachment J-25 on COTS releases. The NEACC (EAST) is responsible for all SAP, PRISM, Fedtraveler, Concur Travel, WebTads and other Agency business applications. The NSSC is only peripherally involved in those releases.
230.	Attachment J-25	Row 131	Will the automated call distribution software (ACD) be provided as COTS or will the service provider be expected to develop the software?	Existing ACD software will be provided to the Service Provider by the Government.
231.	Attachment J-28	NA	In order to ensure consistency, we highly recommend that the Government consider linking the DOL labor rate tabs to the LOE	The Government will ensure consistency between those two sections of Attachment

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			labor rates.	J-28.
232.	Attachment J-28	NA	There is a “travel clerk 4” on the phase in tab. This is shown as reserved on the LOE labor rate tab and not included in Attachment J-12	The final RFP will remove the Travel Clerk 4 from the Phase-in tab.
233.	Attachment J.28	NA	<p>What is the basis for the ODC amounts preloaded in some of the transactional service CLINs?</p> <p>Is NASA expecting the contractors to commit to a total transaction price for a given service regardless of the fact that a portion of that price was stipulated by the Government versus estimated by the contractor? Essentially the contractor is now being held responsible for figures estimated by NASA and the accuracy thereof. This seems inconsistent with the requirements of paragraph B.8.</p> <p>Has the Government considered the use of a single ODC CLIN with all ODCs being cost-reimbursable?</p>	ODCs are based on historical actual expenditures for travel, material, secondary subcontracts (like Drug Testing), software renewals, etc. In the final RFP, ODCs for transactional services will be removed from the price per transaction sum and will be handled as separate reimbursable line(s). The price per transaction will be labor and indirects divided by transactions.
234.	Attachment J.28, Tab 3.1.12	NA	In band 3 (400 and above) the transactions to be assumed is only 375.	Band 3 of J-28 Tab 3.1.12 will be corrected to change the number of transactions from 375 to 450.
235.	Attachment J.28, Tab 3.2.1.1	NA	In band 3 (3000 and above) the transactions to be assumed is only 2500.	Band 3 of J-28 Tab 3.2.1.1 will be corrected to change the

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				number of transactions from 2,500 to 3,500.
236.	Attachment J-28, Tab 3.2.1.2	NA	Band 2 transactions for employee inquiries are shown as 869; however, this is inconsistent with the figure of 817 shown in J-21, Section 3.2.1.2. Please clarify.	Band 2 of J-28 Tab 3.2.1.2 will be corrected to change the number of transactions from 869 to 817.
237.	Attachment J.28, Tab 3.2.3.7	NA	In band 3 (150 and above) the transactions to be assumed is only 110.	This is no longer a transactional rate service. It has been moved to LoE.
238.	Attachment J-28 (also see section I.6 and L.20 as related to small business subcontracting plans)	NA	<p>There is nothing in this file which identifies which effort by PWS in the form of LOE hours or hours that form the basis for a transactional price will be performed by a prime bidder's subcontractors.</p> <p>We would think that the Government would be very interested in requiring such information be provided as part of J-28 in order to properly understand:</p> <p>(1) Which subcontractors, to include small business subcontractors are in the prime's bidders PRICED plan to perform what portions of the work scope in order to properly assess performance risk. For example, a bidder could hide the fact that they intend to subcontract most of the work to temporary agencies which, due to the</p>	Most of this is captured under L.20(k)(1) MA-4 on page L-27. The final RFP will be revised to include language concerning the use of Temporary Services companies.

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			<p>transient nature of temporary personnel, could be a significant performance risk to the NSSC.</p> <p>(2) Whether the small business subcontractors claimed as a prime bidder's team members are truly in the prime bidder's PRICED plan at a level that ensures that the small business subcontracting plan submitted by that prime bidder is truly real and achievable.</p>	
239.	Attachment J-28, Stennis DOL Labor Rates	NA	<p>It is not clear that there is a one for one mapping to the Attachment J-5 wage determinations (example: there is no Accounting Clerk IV on the wage determination).</p> <p>As such, please provide the job code from the wage determinations along with the labor category title.</p>	<p>In the final RFP, Attachments J-12, J-18, J-28 and RFP Section I.8 will be revised to reflect the SCA Directory of Occupations (Fifth Edition). DoL had its Wage and Hour website linked to the Fourth Edition which had incorrect labor categories and government equivalents.</p>
240.	Attachment J-28, Marshall DOL Labor Rates	NA	<p>It is not clear that there is a one for one mapping to the Attachment J-5 wage determinations (example: there is no Accounting Clerk IV on the wage determination).</p> <p>As such, please provide the job code from the wage determinations along with the labor category title.</p>	<p>In the final RFP, Attachments J-12, J-18, J-28 and RFP Section I.8 will be revised to reflect the SCA Directory of Occupations (Fifth Edition). DoL had its Wage and Hour website linked to the</p>

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				Fourth Edition which had incorrect labor categories and government equivalents.
241.	Attachment J-28	NA	<p>Please confirm that the Government intends to cross check the WYEs on the transactional tabs (i.e. green ones) with Attachment J.18.</p> <p>If so, how does the Government intend to do this cross check after the first year given Attachment J.18 only reflects the WYEs for one year (presumably the first year)?</p>	Yes, the Government will verify consistency. Out-year staffing mixes should have adjustments due to productivity increases and other factors. The Government will use a variety of Quality Assurance Surveillance approaches to ensure contract compliance.
242.	Attachment J-28	NA	<p>At Industry Day It Was Explained That Offerors Should Assume That Band 2 Will Be The Probable Band Used.</p> <p>Please Confirm That All Transaction Volumes Up To Band 1 Will Be Ordered And Then Band 2 Pricing Will Be Used For Additional Transactional Needs.</p> <p>For Example If Band 1 = \$100 (1 – 10,000), Band 2 = \$50 (10001 – 50,000), Then If NASA Orders 35,000 Transactions In This Category Would The Contractor Price This As <math>10,000 * \\$100 + 25,000 * \\$50</math></p>	No. Pricing for all transactions will be based on Band 2 until close of the fiscal year. Adjustments will then be made based on the band in which the year ended. If the year ends in band 1, then that price per transaction applies to all transactions. If it ends in Band 3, that price per transaction applies to all transactions. An example of this will be included in the final RFP. Please reference

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				Attachment J-31, Example of Actual Utilization Adjustment
243.	Attachment J-29	NA	While past performance is to be evaluated in terms of relevant experience, the questionnaire does not specifically ask the individual(s) responding to it about some of the specific areas/criteria that are to be evaluated (reference Section M.4(c), Page M-10). We recommend that questions be added to the questionnaire related to performance location (i.e. geographic dispersion), management of subcontractors, small business subcontracting performance, customer relationship/communications, and ability to proactively identify and resolve performance issues.	J-29 will be revised to include a request for information on the geographical scope of services provided. Subcontracting, communications/relationships, problem solving are already captured in the Past Performance Questionnaire.