

QUESTION #	QUESTION	REFERENCE	RESPONSE
138	We are having a hard time understanding what the Government wants in this section, and could use some clarity about it. Can you please describe briefly some of the specific components of what you would like to see in the future as far as EA goes for ITCD - i.e., what is the "To-Be" architecture?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	The "To-Be" architecture is currently under development and has not been finalized. The Government expects the contractor to provide EA support services to develop and maintain the "To-Be" GSFC IT architecture.
139	What exactly do you mean by "IT integration"? Can you give some specific examples of applications or infrastructure to be integrated, and how these would be different?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	GSFC has many types of business software, applications and stand alone systems that are unable to communicate with one another in order to share data or business rules. This lack of communication leads to inefficiencies, wherein identical data is stored in multiple locations and best practices are unable to be shared. The contractor is being asked to provide an IT integration strategy that will address a plan for linking such applications within the GSFC enterprise in order to simplify, automate and maximize business processes in alignment with GSFC's strategic goals and objectives.
140	What would the "integration framework" consist of - what is its purpose, specifically?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	An integration framework is a set of standards that supports the interoperability between applications, providing an automated means to create standardized interfaces and use of these interfaces to integrate applications within the enterprise.
141	Can you please define what is meant by "business infrastructure", or point us to documentation of it?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	Business infrastructure links goals, activities and people through planned processes and systems.
142	What is the GITISS Contractor's role expected to be on the IT Enterprise Management Environment?	Statement of Work Section 1.4 IT Integration and Business Infrastructure Support	NASA has not yet defined a specific implementation plan; however, once the outcome is defined, the vendor will have to adapt to the new tools, processes and requirements for IT management and security implementations.
143	In the GPM (Exhibits 1A-1B), on the tab "Exh 1A- Prime GPM CY1", the Government lists 386,949 hours, or about 208 WYE, in Cell O108 for the total of the column labeled "Government Estimated Non-Mgmt. ONSITE Direct Labor Hours". However, in the Responses to Questions, The Government indicated there were 94 WYE currently working on GUEST. Would the Government please explain the difference between these two numbers?	Government Pricing Model Exhibits 1A-1B	The 94 WYE currently working on the GUEST contract is not all-inclusive of the full spectrum of IT services completed by Code 700 (ITCD); the SOW for the GITISS contract expands from what is currently being performed under the SOW of the GUEST contract.
144	"Program Project Management": We are not clear about the Government's intent in this section. Task Order Contract Management is asked for in Subfactor B, and technical IDIQ Project Management is the subject of SOW 2.8. How does SOW 1.5 fit into this? Does it maybe refer to management of GITISS non-IDIQ Projects? Or does it really mean Task Order management in the GITISS contract sense? If the latter, how is this different from what is asked for in Subfactor B?	SOW 1.5	Section 1.5 defines the management and reporting requirements for the contract. Section 2.8 is a task that requires specific support to manage Center Information Technology projects including implementing the Program and Integration Management Business Plan. The reference to Subfactor B in the question is unclear; more specificity is needed.

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145	Paragraph 1, requirement (d) reads, "Investigate and propose alternatives to existing software used in the development of applications..." By this does the Government refer to the 3rd party COTS/GOTS tools known as "Integrated Development Environments (IDEs)", or does it instead refer to the re-use of in-house custom components of ITCD-developed software, along with re-use of appropriate open source or GOTS? Would the Government please give an example of such tools, and the project on which they might be used?	SOW 1.6	There was nothing specific implied by this statement in terms of solutions or tools. The purpose of the statement was to inform the vendors that the government is always interested in producing high quality applications with the most efficient and cost effective solutions. The expectation is that as technology progresses that the vendor would propose more efficient and cost effective solutions in the area of developing applications to be considered by the government for implementation.
146	In paragraph 2, the draft SOW reads, "Additionally, the Contractor shall provide Software Management for Commercial off-the- shelf/Government off-the-shelf (COTS/GOTS), modified and custom software ..." In order for us to fully understand what we are required to manage, would the Government please provide non-incumbents with a list of the COTS/GOTS in current use on GUEST to which this set of requirements applies? Related question: does "modified and custom software" in this sentence refer to COTS/GOTS, or does one or both of these terms refer to software developed in-house at ITCD? If COTS/GOTS, what does "Custom COTS/GOTS" mean?	SOW 1.6	The majority of the software listed in the application inventory has been developed in-house or "Custom" developed using Cold Fusion or other languages such as Java. The application inventory list provided in the GITISS eLibrary describes what language was used to develop the application. Examples of COTS packages that are supported as well include MSDPro and eROOMS.
147	Bullet (a) begins, "Provide support to ITCD, Code 740 Project Management Office (PMO) in implementing the IT Program Integration and Management Division (PIMD) Business Plan ...." In order for non-incumbents to better understand what code 740 does, so that we can write to providing such support, would the Government please consider adding this document to the eLibrary?	SOW 2.8	This document is included in the GITISS eLibrary - PIMD Business Plan v2 10Jan2014
148	In the GPM (Exhibits 1A-1B), on the tab "Exh 1A- Prime GPM CY1", the Government lists 20,329 hours, or about 11 FTE, for the "Subject Matter Experts" (SMEs) labor category. However, the Position Description (PD) in Enclosure A is focused on ITIL Service Management and (particularly) Data Management. Does the Government really anticipate 11 FTEs performing the work listed in the PD? If not, exactly what are these 11 FTEs doing?	Government Pricing Model Exhibits 1A-1B, and Government Position Descriptions	The SOW for the GITISS contract expands from what is currently being performed under the SOW of the GUEST contract. Offeror shall respond to the labor categories and hours listed on the Government Pricing Model and Government Position Description.
149	The Job Descriptions and Responsibilities of "IT Systems Engineer I" and "IT Systems Engineer III" are identical - both begin, "Provide junior level support...". Suggest that IT Systems Engineer III be changed to "Provide Intermediate level support...." Similarly for "Quality Assurance Analyst I" and "Quality Assurance Analyst II", suggest changing the latter to "Provide Low Intermediate level...."	Enclosure A Government Position Descriptions	The Government has revised Enclosure A Position Descriptions

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150	SOW 1.6, last section, requirement (e): Propose alternatives to meet requirements in a manner that reduces total cost of ownership to the Government (including software maintenance). – this requirement reads like the Government wants the Contractor to (e.g.) analyze potentially replacing COTS with GOTS or Open Source – is that what the Government intends? If so, why is this requirement under the “Custom software” heading in the RFP?	SOW 1.6	The government requests that offerors propose solutions that meet contractual requirements in a manner that improves efficiencies and reduces total cost of ownership to the Government.
151	SOW 1.6, last section: What does the term "vendor" in requirement "d" mean in the context of Custom Software, which we have assumed means code developed in-house within ITCD?	SOW 1.6	Do not assume that all custom software is developed in-house: custom software is developed for a single customer to accommodate that specific customer's particular preferences and expectations.
152	SOW 1.6, last two sections: "For all Modified software, the contractor shall...." "For all Custom software, the contractor shall ... ": In order for us to better understand how to support it, would the Government please give examples of “Modified” software and "Custom" software? Or better, provide a list of all ITCD software in use, specifying which software RFP: applies to the "Modified" category, and which to the "Custom" category? In particular, do both of these categories fall under the “COTS/GOTS” heading?	SOW 1.6	The majority of the software that is listed in the application inventory has been developed in-house or “Custom” developed using Cold Fusion or other languages such as Java. The application inventory list describes what language was used to develop the application. Examples of COTS packages that are supported as well include MSDPro and eROOMS.
153	In the first section of SOW 1.6, item (d): "Investigate and propose alternatives to existing software used in the development of applications ..." In order for non-incumbents to know what we are providing alternatives to, would the Government please provide examples and/or a list of such software currently used on GUEST?	SOW 1.6	Please refer to the GITISS eLibrary.
154	Several of the Task Orders in the eLibrary state "Ensure compliance to the GUEST Software Engineering Management Plan ...." Would the Government please include this document in the eLibrary, in order for us to better understand the ITCD software engineering environment, and to fully respond to SOW 1.6 and other areas on an equal footing with the incumbent? (note that this is the Software, not System, Engineering Plan)	SOW 1.6	This document has been added to the GITISS eLibrary.
155	GITISS eLibrary Document “Code 750-Applications Inventory20141”Is the intention is to replace the Cold Fusion web apps in the future?		The government is always looking for alternatives to the current environment that would be more efficient in the development and sustaining engineering of applications. As applications reach their end-of-life, there is the opportunity to develop the updates in another software language.

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156	<p>Representative Task Order #2, Solutions for Enterprise Wide Procurement (SEWP) Program Management Office Support            Given that SEWP is an IDIQ requirement and the required work is PMO support to the SEWP Program Office, the only company that can respond in specificity to SEWP is the incumbent contractor. Would the government consider either a) removing the requirement, b) including the requirement as a separate contract, or c) allow contractors to respond from the perspective of acquisition management support to an IDIQ environment and remove the specific reference to SEWP?</p>	Enclosure 2, RTO 2	<p>The government will (c) allow contractors to respond from the perspective of acquisition management support to an IDIQ environment and remove the specific reference to SEWP. RTO3 has been edited accordingly.</p>
157	<p>[Reference] General Office Management Support, including property management;            Does the SEWP program management office maintain and track inventory of its property/assets (IT or otherwise) using a database/process that is separate from GSFC ITC? If so, please provide description of the SEWP program's asset management process to include the type of database and reports that needs to be coordinated with other codes within GSFC and NASA HQ.</p>	Enclosure 2: RTO #2	<p>SEWP: refer to Section G.3 - 1852.245-71 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY.</p>
158	<p>[Reference] ...tracking and interpretation of financial information using contractor specific and NASA systems including the SAP [Question] Please provide list of required or preapproved "contractor specific" systems for managing financial information</p>	Enclosure 2: RTO #2	<p>Contractor specific financial system refers to the offerors internal financial system. There are no required or pre-approved systems.</p>
159	<p>[Reference] The contractor devises and executes order processing quality control procedures to ensure that each order is processed and tracked accurately... and that no orders are mishandled            Please provide the SEWP program quality assurance procedures and historical metrics related to the occurrence of orders that are mishandled. What are the most frequent factors that results in mishandling of orders?</p>	Enclosure 2: RTO #2, Bullet #1	<p>It is up to the offeror to provide a QA plan for this RTO. Typical QA issues that the plan should address include correctly determining information from a variety of forms including contractor name, dates, dollar amounts, etc. and then entering the data correctly.</p>
160	<p>[Reference] Contractor shall implement comprehensive quality assurance for order processing processes, maintain the SEWP quality management system... data and documentation management, and records management            [Question] Please provide the current SEWP quality assurance surveillance plan (or program) to be implemented by the Contractor.</p>	Enclosure 2: RTO #2, Bullet #1	<p>It is up to the offeror to provide a QA plan for this RTO. Typical QA issues that the plan should address include correctly determining information from a variety of forms including contractor name, dates, dollar amounts, etc. and then entering the data correctly. For the purposes of this representative task, the offeror can assume there is no current plan to be maintained.</p>

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161	<p>[Reference] The contractor shall coordinate with Contract Holders and the SEWP Technical Support team.... prepare contractually required reports</p> <p>Does “contractually required reports” refer to the required reports under the GITISS contract related to the performance of RTO #2 or the reports that are required for the SEWP contract holders?</p>	Enclosure 2: RTO #2 Bullet #2	The reports in this section are requirements for the SEWP Contract Holders. There are no special reports required in this task.
162	<p>RTO states: “Provide application hosting for MIS Systems”. What is the definition of “hosting”, Our assumption is that this speaks to the resources needed to provide operations, maintenance and support, and does not include providing hardware, backup systems, or the software. Please clarify. Please provide the application integrity, availability, and confidentiality requirements. This can be expressed by the following information:</p> <p>a. FIPS data categorization (high, medium, low)</p> <p>b. Current application availability SLA requirement</p> <p>c. Current response time SLA for support and backup/restore</p>	RTO 1	Hosting is being used as a generic term that means maintaining the applications and operating them in the appropriate environment. It would be a combination of application support and data center support and includes all three Tier levels. A) FIPS Medium; Application Availability: 95% non-critical and 99% for critical applications; SLA support full daily database backup and daily incremental and full weekly for servers; Restore within 8 hours.
163	What tiers of support are being requested under “hosting”? Tier 1, 2, and 3?	RTO 1	Hosting is being used as a generic term that means maintaining the applications and operating them in the appropriate environment. It would be a combination of application support and data center support and includes all three Tier levels.
164	Does the Government expect an upgrade to Coldfusion v11 during the POP for this task order?	RTO 1	Over the next several years, it is expected that the Cold Fusion applications will be upgraded to the newest version of Cold Fusion.
165	<p>SEWP is not listed as an application in the bidders library. To properly scope technical support can you please provide details to include:</p> <p>a. SEWP architecture and design</p> <p>b. Hardware platform</p> <p>c. Software products that make up SEWP</p> <p>d. If COTS what level of customization has been done to these products?</p> <p>e. Network architecture and hardware is not in the Data Center inventory</p>	RTO 2	For purposes of the RTO 2, the IT assets included are 2 Linux servers – one for hosting the website and one for an Oracle database, 2 additional servers for testing and 2 more for development. No customization is required.
166	Is the SEWP application in the Data Center identified in RTO #3? If not what responsibility does the contractor have for the infrastructure and application from an O&M perspective?	RTO 3	No; SEWP application are not included in RTO 3. Please use a web server and Oracle database for the purpose of this proposal. For RTO 2, there are no special responsibilities from an O&M perspective.

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167	<p>Can the government provide reports and metrics from the current ticketing/request system used for SEWP?</p> <p>a. Number of requests/tickets per month for 6-12 months  b. Average time to close request  c. Number of tickets resolved at first contact  Any additional reports available</p>	RTO 2	The Parature system is used for ticketing; there are approximately 50 tickets a day and 90% are closed on first contact.
168	Please provide average number of products and service changes in SEWP on a monthly basis?	RTO 2	No more than 5 product and service changes on a monthly basis.
169	Please provide inventory of SEWP IT assets including desktops, laptops, peripherals, handheld devices, servers, phones, firewalls, and routers	RTO 2	For purposes of RTO 2, the offeror does not have to consider assets beyond: 6 Linux servers (2 each for operations, testing and development) 1 Barracuda firewall and networking between the 2 operational servers.
170	Please provide current system monitoring tools being used by SEWP	RTO 2	Contras is the current system monitoring tool.
171	What is the current ticketing system being used by SEWP?	RTO 2	The SEWP ticketing system is Parature
172	<p>Can the government please provide more detail regarding the data center environment?</p> <p>a. The operating system or hypervisor running on each server  b. Number of virtual (guest) instances running within the environment and the operating systems they are running  c. Amount of direct attached storage in GB or TB  d. Amount of SAN storage in GB or TB  e. Amount of NAS storage in GB or TB  f. Amount of backup per day and backup system (hardware and software) used  g. Software used in performing system administration and technical support  i. Monitoring system  ii. Log system  iii. Backup system  iv. Patch management  v. COMB and/or inventory system  vi. Incident management system  vii. Change management system  viii. Problem management system  ix. SEEM  Vulnerability management system</p>	RTO 3	<p>a. We run a wide variety of independent operating systems. Mainly CentOS 5, RedHat 6, Windows 2003, 2008R2 and 2012 R2. We run two flavors of Hypervisor Windows Hyper-V (Currently Win 2008 R2 Data Center Edition and Windows 2012 R2 Data Center Edition) as well as the RedHat Smart Virtualization suite; b. 53; c. 480 TB; d. 318 TB; e. 16 TB; f. 3TB backed up but only ~1TB written due to de-dupe; g. Software used in performing system administration and technical support  a. Monitoring system -NAGIOS, BelArc, SolarWinds  b. Log system - SPLUNK  c. Backup system - CommVault Simpanna v10  d. Patch management - KACE  e. COMB or inventory system - Remedy CMDB  f. Incident management system - Remedy  g. Change management system - Remedy  h. Problem management system - Remedy  i. SEEM - Remedy  j. Vulnerability management system - FoundStone / KACE</p>
173	<p>Hours of Operation and hours of support</p> <p>a. On-site  b. Remote support</p>	RTO 3, Data Center Administration	On-site: Monday through Friday from, 8:00 am to 5:30 pm, excluding Federal holidays. Remote support is provided on an as-needed basis.

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174	Is there any TCP/IP network and/or network security support requirement? If so what devices is this support tied to?	RTO 3, Data Center Administration	No there is no TCP/IP network and/or network security support requirement
175	What percentage of the hardware infrastructure is replaced on a yearly basis? This could be due to refresh cycle, end of support, tech refresh, or other?	RTO 3, Data Center Administration	Annual budget submission requests enough funds to replace approximately 20% of the hardware infrastructure.
176	Both questions 14 and 39 ask how many tickets or issues are reported into the ticketing system each month and worked by the RTO 3 team. Question 14 shows a per month range of 112 to 215 while question 39 states an average of 55 issues with only 20% of those being escalated to the RTO 3 team. Can the government please provide clarity to this seeming inconsistency?	GITISS Q and A Phase 2, Question 14 and 39	The average escalated to RTO 3 is approximately 45%.
177	The scope of RTO 3 is to provide hosting and application support for all equipment within the ITCD data center. Both RTO 1 and 2 also provide hosting and operations support. This seems like a duplicative requirement as it is written. Can the government please provide clarity on what support for MIS and SEWP applications should be provided (if any) by RTO 3. If support is not provided by RTO 3 can the government please provide revised quantities of server and infrastructure that does not include the MIS and SEWP application environments?	RTO 1, 2 and RTO 3	For purposes of the RTO2, the only IT assets that are part of the RTO are 2 Linux servers – one for hosting a website; one for an Oracle database plus 2 more similar servers for testing and two more for development. The offeror can assume no customization.
178	1. Could the Government please clarify the timing of these transitions? 2. Will they happen during the GITISS Phase In or during the contract operations? 3. What is the size of these contracts and who are the current incumbents?	Questions and Answers Phase 1 Question & Answer 33 "...current small dollar contracts for Capital Planning and Investment Control (CPIC) and IT innovation will be folded into the GITISS requirement"	CPIC work is currently performed by civil servant employees. The current incumbent for Innovation support is Astegic/Kelco. The government <b>may</b> choose to move this work to the GITISS contract once the contract is awarded.
179	Should Section L.8 refer to Attachment H as available Government property that will be used by the contractor in the performance of work on this contract?	L.8 - List of Available Government Property says that there is "None". Attachment H of the RFP is a list of Installation-Accountable Government Property.	This will be corrected in an Amendment to reflect attachment H.

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180	In the RTO-3 list of items provided at the end of the RTO there is repetition.Reference: "Number and percentage of incidents re-opened (as a percentage of the total)"--> first item on list is "Percentage of maintenance changes performed on schedule""Data recovery time - Average time for incident closure for each type of incident (by criticality)"--> second item on list is "Average time for incident closure for each type of incident (by criticality)," <b>Question:</b> as the Section L instructions direct that the contractor must respond in the order the requirements are listed, would the government please consider reviewing this RTO and the duplication so that the contractors respond in the government's preferred order.	RTO 3	RTO to be revised -----Under the list of Quality Assurance data at the bottom of RTO #3, items #6 and #8 are duplicates and should be removed.
181	Could the Government please clarify the roles of the Program Manager and the Deputy Program Manager – specifically are the PM and DPM required to be fully dedicated to the GITISS Program?		Please refer to Section L of the RFP, since this is up to individual Offeror to propose, define and explain.
182	Within tabs Exhibit 2A, CY 1 through Exhibit 2A, CY 5, rows 203, 206, 209, 212, and 215 have the labor categories listed as Preparation Tester I, II, III, IV and V. Will the Government clarify if these labor categories are meant to say Penetration Tester and not Preparation Tester?	Exhibit 2A-2B	The Government has revised Enclosure A-Position Descriptions
183	Is the GITISS contractor expected to support all Goddard affiliate sites (IV&V, White Sands, GISS) or just Wallops?		Yes, all Goddard affiliate sites are expected to be supported by the GITISS contract.
184	What consolidations, improvements, and other changes is ITCD looking for as they pertain to the Staffing Plan?	L.13.3 Subfactor B - Management Approach, page 76"The staffing plan shall describe how the offeror intends to staff this effort and how the approach will allow the offeror to meet the requirements of this contract. Consolidations, improvements, and other changes shall be explained in detail with a clear, convincing rationale for every action."	The government requests that offerors propose solutions that provide efficiencies and economies of scale across the contract.
185	a. Please confirm that this ETE refers to the test environment currently in use by the Code 700 Data Center in Building 28. b. Please clarify whether the offeror is expected to provide a hosting facility or to support hosting at the existing Code 700 Data Center in Building 28.	11. Enclosure 3 "The contractor shall host and manage the Enterprise Test Environment (ETE)..."	a. The ETE refers to the test environment currently in use in the Code 700 Data Center. b. The offeror is expected to provide hosting at the Code 700 Data Center.
186	Is the Contractor responsible for the lease on the SEWP office?		No. The Contractor is not responsible for the lease on the SEWP office
187	What are the Knowledge Management toolsets that the NASA and GSFC are currently using?	SOW 1.3	Currently, there is no central tool used for Knowledge Management; however, SharePoint, wikis and websites are used throughout NASA and GSFC.

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188	Can GSFC please clarify how it defines "operating platform of IT services"? Are we correct in assuming that it is referring to tools, processes, and methods utilized to deliver services under the GITISS contract?	SOW Section 1.3(a)	Yes, the offeror is correct in assuming this refers to those tools, processes, and methods utilized to deliver services under the GITISS contract.
189	What tool is GSFC currently utilizing for Asset Management?	SOW Section 1.3	Currently, there is no central tool used across the Center for asset management; we use a combination of COTs and GOTS solutions to meet this need.
190	What modules are currently available and being utilized in GSFC's Remedy tool? What (if any) plans does GSFC have for additional modules?	General   Section 1.3  List of Applications	Currently, the following Remedy modules are being used: Asset Management, Change Management and Incident Management. In the future, the Service Request module is planned to be added.
191	Does GSFC have a preference for agile vs. waterfall development methodology? Has agile been utilized in the past?	1.6 Systems Engineering; RTO #1	Either methodology is acceptable. Agile development has been used in the past.
192	Is the Remedy application only used by the Support Desk or do Data Center and other personnel utilize/have access as well (ie for events or escalated incidents/problems)?	List of Applications - Remedy is mentioned in reference to the code 700 Support Desk	Data Center and other personnel also use Remedy in the reporting, approving, tracking, scheduling and resolution of requests/incidents.
193	Question 1:- What is the difference between Modified Software and Customer Software in above context? Question 2:- Is our assumption correct that both section are referring software that is developed by outside vendor and NASA owns the licenses of it? Question 3:- Does that mean that we are allowed to make code changes in both Modified and Custom?	SOW 1.6 d. Submit proposed patches to the vendor for inclusion in future releases (subject to appropriate licenses)" under both sections "For all Modified software, the contractor shall:-" and "For all Custom software, the contractor shall:"	Question 1: Modified Software is taking software not developed in Code 750 and modifying it to fit the customer's needs. Typically this would be a GOTS application that can be modifiable. Custom (not customer) Software refers to developing an in-house application from scratch based on the customer's requirements.  Question 2: Yes  Question 3: Yes, upon prior approval by the government.
194	Is there any Offsite Labor associated with this contract?		No, there is no Offsite labor associated with the contract.
195	Is there a manufacturing requirement of any kind for this contract?		No, there is no manufacturing requirements for this contract.
196	Is there Non-Management Direct Labor Categories associated with manufacturing for this contract?		No, there is no Non-Management Direct Labor Categories associated with manufacturing for this contract.
197	Is there any other Offsite Labor associated with the GSFC GITISS opportunity?		See response to question #194
198	Is there any Manufacturing of any kind and/or Non-Management Direct Labor Categories associated with manufacturing on this opportunity?		See response to question #196
199	What tasks are expected to be performed OFFSITE?		See response to question #194

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200	What management and monitoring tools are currently used in ITCD?	RTO #3	<p>Management and monitoring tools include, but may not be limited to the following:</p> <p>Microsoft System Center Virtual Machine Manager (Windows VMs) v2012R2  RedHat Smart Virtualization Machine Manager (RHEM VMs) v3.4  Big Brother v1.9i  NAGIOS v3.2.3  SolarWinds Orion 2014.2.1 (Network Performance Monitor, Network Traffic Analyses, Application Monitor, Database Monitor, Storage Monitor)  KACE v5.5.30275 – Patch Agent Monitoring  Foundstone – Vulnerability Scanning (run by Security)</p>
201	SOW 1.7 a, states that the contractor must have a favorable adjudicated background investigation; do we know what type and if any security clearance is required?	SOW, 1.7 a	See FAR 52.204-9 “Personal Identity Verification of Contractor Personnel” for background investigation requirements. No Classified National Security Information (CNSI) will be processed under the Contract.
202	SOW 1.7b, states the contractor must possess and maintain professional information security training and professional certification; can you clarify which labor categories are required to have professional certifications, and what those specific certifications are?	SOW, 1.7 b	<p>The specific job category series that should have certification should include (at all seniority levels):</p> <p>IT Security Analyst  IT Security Specialist  Penetration Tester  Security Coordinator  System Administrator</p> <p>Other roles do have impact on security outcomes, and would benefit from the knowledge/experience validated through the professional certification process, as many job duties include "secure" or "security" and related terms.</p>
203	SOW 1.7d, states that the contractor must support security assessment and authorization (SA&A) activities; does NASA Goddard utilize an automated SA&A tool? If so, which one	SOW, 1.7 d	GSFC uses the NASA Assessment and Authorization process outlined in ITS-HBK-2810.02-01 Security Assessment and Authorization (and related guidance and ITS-HBKs identified in NPR2810.1A), that is consistent with the evolving NIST guidance. The current implementation of the NASA Security Assessment and Authorization Repository (NSAAR) is an in-house tool called IT Security Center (ITSC). A wide variety of tools are used to evaluate NASA IT systems are part of continuous monitoring, serving as inputs into the A&A processes.

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204	What automated tools do you use currently to perform regular and ongoing vulnerability scanning?	SOW, 1.7 f	<p>NASA uses a wide variety of tools in support of information security and effective IT management objectives. The NASA Office of the Chief Information Officer (OCIO) provides some Agency tools and services. The GSFC information security program provides and uses additional tools. The specific tools change periodically based on operating needs and emergent requirements, such as the Federal Continuous Diagnostics and Mitigations (CDM) activities.</p> <p>At time of GITISS award, we anticipate the following security-oriented tools to be available for use by the GITISS team:</p> <ul style="list-style-type: none"> <li>* McAfee Vulnerability Manager</li> <li>* Tenable Network Security's Security Center and Nessus Vulnerability Scanner</li> <li>* Cenzic Hailstorm</li> <li>* Dell KACE</li> </ul>
205	What automated tools do you use currently to perform regular and ongoing penetration testing?	SOW, 1.7 f	Tools will vary with the specific goals of the penetration test. Contractor should not presume the inclusion or exclusion of any tool for penetration testing.
206	What tools do you use currently to perform code reviews?	SOW, 1.7 h	Currently, there are no formal code reviews for structure; however, code reviews for security vulnerabilities using Fortify 360 and for Section 508 compliance are conducted using WAVE.
207	<p>Has the following requirements, all contractor support shall be:</p> <ul style="list-style-type: none"> <li>a. Qualified to perform the job tasks covered within this TO, including a summary of the support personnel qualifications</li> <li>b. Have received annual ethics awareness training, including Federal ethics requirements,</li> <li>c. Have completed NASA-specific mandatory training requirements (e.g., annual security awareness training) as directed by the Government,</li> <li>d. Be fully compliant and current with all background investigation and clearance requirements, and</li> <li>e. Be subject to the Contract clauses regarding the use and handling of sensitive and proprietary information, including information providing an unfair competitive advantage.</li> </ul> <p>QUESTION: These requirements appear to apply to all tasks; can you confirm that these requirements solely apply to SOW 1.7 or if they should be addressed in our Staffing Section to apply to the entire team?</p>	SOW, 1.7	These requirements are specific to SOW 1.7; however they may be included in the staffing section as well.

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208	Will the Government confirm if there is any offsite labor to be proposed by Offerors? If there is offsite labor, where is the offsite place of performance?		See response to question #210
209	How many Task Orders are expected to be performed offsite?		See response to question #210
210	We would also like to request an additional 14 days for the proposal due date beyond the current 27 Jan due date, in order to incorporate any necessary changes into our proposal.		Upon the release of this Q&A, the proposal due date was amended to February 27, 2015 at 3:00 pm.
211	<p>In order to develop a comprehensive task plan for the RTOs, additional information is needed.</p> <p>a. RTO 1--What development platform is used for each of the 20 applications?</p> <p>b. RTO 1--How many changes are made monthly on the 4 "active" applications?</p> <p>c. RTO 2—Please describe the hardware and software environment in place to support the SEWP office systems. If they are represented in Attachment H, please indicate which of those systems are assigned to SEWP.</p> <p>d. RTO 2—Please provide call statistics by month over the past year related to SEWP customer service.</p> <p>e. RTO 3—How does Attachment H relate to this RTO in terms of the hardware and software environment supported by this task?</p> <p>f. RTO 3—What does NASA mean by "host" for this RTO? Please confirm that all hardware and software is located on the Government site and that "host" in this context does not mean off-site co-location or other services.</p>	RTOs	<p>a. RTO 1 - All 20 applications use Cold Fusion 11.</p> <p>b. RTO 1 - There are approximately 5 WYEs associated with the 5 MIS applications, and 2WYEs supporting the other MIS applications.</p> <p>c. RTO 2 - Attachment H represents the full Data Center inventory, of which a web server, Oracle database and 2 Linux Servers are assigned to SEWP.</p> <p>d. RTO 2 - Average of 200 calls per month, 10 a day.</p> <p>e. RTO 3 - Attachment H lists all the HW/SW that is supported by the Data Center.</p> <p>f. RTO 3 - Application hosting will be in-house.</p>
212	Could the Government please clarify the Subject Matter Expert years of experience required? The position description states 4-6 years or 1-3 with a Bachelor's which is significantly less experience than typically required from a SME.	Attachment A Statement of Work Pg. 46	The Government has revised Enclosure A- Position Descriptions
213	Could the Government please provide education requirements for System Admin IV & V. Currently neither position has education requirements listed?	Enclosure A Government Position Descriptions Pg. 49	The Government has revised Enclosure A- Position Descriptions
214	What tasks are expected to be performed at the MANUFACTURING SITE?		See response to question #195
215	Will the Government provide an amendment that revises the references provided in the Table?	L.10(b)(1), there is a table for proposal content. The references in the table appear to refer to the Draft RFP Section numbering which is different than the Final RFP.	See Amendment 2

QUESTION #	QUESTION	REFERENCE	RESPONSE
216	Should the reference to "Contract Volume" in this sentence be changed to "Offer Volume"?	L.13.1, 2 <sup>nd</sup> paragraph, it states "The offeror shall include Contract Attachment L as part of the model contract in the Contract Volume of their proposal."	Contract Attachment L should be included in the Offer Volume
217	Will the Government please clarify if a discussion of terminated contracts is to be included in the Past Performance volume?	L.15(a), the last bullet in the draft RFP required a discussion of terminated contracts to be included in the Past Performance volume. This bullet has been deleted from the final RFP. However, the table in RFP Section L.10(b)(1) that specifies the proposal content states that "Termination/Descope information is excluded from the page limitation of the Past Performance volume.	Discussion of terminated contracts should be included in the Past Performance volume?
218	Does the ITCD require two questionnaires for each past performance citation, with one being completed by a Contracting Officer and one being completed by a COR/COTR?	L.15.b PRIOR CUSTOMER EVALUATIONS (PAST PERFORMANCE QUESTIONNAIRES), page 89 "The questionnaire respondent shall be a representative from the technical customer and responsible Contracting Officer with direct knowledge of your firm's performance."	Questionnaire's should be completed by the CO and the COR however if they are able to complete one together then one questionnaire is sufficient.
219	Is NASA's intention to have the core work under a single task order or will there be multiple task orders for the Core part of the contract?		There is no core work under the contract. Individual task orders will be issued.
220	Should the offeror submit rates for onsite, offsite and manufacturing site separately?		Offerors should submit rates for onsite. There is no offsite and manufacturing requirements.
221	Are these the direct labor hours for the entire contract including Task Orders?	Exhibit 1A provides the GPM Estimated Non-Mgmt ONSITE Direct Labor Hours (Column O) for 94 individual labor categories.	Yes the hours in the GPM include the entire contract and task orders.
222	Is there a notional date for answers to the questions to be released?		Responses are being released as soon as the are developed and reviewed.
223	Please clarify what the * should note when defining years of service – no footnote was provided. Further is the contractor to assume this is guidance only and that the prevailing rates for medicare and other benefits should be at the current mandated rates as applicable. Please clarify.	Page 35 I.9 52.222-42	This is guidance only and the prevailing rates for medicare and other benefits should be at the mandated rates

QUESTION #	QUESTION	REFERENCE	RESPONSE
224	Since the representative tasks orders are not required to be priced, should the wording be changed to “The Contractor’s proposed approach ...” or should this paragraph be deleted?	RFP Section B.5(b) states “The Contractor’s proposed approach/pricing of the representative tasks set forth in its proposal for award of this contract shall be used as reference by the Contracting Officer in negotiating tasks with the Contractor which are issued under this contract, but only to the extent portions of a representative task are relevant to portions of a task actually issued.”	The word "pricing" will be deleted and amended accordingly and the word pricing will be deleted.
225	What tool is Code 700 currently using for Configuration Management?	SOW Section 1.3	Code 700 does not have a standard tool for Configuration Management.
226	Can Government please clarify what is a manufacturing site in reference to this contract?	L.14. Exhibit 1	There is no manufacturing site for this contract.
227	Can the Government confirm and verify the number of Offsite FTEs associated with the Wallops Flight Facility	L.14 GSFC 52.215-223 COST VOLUME INSTRUCTIONS	Information is not available. Performance at Wallops Flight Facility is considered on-site.
228	Can the Government confirm and verify the number of Offsite FTEs associated with the Headquarters	L.14 GSFC 52.215-223 COST VOLUME INSTRUCTIONS	Information is not available. Performance at Wallops Flight Facility is considered on-site.
229	What are the support hours for ITCD support under this contract ? 9 (i.e. 24x7x365)	RTO #3	The support hours are driven by the requirements of the specific task order. Currently, the standard support hours for ITCD are 8:00 a.m. to 5:00 p.m. In addition, the contractor is responsible for keeping ITCD operations functioning, even when that requires working outside the usual support hours.
230	What are the Government’s requirements for onsite coverage (i.e., days of week and hours of day), and on-call coverage (i.e., days of week and hours of day, service level for response to calls during on-call period)?	Enclosure 3 RTO 3	The support hours are driven by the requirements of the specific task order. Currently, the standard support hours for ITCD are 8:00 a.m. to 5:00 p.m. In addition, the contractor is responsible for keeping ITCD operations functioning, even when that requires working outside the usual support hours.
231	Given that there are 5 contract years specified in the other documents of the RFP, shall bidders leave the 6th contract year column blank? If not, what does the Government want entered in this column?	Attachment B, all bidder-completed tables: each table has a column for a 6th contract year.	Offerors shall propose rates for year 6 to price Task Orders that may extend past year five of the contract.
232	Will the Government accept the submission of these bidder completed tables in an Excel spreadsheet?	Attachment B, all bidder-completed tables: each table has a column for a 6th contract year.	Yes, Offerors may submit the completed tables in Excel Spreadsheets.
233	Please provide the government's rationale for allowing a company the size of the incumbent's to compete on an equal basis with 8(a) Small Businesses. This seems to be a very unfair competitive advantage.		Is the Offeror suggesting that qualified 8(a) vendors/offerors be excluded from the GITISS competition?
234	Could the Government please clarify the expectation for GSA salary usage? Our findings show that the GSA schedules salaries are significantly lower than the ERI median. Are we required to use the GSA rates?		Don't understand the question, since there is no requirement to propose GSA rates.

QUESTION #	QUESTION	REFERENCE	RESPONSE
235	Regarding the Phase in requirements, will the Government please clarify the extent of access, if any, the contractor has to GSFC facilities and personnel during the phase-in period?		Access to GSFC facilities and personnel for pahse-in activities will be uninhibited as long as it does not inpact ongoing work activities.
236	Are subcontractors that are considered non-significant required to submit BOE as part of a sealed bid to the Government?	L.14 (2) (g) pg. 85	Don't understand the referenced to sealed bid. With that said, only significant subcontractors that have a potential estimated value in excess of the threshold stated in Section 1 are required to submit BOEs.
237	Please confirm that the cost/fee estimate should be based on the GPM.	L.15(a) pg 87 "a proposed significant subcontractor is defined as any proposed subcontractor that is estimated to meet/exceed an average annual cost/fee of \$4M."	Yes the cost/fee estimate should be based n the Government Pricing Model.
238	Please clarify why there are two bullets addressing Customer Service and two bullets addressing Business Strategy? The requirements appear to be redundant.	Enclosure 2	This not a redundancy. The first relates to Acquisition Management Support; the second relates to Business Strategy.
239	Are we correct to presume that the "Preparation Tester" I, II, III, IV, and V is meant to be the "Penetration Tester in line with Enclosure A and Exhibit 1A.	Exhibit 2A all worksheets	Yes please see Amendment 2