

AMENDMENT OF SOLICITATION
(Continued)

This is an amendment to Request for Proposal (RFP) NNM14494731R for NASA MSFC Information Technology Services (MITS) issued by the George C. Marshall Space Flight Center. The purpose of this amendment is to respond to questions and comments submitted by potential offerors to ensure consistency and clarity of understanding. Questions and responses are provided in Attachment A to this amendment. Additionally, this amendment makes various changes to the solicitation issued on June 26, 2014. These changes are described in Attachment B to this amendment. Attachment C provides slip-sheet pages for the specific areas of change.

Offerors are instructed that only the pages containing the actual changes are included as scanned attachments to this amendment. However, as page numbering throughout the RFP Section or Attachment may be affected, offerors must download the entire RFP section containing the specified changes in order to replace that section in its entirety.

Offerors are requested to remove any change notations such as bold text or change bars in the right margin of Sections B-I and any Section J attachments, when submitting Volume IV, Model Contract pages.

ATTACHMENT C

Pages delineating specific areas of change

Offerors should note that the following pages reflect specific areas of change. However, as many of the changes required page renumbering within the applicable Section or Attachment, Offerors are instructed to download and replace each document in its entirety.

SECTION I

CONTRACT CLAUSES

- I.1 *Listing of Clauses Incorporated by Reference*
- I.2 *Notice of Service-Disabled Veteran-Owned Small Business Set-Aside*
- I.3 *Service Contract Reporting Requirements*
- I.4 *Nondisplacement of Qualified Workers*
- I.5 *Statement of Equivalent Rates for Federal Hires*
- I.6 *Providing Accelerated Payment to Small Business Subcontractors*
- I.7 *Subcontracts*
- I.8 *Subcontracts for Commercial Items*
- I.9 *Clauses Incorporated by Reference*
- I.10 *Authorized Deviations in Clauses*
- I.11 *Security Classification Requirements*
- I.12 *Security Requirements for Unclassified Information Technology Resources*
- I.13 *Ombudsman*
- I.14 *Restriction on Funding Activity with China*
- I.15 *Notification Prior to Acquiring Information Technology Systems from Entities Owned, Directed or Subsidized by the People's Republic of China*
- I.16 *Minimum Insurance Coverage*
- I.17 *Access to Sensitive Information*
- I.18 *Release of Sensitive Information*
- I.19 *Representations, Certifications, and Other Statements of Offerors or Quoters Incorporated by Reference*
- I.20 *Establishing a Minimum Wage for Contractors (Deviation)*

FAR CLAUSE	TITLE	DATE
	<i>Certified Cost or Pricing Data – Modifications</i>	
52.215-23	<i>Limitations on Pass-Through Charges</i>	OCT 2009
52.216-7	<i>Allowable Cost and Payment</i> FILL-IN “30th day”.	JUN 2013
52.216-8	<i>Fixed Fee</i>	JUN 2011
52.217-8	<i>Option to Extend Services</i> FILL-IN “30 days”	NOV 1999
52.217-9	<i>Option to Extend the Term of the Contract</i> (a) FILL-IN “30 days” (b) FILL-IN “60 days” (c) FILL-IN “5 years”	MAR 2000
52.219-8	<i>Utilization of Small Business Concerns</i>	JUL 2013
52.219-14	<i>Limitations on Subcontracting</i>	NOV 2011
52.219-28	<i>Post-Award Small Business Program Representation</i>	JUL 2013
52.222-1	<i>Notice to the Government of Labor Disputes</i>	FEB 1997
52.222-2	<i>Payment for Overtime Premiums Insert “See Clause B.7”</i>	JUL 1990
52.222-3	<i>Convict Labor</i>	JUN 2003
52.222-4	<i>Contract Work Hours and Safety Standards Act - Overtime Compensation</i>	JUL 2005
52.222-19	<i>Child Labor – Cooperation with Authorities and Remedies</i>	JAN 2014
52.222-21	<i>Prohibition of Segregated Facilities</i>	FEB 1999
52.222-26	<i>Equal Opportunity</i>	MAR 2007
52.222-35	<i>Equal Opportunity for Veterans</i>	SEP 2010
52.222-36	<i>Affirmative Action for Workers with Disabilities</i>	OCT 2010
52.222-37	<i>Employment Reports on Veterans</i>	SEP 2010
52.222-40	<i>Notification of Employee Rights Under the National Labor Relations Act</i>	DEC 2010
52.222-41	<i>Service Contract Labor Standards</i>	MAY 2014
52.222-50	<i>Combating Trafficking in Persons</i>	FEB 2009
52.222-54	<i>Employment Eligibility Verification</i>	AUG 2013
52.223-2	<i>Affirmative Procurement of Biobased Products Under Service and Construction Contracts</i>	SEP 2013
52.223-5	<i>Pollution Prevention and Right-to-Know Information – Alternate I</i>	MAY 2011 MAY 2011
52.223-6	<i>Drug-Free Workplace</i>	MAY 2001
52.223-10	<i>Waste Reduction Program</i>	MAY 2011
52.223-15	<i>Energy Efficiency in Energy-Consuming Products</i>	DEC 2007
52.223-16	<i>IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products</i>	DEC 2007
52.223-17	<i>Affirmative Procurement of EPA-designated Items in Service and Construction Contracts</i>	MAY 2008
52.223-18	<i>Encouraging Contractor Policies to Ban Text Messaging While Driving</i>	AUG 2011
52.223-19	<i>Compliance with Environmental Management Systems</i>	MAY 2011
52.225-1	<i>Buy American Act - Supplies</i>	FEB 2009
52.225-13	<i>Restrictions on Certain Foreign Purchases</i>	JUN 2008
52.227-1	<i>Authorization and Consent</i>	DEC 2007

**I.5 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (52.222-42)
(MAY 1989)**

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

NOTE: This Statement is for Information Only: It is not a Wage Determination. Rates shown are equivalent rates and are often below the minimum rates required by the Service Contract Act. Refer to Attachment J-3, *Department of Labor Wage Determinations* for the appropriate minimum rates.

Table I.5, Wage Grade

Classification	SCA #	Grade/Step	Rate
SERVICE CONTRACT ACT			
Accounting Clerk I	01011	GS-02	\$11.51
Accounting Clerk II	01012	GS-03	\$12.67
Accounting Clerk III	01013	GS-04	\$14.22
General Clerk I	01111	GS-01	\$10.33
General Clerk II	01112	GS-02	\$11.51
General Clerk III	01113	GS-03	\$12.67
Personnel Assistant I	01261	GS-03	\$12.67
Personnel Assistant II	01262	GS-04	\$14.22
Personnel Assistant III	01263	GS-05	\$15.92
Secretary I	01311	GS-04	\$14.22
Secretary II	01312	GS-05	\$15.92
Secretary III	01313	GS-06	\$17.74
Photographer II	13072	GS-05	\$15.92
Photographer III	13073	GS-07	\$19.71
Photographer IV	13074	GS-09	\$24.11
Video Teleconference Technician	13110	GS-07	\$19.71
Computer Operator I	14041	GS-04	\$14.22
Computer Operator II	14042	GS-05	\$15.92
Computer Operator III	14043	GS-06	\$17.74
Computer Operator IV	14044	GS-07	\$19.71
Computer Operator V	14045	GS-08	\$21.83
Computer Systems Analyst I	14101	GS-09	\$24.11
Computer Systems Analyst II	14102	GS-11	\$29.18
Computer Systems Analyst III	14103	GS-12	\$34.97
Graphic Artist	15080	GS-09	\$24.11
Electronics Technician, Maintenance I	23181	WG-8	\$20.47

Classification	SCA #	Grade/Step	Rate
Electronics Technician, Maintenance II	23182	WG-9	\$21.58
Electronics Technician, Maintenance III	23183	WG-10	\$22.60
TO BE CONFORMED			
Audiovisual Librarian		GS-7/8	\$19.71
Audio Visual Technician II		GS-07	\$19.71
Audio Visual Technician III		GS-09	\$24.11
Computer Data Librarian		GS-04	\$14.22
Customer Support Specialist		GS-09	\$24.11
Digital Photographic Laboratory Tech I		GS-07	\$19.71
Digital Photographic Laboratory Tech II		GS-09	\$24.11
Digital Photographic Laboratory Tech Lead		GS-11	\$29.18
Film/Tape Librarian		GS-04	\$14.22
Records/Document Control Specialist		GS-07	\$19.71
Videographer II		GS-07	\$19.71
Videographer III		GS-09	\$24.11
COLLECTIVE BARGAINING AGREEMENT JOB CLASSIFICATIONS			
Illustrator II		GS-07	\$19.71
Illustrator III		GS-09	\$24.11
Reproduction Technician		WG-07	\$19.54
Technical Clerk I		GS-02	\$11.51
Technical Clerk II		GS-03	\$12.67
Technical Clerk III		GS-04	\$14.22
Technical Clerk Lead		GS-05	\$15.92

B. Fringe Benefits (applicable to all classifications)

(1) Health and Insurance

Life, accident and health insurance and sick leave program, 25 percent of basic hourly rate.

(2) Holidays

- (a) New Year's Day
- (b) Martin Luther King's Birthday
- (c) President's Birthday
- (d) Memorial Day
- (e) Independence Day
- (f) Labor Day
- (g) Columbus Day
- (h) Veterans Day
- (i) Thanksgiving Day
- (j) Christmas Day

requiring privileged access or limited privileged access to these information technology systems are subject to screening using the standard National Agency Check (NAC) forms appropriate to the level of risk for adverse impact to NASA missions. The Contracting Officer may allow the service provider to conduct its own screening, provided the service provider employs substantially equivalent screening procedures.

(f) This clause does not affect NASA's responsibilities under the Freedom of Information Act.

(g) The Contractor shall insert this clause, including this paragraph (g), suitably modified to reflect the relationship of the parties, in all subcontracts that may require the furnishing of sensitive information.

(End of Clause)

I.19 REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS OR QUOTERS INCORPORATED BY REFERENCE (MSFC 52.252-90)(FEB 2001)

The Representations, Certifications, and Other Statements of Offerors or Quoters (Section K of the solicitation document) as completed by the Contractor are hereby incorporated in their entirety by reference, with the same force and effect as if they were given in full text.

(End of Clause)

I.20 ESTABLISHING A MINIMUM WAGE FOR CONTRACTORS (52.222-99)(JUNE 2014) (DEVIATION)

This clause implements Executive Order 13658, Establishing a Minimum Wage for Contractors, dated February 12, 2014, and OMB Policy Memorandum M-14-09, dated June 12, 2014.

(a) Each service employee, laborer, or mechanic employed in the United States (the 50 States and the District of Columbia) in the performance of this contract by the prime Contractor or any subcontractor, regardless of any contractual relationship which may be alleged to exist between the Contractor and service employee, laborer, or mechanic, shall be paid not less than the applicable minimum wage under Executive Order 13658. The minimum wage required to be paid to each service employee, laborer, or mechanic performing work on this contract between January 1, 2015, and December 31, 2015, shall be \$10.10 per hour.

(b) The Contractor shall adjust the minimum wage paid under this contract each time the Secretary of Labor's annual determination of the applicable minimum wage under section 2(a) (ii) of Executive Order 13658 results in a higher minimum wage. Adjustments to the Executive Order minimum wage under section 2(a) (ii) of Executive Order 13658 will be effective for all service employees, laborers, or mechanics subject to the Executive Order beginning January 1 of the following year. The Secretary of Labor will publish annual determinations in the Federal Register no later than 90 days before such new wage is to take effect. The Secretary will also publish the applicable minimum wage on www.wdol.gov (or any successor website). The applicable published minimum wage is incorporated by reference into this contract.

(c) The Contracting Officer will adjust the contract price or contract unit prices under this clause only for the increase in labor costs resulting from the annual inflation increases in the Executive Order 13658 minimum wage beginning on January 1, 2016. The Contracting Officer shall consider documentation as to the specific costs and workers impacted in determining the amount of the adjustment.

(d) The Contractor Officer will not adjust the contract price under this clause for any costs other than those identified in paragraph (c) of this clause, and will not provide price adjustments under this clause that result in duplicate price adjustments with the respective clause of this contract implementing the Service Contract Labor Standards statute (formerly known as the Service Contract Act) or the Wage Rate Requirements (Construction) statute (formerly known as the Davis Bacon Act).

(e) The Contractor shall include the substance of this clause, including this paragraph (e) in all subcontracts.

(End of clause)

[END OF SECTION]

ATTACHMENT J-1

2.10 CONTINUITY OF OPERATIONS PLAN (COOP) AND DISASTER RECOVERY (DR) PLAN

The Contractor shall maintain and test service continuity, contingency, and disaster recovery plans for all systems for which they are responsible. In providing these services, the Contractor shall:

- a. Prepare and submit annual updates to the *Continuity of Operations Plan* and a *Disaster Recovery Plan* in accordance with DRD 1497MA-002 to ensure the orderly recovery from a disaster that may render all or part of information facilities, systems, and equipment inoperable. This plan shall be prepared in accordance with NPR 1040.1, *NASA Continuity of Operations (COOP) Planning Procedural Requirements*.
- b. Coordinate with information systems and disaster recovery experts across MSFC and NASA to verify integration of procedures and planning techniques.
- c. Execute effective measures to protect all systems, equipment and data for which the Contractor is responsible from potential environmental threats.
- d. Ensure that systems and equipment for which the Contractor is responsible are operational and restore any lost capabilities and data after the occurrence of a disaster.

2.11 CUSTOMER SERVICE REQUESTS

The Contractor shall receive, process, and execute customer service requests. In performance of this function, the Contractor shall:

- a. Utilize the Government-provided on-line service request system for ordering, assigning, tracking, statusing, and archiving customer service requests in accordance with DRD 1497MA-006.
- b. Implement authorized service requests.
- c. Provide monthly reports in accordance with DRD 1497MA-006 to the Government that explains status of service requests.
- d. Close each service request after customer notification and acceptance.

2.12 PHASE-OUT

The Contractor shall support the succeeding Contractor during the MITS contract phase-out period. This support includes the transition of all management and technical services to the successor Contractor while minimizing operational impacts. The Contractor shall also provide historical data and workload indicators as requested by the Government to facilitate preparation of the follow-on solicitation.

ATTACHMENT J-1

3. INFORMATION TECHNOLOGY (IT) SECURITY SERVICES

The Contractor shall provide IT Security services for MSFC-managed unclassified resources, which includes MSFC managed contracts. The Contractor shall provide IT Security risk management, and intrusion detection and incident response for all applicable IT systems under the responsibility of the MSFC CIO in accordance with the latest NASA, National Institute of Standards and Technology (NIST) and Federal Information Security Management Act (FISMA) requirements. NASA encourages innovation and welcomes new approaches to solve IT Security problems performed in collaboration with the Government. Some personnel supporting IT Security Services will be required to maintain a secret clearance (see Attachment J-9), DD Form 254, *Contract Security Classification and Specification*.

3.1 IT SECURITY RISK MANAGEMENT

In collaboration with the Government, the Contractor shall coordinate the design and implementation of practices that assess and quantify risk. In providing these services, the Contractor shall:

- a. Provide support for security planning, risk mitigation, and information protection as required by NASA Policy.
- b. Provide engineering support for all IT Security activities being provided at MSFC.
- c. Perform the role of Security Control Assessor as defined in NIST SP 800-37 for MSFC managed systems and applications. Tasks include developing the security assessment plan, performing the assessment, issuing a security assessment report, and performing ongoing assessments.
- d. Perform security impact analysis for system change requests including firewall rule changes.
- e. Synchronize any Assessment and Authorization data between local MSFC systems and that which is required for reporting in Agency Assessment and Authorization systems.
- f. Perform system penetration testing for all systems within scope of this contract as directed by the Government, at least once annually. This includes:
 - 1) Using a certified lead
 - 2) Establishing a signed Rules of Engagement prior to any activities
 - 3) Prior communication with appropriate parties such as the MSFC Incident Response Team (MIRT)
 - 4) Coordinating with Agency officials and penetration testers, as appropriate
 - 5) Final report to include details of findings (capturing the associated risks) and recommendations
- g. Support 3rd party IT security audits and track the findings which will be used to improve the overall security of MSFC systems and networks.
- h. Support MSFC activities conducted to provide continuous diagnostics and mitigation across MSFC IT assets.
- i. Conduct weekly discovery, monthly non-credential, and quarterly credential scans of all systems within scope of this contract and coordinate with the systems administrators to resolve the identified vulnerabilities in accordance with NASA policies, procedures, and requirements.
- j. Prepare and submit the *IT Security Risk Analysis Report* in accordance with DRD 1497MA-006 to provide vulnerability and patch status metrics for all MSFC IT systems determined to be in-scope by the Government in accordance with requirements defined by NASA policies and

ATTACHMENT J-1

- a. In performing PM on hardware equipment, the Contractor shall:
 - 1) Comply with PM schedules that minimize disruption to customer operations. Perform adjustments, cleaning, and replacement of parts according to published maintenance procedures.
 - 2) Install latest releases of Field Change Orders (FCOs) and other hardware updates.
- b. In performing PM to software, the Contractor shall:
 - 1) Acquire, test, and install systems software updates. Systems software tests and installations shall normally be performed during scheduled system test periods.
 - 2) Track and renew system software licenses in accordance with DRD 1497MA-002.
 - 3) Evaluate vendor-supplied updates or patches for applicability.
 - 4) Implement system software releases.

5.1.5.2 Remedial Maintenance (RM)

The Contractor shall perform RM, defined as maintenance which results from equipment and software failure and is performed as required on an unscheduled basis. RM shall be performed on all hardware and software elements specified in this contract. In performance of this function, the Contractor shall:

- a. Perform RM promptly after notification that the component is inoperative.
- b. Ensure that the RM is performed for Government requirements and minimizes operational impact to the Government.
- c. Plan, implement, and enforce operational procedures to ensure that the system continues to operate while any failed component is being replaced. Document and maintain the operational procedures.
- d. Maintain the maintenance tools, spares, procedures, and skills to perform the requirements of this PWS section.

5.1.5.3 IT System Configuration Management

The Contractor shall prepare, implement, and maintain IT System Configuration Management Documentation in accordance with DRD 1497MA-002. The documentation shall support tracking of system configuration in order to effectively manage decisions on hardware and software purchases and redistribution of equipment and software. This includes, but is not limited to the following:

- a. All physical assets (Appliances, servers and non-server equipment)
- b. All servers (Physical and Virtual)
- c. All databases (Oracle, SQL, MySQL)
- d. All software (OS, Database and all others managed under this contract)
- e. All tools (WUG, KACE, HPOM and any other the Contractor may use during this contract)

5.1.6 IT Security Administration

The Contractor shall:

- a. Adhere to NASA and MSFC IT security policies for the development, documentation, maintenance, and management of operational and technical IT security plans and system administration related to systems managed under this contract, in accordance with PWS Section 2.6.

Attachment A

Documentation	PWS Section	Initial Submission	Frequency	Data Type	Format	Content
Special Studies	4.2.3, 5.1.1.b 5.1.1.c	Upon Initial Request	As Required	3	Online	Trade studies, feasibility studies, trend analyses, special business cases, hypothetical investigations, benchmarks, etc.
Initial set of documentation/drawings generated under previous contracts	2.3.e	N/A	Maintain Current	3	Hardcopy	Maintain a set of documentation and drawings that was generated under previous contracts related to the work
Documentation related to detailed specification / configuration in carrying out the requirements of the contract	2.3.d	N/A	Maintain Current	3	Online	Design drawings, specifications, technical configurations, diagrams, architectures, processes etc.
Documentation Tree	2.3.f	N/A	Maintain Current	3	Online	Categorizes, lists and describes all documentation generated under this contract
Disaster Recovery Plan	2.10.a	N/A	Annually	1	Online	This document should include POCs to support the interface to meet the I3P requirements for coordination between contracts, NICS (network), EAST (internal / enterprise applications), WEST (external applications), Amazon (external cloud based applications) and any other contracts in place to support operations of the datacenters.
Continuity of Operations Plan	2.10.a	N/A	Annually	1	Online	Identify the approach and process to ensure the continuous performance of NASA's mission-essential operations and functions during an emergency including all applicable POC's to support Recovery Point Objective (RPO) and Recovery Time Objectives (RTO).

ATTACHMENT J-4
PERFORMANCE REQUIREMENTS SUMMARY (PRS)
Applicable to each 6-month performance evaluation period

Contract Requirement	Standards of Performance	Acceptable Quality Level (METRICS)	Surveillance Method	Weight
PWS 4.0 IT Planning, Policy, and Service Integration & Delivery Measures (See Attachment J-5, Section 2.2.3)	<ol style="list-style-type: none"> Percentage of accepted or banked innovations judged high quality following the semi-annual review of internally-sourced innovation campaigns and opportunities (2.2.3.1) Increase in valuation of innovation portfolio compared to prior periods compared to prior period (2.2.3.1) Percentage of accepted or banked innovation proposals judged to be transforming (grow or transform the business) versus incremental (run the business) (2.2.3.1) 	<ol style="list-style-type: none"> >/= 50% > prior period >/= 25% 	Documentation of innovation campaigns/idea submittals within the IdeaLab open innovation system will be informally reviewed quarterly and formally reviewed semi-annually. Documentation of innovation campaigns/idea submittals within the IdeaLab open innovation system will be informally reviewed quarterly and formally reviewed semi-annually. Review of innovation submissions within open innovation system (informally reviewed quarterly and formally reviewed semi-annually).	2% 2% 2%
PWS 5.0 IT Infrastructure Services (See Attachment J-5, Section 2.2.4)	<ol style="list-style-type: none"> Percentage of uninterrupted uptime for all PWS 5.1 production systems (excluding maintenance windows, non-business hours and outages beyond the contractor's control (e.g. force majeure, acts of terrorism) (2.2.4.1) Percentage of return-to-service for all PWS 5.1 elements within specified business hours dependent upon severity levels of trouble 	<ol style="list-style-type: none"> >/= 99.8% >/= 95% 	Government-provided on-line service request system for incidents and impact assessment; Other uptime impacts if not recorded in the Government-provided on-line service request system Government-provided on-line service request system for incidents and impact assessment; Other RTS reports	4% 4%

ATTACHMENT J-5

2.2.3.1 Open Innovation (6%) - The Contractor shall ensure that all submitted innovations are fully captured, documented, evaluated, and disseminated within the open innovation system to earn 100% of the fee available for this element. Specific sub-elements applicable to this AQL are listed below. Each of the three sub-element accounts for 1/3 of the total for open innovation (i.e., 33.3% individually).

Percentage of accepted or banked innovations judged high quality	% of Available Fee
>= 50%	100%
26% - 49.99%	50%
>0% - 25.99%	25%
0%	0%

Increase in valuation of innovation portfolio	% of Available Fee
> prior period	100%
<= prior period	0%

Percentage of accepted or banked transforming innovation proposals	% of Available Fee
>= 25%	100%
13% - 24.99%	50%
>0% - 12.99%	25%
0%	0%

ATTACHMENT J-9
DD FORM 254 CONTRACT SECURITY CLASSIFICATION AND SPECIFICATION

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING a. FACILITY CLEARANCE REQUIRED <p align="center">SECRET</p> b. LEVEL OF SAFEGUARDING REQUIRED <p align="center">N/A</p>			
2. THIS SPECIFICATION IS FOR: <i>(X and complete as applicable)</i>			3. THIS SPECIFICATION IS: <i>(X and complete as applicable)</i>				
a. PRIME CONTRACT NUMBER		TBD		Date (YYMMDD)			
b. SUBCONTRACT NUMBER				a. ORIGINAL <i>(Complete date in all cases)</i>	Date (YYMMDD)		
c. SOLICITATION OR OTHER NUMBER		Due Date (YYMMDD)		b. REVISED <i>(Supersedes all previous specs)</i>	Revision No.		
X NNM14494731R		08/13/2014		c. FINAL <i>(Complete Item 5 in all cases)</i>	Date (YYMMDD)		
4. IS THIS A FOLLOW-ON CONTRACT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under <u>NNM10AA03C</u> <i>(Preceding Contract Number)</i> is transferred to this follow-on contract.							
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period _____.							
6. CONTRACTOR <i>(Include Commercial and Government Entity (CAGE) Code)</i>							
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>				
			Defense Security Service Little John Road Redstone Arsenal, AL 35898				
7. SUBCONTRACTOR							
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>				
8. ACTUAL PERFORMANCE							
a. LOCATION		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>				
NASA/MSFC Marshall Space Flight Center, AL 35812, and other NASA Centers		N/A	NASA MSFC Protective Services/AS50 Marshall Space Flight Center, AL 35812				
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT MSFC Information Technology Services (MITS)							
10. CONTRACTOR WILL REQUIRE ACCESS TO:		YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:		YES	NO
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION			X	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY		X	
b. RESTRICTED DATA			X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY			X
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL			X
d. FORMERLY RESTRICTED DATA			X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE			X
e. INTELLIGENCE INFORMATION				e. PERFORM SERVICES ONLY			X
(1) Sensitive Compartmented Information (SCI)			X	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES			X
(2) Non-SCI				g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER		X	
f. SPECIAL ACCESS INFORMATION			X	h. REQUIRE A COMSEC ACCOUNT			X
g. NATO INFORMATION			X	i. HAVE TEMPEST REQUIREMENTS			X
h. FOREIGN GOVERNMENT INFORMATION			X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS			X
i. LIMITED DISSEMINATION INFORMATION			X	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE			X
j. FOR OFFICIAL USE ONLY INFORMATION		X		l. OTHER <i>(Specify)</i>			
k. OTHER <i>(Specify)</i> Sensitive but Unclassified(SBU)		X					

12. PUBLIC RELEASE Any information (*classified or unclassified*) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

Direct Through (*Specify*)

Public Affairs Office, CS20, George C. Marshall Space Flight Center, Marshall Space Flight Center, AL 35812
(must provide four (4) copies)

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. SECURITY GUIDANCE. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (*Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.*)

- a. The provisions of this contract are generally limited to the Marshall Space Flight Center (MSFC) area with the exception being those locations where equipment is installed, maintained and general support is required by the User Agency.
- b. Personnel security clearances will be issued only to those who have justifiable need.
- c. The contractor will be responsible for following all applicable NASA and NSA guidelines and directives, applicable directives of the Committee on National Security Systems (CNSS), and applicable Security Classification Guides, and for keeping abreast of changes to those directives. Other applicable guidelines are: DoD 5220.22-M, *National Industrial Security Program Operating Manual (NISPOM)* and Supplement 1, NPR 1600.1, *NASA Program Procedural Requirements*, and MPR 1600.1, *MSFC Physical Security*.

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. (*If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.*)

Yes No

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (*If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.*)

Yes No

Inspections will be conducted by MSFC and the Defense Security Service as required.

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL Michael D. Wilson	b. TITLE Manager, Protective Services Office Marshall Space Flight Center	c. TELEPHONE (<i>Include Area Code</i>) (256) 544-5205
d. ADDRESS (<i>Include Zip Code</i>) NASA/Marshall Space Flight Center AS50 MSFC, AL 35812	17. REQUIRED DISTRIBUTION <input checked="" type="checkbox"/> a. CONTRACTOR <input type="checkbox"/> b. SUBCONTRACTOR <input checked="" type="checkbox"/> c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR <input type="checkbox"/> d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION <input checked="" type="checkbox"/> e. ADMINISTRATIVE CONTRACTING OFFICER <input checked="" type="checkbox"/> f. OTHERS AS NECESSARY	
e. SIGNATURE		

1. Full Name
2. Driver's License Number and State of Issuance
3. Citizenship – Primary and/or Dual
4. Company Name (Is company foreign-owned? – yes/no)

(e) Unbadged delivery personnel shall also provide driver's license, vehicle registration, and proof of vehicle insurance or lease agreement to obtain vehicle passes and badges. No escorts will be provided. Offerors should allow ample time for processing through the gate at Redstone Arsenal and Protective Services Office. Offerors are informed that badging services are only available at the Visitors Centers located at Gate 1, Martin Road and Gate 9, Rideout Road.

(End of Provision)

L.21 DUE DATE FOR RECEIPT OF PROPOSALS

The due date and time for receipt of proposals is as follows:

Volume	Title	Requested By	Due Date	Local Time
I	Mission Suitability Volume	August 13, 2014	August 13, 2014	2:00 p.m. Central Time
II	Cost Volume	August 13, 2014	August 13, 2014	2:00 p.m. Central Time
II	- Cognizant Audit Office Template (CAOT), (Attachment L-B, Form B3)* - SF1408, <i>Preaward Survey of Prospective Contractor Accounting System</i> * - <i>Preaward Survey of Prospective Contractor Accounting System Checklist</i> (Attachment L-D, Form D5)*	July 30, 2014	August 13, 2014	2:00 p.m. Central Time
III	Past Performance Volume*	July 30, 2014	August 13, 2014	2:00 p.m. Central Time
III	Attachment L-D /Form D3, Past Performance Interview/Questionnaire Forms*	July 30, 2014	August 13, 2014	2:00 p.m. Central Time
IV	Completed Model Contract, Signed SF33's, Section J (all attachments) and Section K Certifications	August 13, 2014	August 13, 2014	2:00 p.m. Central Time

* Requested 2 weeks prior to required due date for proposals; however, delivery is not required until the proposal due date.

(End of Provision)

L.23 PROPOSAL FORMAT AND PAGE LIMITATIONS

(a) Proposals shall be submitted in four volumes with the required quantities as depicted in Table L.23-1. The proposal shall be submitted in three-ring binders with each section appropriately identified and organized into one volume per binder. Each volume shall stand alone, provide complete coverage of the topic, and include responses to each item described in the proposal instructions. Each volume shall also include a table of contents applicable to the volume for ready reference to sections, figures, and illustrations.

(b) Volume marking: An original version is required for all volumes.

(1) **For Volumes I, III, and IV**, the offeror shall mark each volume cover with the following legend:

“Volume [Number], Original” (e.g., Volume I, Original) or
“Volume [Number], Copy [Number] of [Number]” (e.g., Volume I, Copy 1 of 5)

(2) **For Volume II**, the offeror shall mark the cover with the following legend:

“Volume II – Original” or

“Volume II – (Copy 1 of 2)”

(c) The page guidelines in Table L.23-1, *Proposal Format and Page Limitations*, are provided for guidance only; offerors are permitted to exceed these page guidelines but shall not exceed the total page limits defined in Table L.23-1. Offerors are reminded the RFP includes additional deliverables that do not have page guidelines listed. It is the offeror’s responsibility to ensure their proposals contain all the required documents as defined throughout the RFP.

(Remainder of page left intentionally blank)

- (14) A table (which correlates to Volume II, Cost Volume) delineating the percentage of direct labor dollars allocated to the prime and each subcontractor. The total shall equal 100%. For Joint Ventures, the table shall delineate the percentage of direct labor dollars allocated to each Joint Venture member and each subcontractor. The total shall equal 100%. The table(s) shall demonstrate compliance with the percentage of work requirements delineated at 13 CFR 125.15, 13 CFR 125.6, 13 CFR 124.510, and FAR 52.219-14, *Limitations on Subcontracting*, and Joint Venture requirements of these parts, if applicable. Joint Ventures shall also provide a table delineating the distribution of net profits among the Joint Venture partners to demonstrate compliance with 13 CFR 125.15(b)(2)(iii).
- d. The approach for maintaining project schedule, operating within approved budgets, meeting project milestones, providing early notification of potential problems, utilizing management metrics to track progress and trends, providing deliverables on-time, and maintaining ongoing operations in an effective manner. The offeror's approach to project re-planning changes, budgetary changes or other requests shall also be provided.
- e. The proposed strategies, processes, and procedures to establish and maintain an integrated, effective, and efficient work flow across team members and subcontractors in order to maintain the parallel flow of mission services and development activities.
- f. The offeror's solution, and approach for utilizing the solution, to meet the requirements of PWS sections 2.2 and 2.4. The offeror shall also describe:
- (1) The interrelationships between the offeror's procurement, time card, financial management systems, and any other internal system, and how these systems relate to the offeror's business management processes.
 - (2) Any limitations on access to the data including associated rationale.
- g. The strategy (e.g., avoidance, limitation on future contracting, mitigation, etc.) for resolving each OCI that is either identified in the solicitation or created by the requirements of the solicitation/contract and the effect of such strategy on performance of the contract.
- h. The current status of the prime offeror's and all major subcontractor's business systems to include accounting, estimating, property management, timekeeping, employee compensation, and purchasing. Identify any reviews, the DCAA Audit No. or DCMA Letter No. and office, date of approval, and any conditions, deficiencies, issues or problems. The current status of business systems to be utilized in performance of the MITS contract by a Joint Venture shall be submitted. Explain any existing conditional approvals and the compliance status of any systems(s) for which approval is currently withheld.
- i. If the offeror does not have a Government approved purchasing system, describe the plan and approach to establish and implement a Government approved purchasing system within 90 days after the effective date of the contract or the approach to perform this function by other means (see clause entitled *Government Approved Purchasing*

the matrix, indicate the relationship between this PWS and the referenced contract by indicating (1) the capacity in which the referenced contract was performed (i.e., "P" if performed as a prime contractor, "S₁" if performed as a first-tier subcontractor, "S₂" if performed as a second-tier subcontractor, etc.) and (2) the approximate percentage of the referenced contract value associated with the MITS PWS.

Table L.24-7, Sample PWS Past Performance Matrix

Contract Identifier	MITS Performance Work Statement (PWS)							
	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX	PWS Sec. XX
USAF/ F41608-98-D-0012	P (25%)			P (10%)	P (15%)			P (5%)
NASA/NAS5-00325		P (10%)		P (12%)	P (8%)			P (5%)
EPA/S-08536		S ₁ (15%)	S ₁ (10%)	S ₁ (10%)				
DOJ/M-12345	S ₂ (5%)		S ₂ (7%)		S ₂ (6%)		S ₂ (10%)	
XYZ Corp.	S ₁ (5%)		S ₁ (12%)	S ₁ (4%)		S ₁ (12%)	S ₁ (8%)	

(c) For the offeror and all proposed major subcontractors, provide for the past 5 years (1) a listing of all contracts terminated for default, and (2) a listing of all contracts whose scope was reduced because of performance or cost problems. Include the contract number and the name, address, and telephone number of the terminating or contracting officer.

(d) **Past Performance References:** A Past Performance Questionnaire is provided as *Past Performance Interview/Questionnaire* (Attachment L-D, Form D3) to this solicitation. The offeror (including major subcontractors when applicable) shall complete the offeror fill-in sections of the questionnaire and forward this questionnaire to their contracting and technical representatives for final completion. The offeror shall include a summary of all representative customers to whom it has provided Past Performance Interview/Questionnaire Forms and advise those customers of the past performance questionnaire due date and delivery location. This summary shall match the responses (limited to no more than eight identified in (a) of this provision). The offeror shall request the customer references to fully complete the questionnaire and return it to the point of contact referenced in the provision entitled *Communications Regarding This Solicitation* by the time that Volume III submittals are due. Ensuring that questionnaires are completed and provided to the proposal delivery address is the sole responsibility of the offeror. The offeror may permit its customers to transmit the Questionnaire responses via email, directly to the Contracting Officer. However, the Government cannot guarantee security of email submissions. Additional instructions for completing the Past Performance Questionnaires are contained on the form. In addition to offeror provided references, the Past Performance Information Retrieval System (PPIRS) and any references known or available to the Source Evaluation Board (SEB) will be checked as deemed necessary.

(End of Provision)

**VOLUME IV - COMPLETED REPRESENTATIONS AND CERTIFICATIONS,
MODEL CONTRACT AND SIGNED SF-33**

(a) Standard Form – SF 33 Offeror fill-ins and Section K. A Standard Form 33 has been provided in this solicitation. The completed and signed SF33, all pages with the required fill-ins, and all of completed Section K must be submitted with Volume IV, Model Contract. Volume IV shall be submitted in its entirety, to include all pages provided in the solicitation for Sections B through J, including all Section J attachments. The balance of the solicitation (i.e., Sections L and M) need not be returned. The offeror shall also complete the following:

Table L.24-8, Offeror Fill-ins

Section/Attachment	Clause/Attachment	Fill-in Required (if Applicable)
A- SF33		Sections 12-18
B	B.2 (a) and (b)	Contract Values
B	B.6	<i>Premiums for Scheduled Overtime</i>
H	H.8(c)	<i>Key Personnel and Facilities</i>
J	Attachment J-1-A	<i>Contractor Innovations, Approaches, Advance Agreements, and Corporate Capital Investments</i>
J	Attachment J-9	<i>DD Form 254, Contract Security Classification and Specification</i>
K		<i>Representations, Certifications, and Other Statements of Offeror</i>

In the event the Government elects to award a contract from initial proposals without discussions, the signed SF33 and completed Volume IV, Model Contract, will form the executed contract.

(b) Additional information to be furnished as part of Volume IV-

(1) Major Subcontractor List

At the beginning of the Contract Volume IV, the offeror shall provide a summary listing (by name and address) of all joint venture partners, major subcontractors, and vendors that have been identified by name throughout the offeror's proposal, the contract value associated with each entity, and the percentage of total work assigned to each entity.

(2) Responsibility Information

Provide information addressing all of the elements under FAR 9.104 to demonstrate responsibility.

(3) Proposal Validity Period

It is requested that offerors indicate, in Block 12 of the SF 33, a proposal validity period of not less than 365 days. However, in accordance with FAR 52.215-1, *Instructions to Offerors--Competitive Acquisitions*, a different (longer) validity period may be proposed.

ATTACHMENT L-A

1.5.1 MITS Subcontractors

The MITS contract has four first-tier subcontracts to satisfy requirements for which Dynetics Technical Services, Incorporated, is wholly responsible.

1.5.2 MITS Approximate Productive Hours

The data below provides an approximation of productive labor hours for the current MITS contract. Table 1.5.2-2 reflects the labor hours associated with current MITS PWS structure. Note that this table **does not include** labor hours associated with PWS 5.0 (Telecommunications Services) and PWS 6.0 (Applications and Web Services) which are not within the scope of this solicitation with the exception of Document Repository Operations and Customer Unique IT Support Services. Document Repository Operations and Customer Unique IT Support Services labor hours for FY2013 are provided in Table 1.5.2-1. It should also be noted that Audio Visual Services currently provided to MAF through the Manufacturing Support and Facilities Operations Contract (MSFOC) will be transitioned to the MITS contract. Productive labor hours for these services are not available however, workload statistics are provided in tables 6.1-2, 6.2-2, 6.3.2-2, and 6.5-2. The approximate hours delineated in Table 1.5.2-1 below are not included in the approximate hours delineated in Table 1.5.2-2, *MITS Approximate Productive Hours*:

Table 1.5.2-1, FY2013 Document Repository Operations and Customer Unique IT Support Services

Customer Unique IT Support Services Productive Hours Area of Support	Approximate Hours (Reg. & OT)	Data Entry	Ops & Mnt.	SME / Func. Sppt.	Sys. Adm.	Usr. Sppt. & Trng
Document Repository Operations	13,291	-	-	-	-	-
Cust. Unique IT Support Svcs.:	58,033					
Data Entry / Reports	6,178	x				x
NASTRAN Expertise	2,434			x		x
EMI and SME	6,739		x	x	x	
Visual Manufacturing	1,872		x			x
Thermal Modeling/Analysis Sppt	1,872		x	x		x
SME and Test Support	5,803		x	x		x
MATLAB	1,498		x		x	x
Structure Design	1,872				x	x
Flight Project IT Support	1,872	x				x
Advanced Concepts Support	1,872		x		x	x
Delmia and Other Support	1,872			x	x	x
MCAD / ECAD Support	16,474		x	x	x	x
Modeling-Visualization	2,059		x		x	x
Data Analysis	1,872	x				x
COTS & Server Support	1,872				x	x
Meteor Data Analysis Support	1,872			x	x	

Historical Information

Sections 2.0 – 6.0 of Attachment L-A constitute a historical snapshot of the work within a certain period of time. The information is organized to correspond to the MITS level 1 PWS WBS elements.

NOTE: The following Background and Historical Data is organized by MITS PWS Level 1.

2. PROGRAM MANAGEMENT

The Contractor provides an integrated Program Management function with oversight and responsibility for MSFC services. The Contractor performs management activities necessary to plan, execute, control, and report project performance, schedules, and resources. Currently, the Contractor utilizes the Government-furnished Management Information Control System (MICS), as well as other Contractor-owned planning and control systems, to provide for planning, tracking, accumulating, and reporting of contract data. For the future MITS effort, MICS will not be available for use. Therefore, any software solution utilized to perform these functions must be Contractor-provided. The Program Management consists of Project Management, Financial Management, Contract Administration, Procurement, Property Management, Security, Safety, Facilities Management, Quality Management, Continuity of Operations Plan (COOP) and Disaster Recovery (DR) Plan, Customer Service Requests, and Phase-Out.

The IT world is a constantly changing environment with new innovations introduced daily and new security challenges emerging regularly. MSFC must constantly investigate and evaluate new information technologies and initiatives that offer the possibility of improving service delivery, reducing costs, improving the IT security posture, and changing how MSFC does business today and in the future. As an organization, the OCIO encourages initiatives and the development of pilot projects that assess the applicability and business value of next-generation emerging technologies. Innovative technologies that offer promise for improving the manner in which information services are delivered today must then be integrated into the existing IT architecture with minimal disruption to the customer base. MSFC must constantly be at the forefront of technology and security, exploring those technological opportunities that offer the most promise.

2.1 PROJECT MANAGEMENT

Project Management encompasses all management activities necessary to plan, execute, control, and report project performance, schedules, and resources (including human resources). The control function integrates costs, schedules, and performance, and relates the progress of the project, along with any variance from the proposed plan. This element also includes higher-level program management functions not classified elsewhere in the succeeding elements.

Open IT Innovation Management Products	FY2011	FY2012	FY2013	FY2014 EST
LaRC IRAD Proposal Campaigns	-	-	-	1
LaRC Users Supported (CS/Contractor)	-	-	~3000	~3000
LaRC Active Users in IdeaLab	-	-	-	75
Stage-Gated Model Development/Maintained	2	2	2	2
Dashboard Reporting Screens Developed/Maintained	7	16	23	26

The IT portfolio is comprised of three distinct, but highly inter-related segments:

- The IT Discovery Portfolio
- The IT Project Portfolio
- The IT Asset Portfolio

The IT Discovery Portfolio segment is typically considered the “fuzzy front-end” of the overall IT portfolio and contains “Opportunities”, “Ideas”, and/or “Concepts” for innovations.

- An **Opportunity** can be defined as a business or technology gap that exists between the current as-is state and the envisioned future state and/or provides a competitive advantage, solves a problem, eliminates a deficiency, or responds to a threat.
- An **Idea** can be defined as an embryonic form for a new solution or service, often consisting of a high-level view of a problem’s preliminary solution identified by the opportunity.
- A **Concept** can be defined as a more well-defined form that may consist of both written and visual descriptions defining primary features and benefits combined with a broad understanding of the technology solutions needed to address a business or technology gap.

Once an opportunity, idea, or concept is chosen for implementation, it typically becomes a development/maintenance/enhancement (DME) IT project, and if successful, ultimately a steady-state (SS) component of the IT Asset Portfolio, and therefore requires long-term funding commitments.

Fuzzy front-end initiatives are often undertaken based on stove-piped strategies, minimal funding, fragmented and/or incomplete assumptions, wishful thinking, and/or political clout of an initiative sponsor.

Failure to address the fuzzy front-end of the IT Discovery Portfolio in a more rigorous manner can significantly affect the downstream commitment for IT resources and impact strategic governance of IT resources.

For example, an enterprise with outdated business/technology infrastructures will have to allocate additional resources just to maintain steady-state operational readiness

capabilities, thereby resulting in a portfolio of initiatives that is often slanted heavily towards maintaining the current baseline of investments.

Real innovation in the IT Discovery segment requires a long-term commitment to and has to out-weigh the short-term desire for quick results with regards to IT resource allocations.

Innovation opportunities effectively represent and require an allocation of limited resources. Therefore what is needed is an effective mechanism to introduce a repeatable and manageable process to the fuzzy front-end in order to bubble up the most promising innovation opportunities and limit risk, failure, and exposure to the IT Project and IT Asset segments of the overall portfolio, and thereby minimize requirements for downstream IT resource allocations.

Innovations can occur across people, processes, and products/services. Innovation investment opportunities can generally be segmented into three categories – (1) those which are required to *run the business*, (2) those that provide the opportunity to *grow the business*, or (3) those which offer the potential to *transform the business*.

1. **Run the business** – Innovation proposals in this category segment typically are aligned or applied to keeping existing operations running. For example, an innovation proposal may be applied to an existing process or product/service that may reduce the cost of providing the product or service or improve the efficiency of the product or service.
2. **Grow the business** – Innovation proposals in this category segment typically expand the scope of existing products and services. For example, an innovation proposal may be recommended that will incrementally expand the use of a existing product/service and result in growth to current segments of the business.
3. **Transform the business** – Innovation proposals in this category will create fundamentally new IT products and services that broaden the OCIO's reach into new or untapped areas. For example, an innovation proposal may be recommended that will leverage leading edge information technologies to transform cultural and operational application of IT across the enterprise.

Resource investments in the IT Discovery Portfolio effectively represent governance decisions about the enterprise architecture direction and the long-term commitment for IT resources. As with any portfolio strategy, the IT Discovery Portfolio should be balanced between innovation opportunities that represent the three categories in order to effectively develop a *buy-hold-sell strategy* for the overall IT portfolio.

The Government's IdeaLab Open Innovation system provides a methodology and capability to identify, capture, document, and disseminate candidate innovation proposals (ideas, concepts, opportunities), and evaluate them based on the degree to which they are determined to be architecturally compliant, insertion ready, aligned with the mission, reduce risk and cost, and improve efficiency and security will affect the valuation of the innovation proposal. These criteria will be used to determine whether innovation proposals are of "limited quality", "nominal quality" or "high quality". This effectively represents the "valuation" of the innovation proposal.

For example, an innovation proposal may be submitted against an existing process or product/service that may reduce the cost of providing the product or service or improve the efficiency of the product or service. Upon evaluation, it may be determined that the innovation proposal should only be judged as “nominal quality” since it only impacted costs or efficiency by a small factor. Another innovation proposal within the same category may result in an impact to reduce cost or improve process efficiency by a much higher margin, and that innovation proposal may be judged of “high quality” when compared to the other innovation proposal. The relative valuation of the innovation proposals is determined during the evaluation process.

Documentation of innovation campaigns, and idea submittals within the IdeaLab Open Innovation System will be informally reviewed quarterly and formally reviewed semi-annually to determine the overall quality and valuation of the proposals submitted.

The IdeaLab Open Innovation System provides the repeatable process and capability by which the contractor can propose and document innovation proposals and the government can evaluate those proposals and make decisions regarding which innovation proposals offer the most promise, and limit risk, failure, and exposure to the overall IT portfolio.

It is expected that innovations will be regularly submitted into the IdeaLab Open Innovation System and that the Government and the Contractor will collaboratively conduct quarterly informal and formal semi-annual reviews of innovation proposals to determine innovation proposal valuation.

4.2 IT PORTFOLIO MANAGEMENT

A focused approach to enterprise portfolio management enables NASA to effectively plan for and achieve the optimal desired enterprise business capabilities and maximize long-term cost savings. The enterprise portfolio management strategy is driven by a common objective to resolve near- and long-term gaps in the enterprise IT roadmap and enable systematic adoption of new information technologies and processes that securely enable the mission while controlling costs.

As part of the Government’s assessment of the IT Portfolio, the Contractor will be expected to assist in answering the following types of strategic investment questions:

- How is the Contractor spending its IT investment dollars today (steady state vs. development/modernization/enhancement)?
- What approach should the organization take to evaluate and analyze the portfolio and identify potential redundancies across existing PWS areas?
- Where are the investment/divestment opportunities within the portfolio? Where are we spending too much on low criticality capabilities and where are we spending too little on high criticality capabilities?
- What are the downstream impacts of investment/divestment decisions (i.e., what is the importance of line-of-sight through services, applications, technologies, and

6. AUDIO-VISUAL INFORMATION SERVICES

Audio-Visual Information Services (AVIS) includes the following primary services; animation and interactive multimedia services, graphics and publications, photographic services, reproduction and printing services, television and video services, A/V support services, and special events administration and support services. These services are currently requested through MISM and historical service request data for the 6-month time period of August 1, 2013, through January 31, 2014, is provided in the following sections. It should be noted that the time period referenced in the tables should be considered representative of any given 6-month time period. It should also be noted that the services provided for MAF (PWS Sections 6.1-6.3, and 6.5) have been fulfilled by personnel under the current Manufacturing Support and Facilities Operations Contract (MSFOC). The approximate number of productive hours for 2013 for this effort was 5,616. The current plan is that those services would be transitioned to this contract upon award, resulting in the need to co-locate some MITS personnel at that facility.

6.1 ANIMATION AND INTERACTIVE MULTIMEDIA SERVICES

The Contractor creates, develops and delivers animations, presentations, and other multimedia products supplied on CD-ROM or DVD to MSFC customers, Contractors, research partners, Government leaders in industry and academia or to the public at MSFC and MAF. The production of animation and interactive multimedia requires extensive planning, pre-production, content production, and final production. Note: Duplication and digital file conversions are not represented in the tables below.

Table 6.1-1, MSFC Animation and Interactive Multimedia

MSFC Animation and Interactive Multimedia	8-1-13 to 1-31-14
3-D Animation Scenes	33
Interactive DVDs	8
Interactive CDs	2
Enhanced PowerPoint Presentations	150
DVD Slide Shows	5
Interactive Kiosk	2
Multimedia Video Productions	5
DVD Videos	22
Total	227

6.6 AUDIO-VIDEO SUPPORT SERVICES

Audio-Video (A/V) provides technical capability and support for common area A/V equipment such as televisions, kiosks, speakers, monitors and specialized customer requirements on the MSFC campus to include building 4200 room 106/Press Room, Morris Auditorium, building 4316/Activities Center, and the MSFC Educator’s Resource Center (ERC), purchasing, installing and maintaining these capabilities as well as the specialized requests. A/V maintains the three satellites used to downlink signals for support to the TV Studio. A/V maintains the head end equipment to the Cable Distribution Center (CDC). A/V technicians also provide support to MAF as needed.

An A/V technician supports special events by providing the sound system, podium, microphone, flags, projectors, large screens, etc. When more than one event is taking place, other A/V technicians are utilized from the A/V support team or surge support is required. A/V technicians also provide event support to MAF as needed. Live events at MAF are supported by MSFC personnel via travel and live events at MSFC are streamed to MAF.

Table 6.6-1, Audio-Video Services Workload Statistics

Audio-Video Services Workload Statistics	
	FY2013
Non-Conference Room A/V Installs and Maintenance	118
Cable System Head End	800
Common Area A/V Installs and Maintenance	300
Special Events Supported	47
Special Event Facilities Installs and Maintenance	4
Satellite Downlink/Antenna Farm/Over-Air Feeds	8
Specialized A/V Installs and Maintenance	70
A/V Trouble Tickets	60

6.7 SPECIAL EVENTS ADMINISTRATION AND SUPPORT SERVICES

A special event is an activity or celebration that creates the opportunity to build relationships and increase visibility, awareness, recognition, and outreach with stakeholders and employees. A special event has the potential to involve people throughout MSFC, but does not fall under the category of research, testing, or development.

improvises photographic methods and techniques or selects and alters secondary photographic features (e.g., scenes, backgrounds, colors, lighting). Many assignments afford only one opportunity to photograph the subject. Typical examples of equipment used at this level include ultra-high speed, motion picture production, studio television, animation cameras, specialized still and graphic cameras, electronic timing and triggering devices, etc.

Some assignments are characterized by extremes in light values and the use of complicated equipment. This photographer sets up precise photographic measurement and control equipment; uses high speed color photography, synchronized stroboscopic (interval) light sources, and/or timed electronic triggering; operates equipment from a remote point; or arranges and uses cameras operating at several thousand frames per second. In other assignments, selects and sets up motion picture or television cameras and accessories and shoots a part of a production or a sequence of scenes, or takes special scenes to be used for background or special effects in the production. This person works under guidelines and requirements of the subject-matter area to be photographed, and consults with supervisors only when dealing with highly unusual problems or altering existing equipment.

13110 VIDEO TELECONFERENCE TECHNICIAN

The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services.

14041 COMPUTER OPERATOR I

The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

14042 COMPUTER OPERATOR II

The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

14103 COMPUTER SYSTEMS ANALYST III

The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems.

The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

15080 GRAPHIC ARTIST

The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

23181 ELECTRONICS TECHNICIAN MAINTENANCE I

The Electronics Technician Maintenance I applies basic technical knowledge to perform simple or routine tasks following detailed instructions, performs such tasks as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. This person works under close supervision receiving technical guidance from supervisor or higher-level technician. Work is checked frequently for accuracy.

		special provisions and secures required management approval for submittal of proposals to customer. Develops, negotiates, and administers subcontracts of high complexity and risk to fulfill authorized requirements, ensuring compliance on supplier cost, schedule, legal and performance aspects. Negotiates moderate subcontracts, and identifies and coordinates sources and recommended suppliers.
Contract/Subcontracts/ Purchasing Specialist	BA/BS Degree/5 years experience or 7 years relevant experience	Supports development of sourcing strategies, performs make or buy analysis, market research, Request for Proposal (RFP)/Request for Quotation (RFQ) development, evaluates bids, quotations, and proposals, and awards and administers routine to complex purchase orders and subcontracts for the acquisition of goods and services required to support contract activities. Position strives to obtain best value for products and services through effective bidding, negotiated acquisition, and supplier management strategies. Reports to Contracts/Subcontracts/Purchasing Manager and may manage staff performing like functions.
Information Technology (IT) Specialist	BS or MS Degree in relevant field with 5 years experience or 10 years relevant experience	Provides and applies technical expertise, leadership and capability to enable definition, development and integration within IT policy and governance areas, including areas such as innovation management and technology evaluation, IT portfolio management, IT project management, capital planning and investment control, organizational performance measurement/reporting, and/or transformation planning. Keeps abreast of changing and emerging technology directions and makes recommendations for resolving information technology (IT) issues and requirements. Researches emerging technologies to understand how they could impact or improve the services provided to the customer. Develops cost-benefit studies and alternative trade studies to enable the most efficient use of IT capital and material resources at the lowest cost.
Business Specialist	BA/BS Degree/5 years experience or 7 years relevant experience	Responsible for manpower resource planning and allocation, analysis of buying trends, research, analysis and presentation of contract status and resource reports, and market analysis. Provides professional support to Contract and Technical Area managers in meeting and maintaining manpower resource requirements. Evaluates internal manpower requirements for the execution of IT strategies and procedures and performs analysis of external market factors affecting compensation for IT professionals and supporting technical personnel. Develops compensation strategies for achieving and maintaining the optimum levels of technical capability with available financial resources.
Systems Engineer I	BS Degree in relevant field with 0-3 years experience or 5 years relevant experience	With guidance from more senior engineers, assists using basic engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate computer and telecommunications systems. Reviews and prepares engineering and technical analysis reports, change proposals, and other

**ATTACHMENT L-D, FORM D2
JOB DESCRIPTION/QUALIFICATION FORM (JD/O)**

Contractor/Subcontractor Name _____

TITLE <input type="checkbox"/> MSFC <input type="checkbox"/> MAF	Contractor Job Title: _____
	CBA Job Title: _____
	Solicitation Job Title: _____
	SCA Wage Determination Job Title: _____
	SCA Directory of Occupations Classification Number: _____
TYPE	<input type="checkbox"/> EXEMPT <input type="checkbox"/> NON-EXEMPT
SALARY / WAGE RANGE	ANNUAL FROM: _____ TO: _____ [Exempt]
	HOURLY FROM: _____ TO: _____ [Nonexempt]
HEALTH AND WELFARE	AVERAGE HOURLY COST OF HEALTH & WELFARE _____
DESCRIPTION	_____

QUALIFICATION REQUIREMENTS	EDUCATION: _____
	EXPERIENCE: _____

TITLE <input type="checkbox"/> MSFC <input type="checkbox"/> MAF	Contractor Job Title: _____
	CBA Job Title: _____
	Solicitation Job Title: _____
	SCA Wage Determination Job Title: _____
	SCA Directory of Occupations Classification Number: _____
TYPE	<input type="checkbox"/> EXEMPT <input type="checkbox"/> NON-EXEMPT
SALARY / WAGE RANGE	ANNUAL FROM: _____ TO: _____ [Exempt]
	HOURLY FROM: _____ TO: _____ [Nonexempt]
HEALTH AND WELFARE	AVERAGE HOURLY COST OF HEALTH & WELFARE _____
DESCRIPTION	_____

QUALIFICATION REQUIREMENTS	EDUCATION: _____
	EXPERIENCE: _____

**Appendix A
Subcontractor Salary, Wage, and Health and Welfare Rate Table**

Subcontractor Name						
Offeror Proposed Labor Category/Contractor Job Title	CBA Job Title	Government Labor Category/Solicitation Job Title	SCA Wage Determination Job Title	SCA Directory of Occupations Classification Number	Salary/Wage Range (Annual From -- To) or (Hourly From -- To)	Average Hourly Cost of Health and Welfare