

1. Question: What is the criteria to determine what is a significant subcontractor?

Answer: As stated in Draft RFQ NNL15527797Q Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance under Section B.1. "For the purposes of this procurement, a Significant Subcontractor/Teaming Partner is defined as a Subcontractor/Teaming Partner with an annual subcontract/teaming arrangement value over \$300,000, or any Subcontractor/Teaming Partner that will be performing an entire portion, except for prime contractor oversight, of either Sections 1.0, 2.0, or 4.0 of the Statement of Work".

2. Question: Will NASA LaRC consider amending past performances to include most relevant contracts performed within the past five years?

Answer: No. NASA will follow the guidance in NFS 1815.304-70(d) and the Past Performance of the most relevant contracts performed within the past three years will be evaluated.

3. Question: Will NASA LaRC make available award letters from current contract?

Answer: A copy of the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>

4. Question: Usage data is unclear. Is it possible to put in a table the data pertaining to each year? As depicted, it appears as if support for contractor employees was eliminated in the last years? Is this the case, or just a misalignment of usage columns?

Answer: See the Final RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services. Data on the Total Number of Contractor Employees will be added with a note stating the number as "Approximate based on year-to-date information".

5. Question: What are the total number of staff currently for:

- 1.0) Operation of the LaRC Occupational Health Clinic;
- 2.0) Provision of an Employee Assistance Program (EAP);
- 3.0) Center Occupational Health and Wellness Program Promotion and Consultation Support and;
- 4.0) Operation of the NASA LaRC Physical Fitness Program and Fitness Center

Answer: LaRC is not in a position to provide the current Contractor's staffing approach. As stated in the Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance Section B.2.(a) Staffing Plan the Quoter shall submit "the Quoter's plan for scheduling of staff and any potential cross-utilization of staff, in order to meet the requirements outlined in NNL15527797Q Attachment 1 Statement of Work". The intent is for the Quoter to propose its own unique approach to staffing the contract. A copy of the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>.

6. Question: Please explain what you mean by no-cost initial diagnosis and treatment? No-cost to whom? The employee? The government?

NNL15527797Q DRAFT REQUEST FOR QUOTATIONS QUESTIONS AND ANSWERS

Answer: As stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 1.2.1, the Initial Diagnosis and Treatment shall be provided at no-cost to the LaRC Civil Service personnel, NASA LaRC Exchange personnel, on-site contractor personnel, and all other individuals at LaRC. The Government covers this cost, as it part of the price quoters will propose.

7. Question: Please clarify what you mean by non-cost Health Maintenance Exams? No cost to whom? Who would be responsible for paying for the Exam?

Answer: As stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 1.2.2, the Complete and Partial Health Maintenance Examinations shall be offered at no-cost to LaRC Civil Service employees and LaRC Exchange personnel. LaRC on-site Contractor Personnel undergoing Complete or Partial Health Maintenance Examination would be charged a fee in accordance with the Attachment 2, Fee for Service Plan, which includes the mandatory services to be provided to onsite contractors.

8. Question: Is psychological testing desired as part of the Occupational Related examination?

Answer: Psychological testing could be required based on the protocols for the individual position. As stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 1.2.3, the required Occupation-Related Examinations are based on the protocols outlined in the NASA Occupational Health Program Procedures NPR 1800.1.

9. Question: Safety/Hygiene Officer an employee of the government or a contractor?

Answer: The Safety/Hygiene Officer is a NASA Civil Servant.

10. Question: What is required in the travel kits for international travelers?

Answer: Reference Statement of Work Section 1.2.4 International Travel. Travel kits should include health-related documentation required for the travel destination.

11. Question: Please clarify if work related medications can be prescribed by contractor's NP (Nurse Practitioner) or MD?

Answer: Yes. In accordance with the requirements of Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 1.1.1 Licenses and Accreditations, 1.2.1 Injury and Illness, and 7.0 Fee for Service, the Contractor may prescribe medication for work-related and non-work related injury and illness.

12. Question: Does the government have an existing EMR holding NASA employees medical records? If so, what type of system is it? Can the data be transferred to the contractor's new system?

Answer: Yes. See Draft RFQ NNL15527797Q Clause 1852.245-71 Installation-Accountable Government Property (JAN 2011). The current NASA Electronic Health Records System is called Medgate. The Contractor shall use the NASA Electronic Health Records System. Contractor-owned systems are not allowed to be utilized. As stated in NNL15527797Q Attachment 1 Statement of Work Section 1.4 Medical Records: "The Government will hold title to all medical

records. The Contractor shall not release medical records without written consent from the patient. The Contractor shall transfer and store all records as required by NPR 1800.1 using the designated NASA EHRS (Electronic Health Records System)". Furthermore, as stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 8.0 Phase-In: "...the Government will provide the Contractor with training to include the NASA Electronic Health Records System"

13. Question: How many emergency hours is contractor expected to work outside of normal business hours?

Answer: There is no pre-established number of emergency hours the Contractor is expected to work outside of normal business hours. As stated in NNL15527797Q Attachment 1 Statement of Work Section 1.7 Emergency Services: "... the primary responder is the Fire Department Emergency Medical Service (EMS)". Statement of Work Section 6.0 Other Direct Costs will be revised in the Final RFQ to include "Supplemental Emergency Services as requested by the COR outside of normal working hours".

14. Question: Please provide your definition of "fee for service".

Answer: Reference Draft RFQ Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance Section B.2.(c), NNL15527797Q Attachment 1 Statement of Work Section 7.0 Fee for Service, NNL15527797Q Attachment 2 Fee for Service Plan Template. Fee for Service is the Fee or Rates the Quoter will charge directly to individuals for services outlined in Attachment 2 Fee for Service Plan.

15. Question: Will all employees be required to use the clinic?

Answer: Reference Draft RFQ NNL15527797Q Attachment 1 Statement of Work Sections 1.2.1 Injury and Illness and 1.2.2 Health Maintenance Examinations. All individuals injured while on Center at NASA LaRC should report to the NASA LaRC Occupational Health Clinic. The LaRC Occupational Health Clinic is also available to any individual ill while on Center at LaRC. The Health Maintenance Examinations are offered to all LaRC Civil Service employees and LaRC Exchange personnel, but the LaRC Civil Service employees and LaRC Exchange personnel are not required to complete the Health Maintenance Examinations.

16. Question: Why are you looking now to invest in an EAP?

Answer: NASA LaRC Currently has an Employee Assistance Program (EAP) Program. Data on usage of current program will be provided in Final RFQ Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

17. Question: Any specific employee/ workplace trends you see currently?

See Final RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

18. Question: How familiar are you with EAPs/ options out there?

Answer: NASA's EAP requirements are based on the requirements at NPR 1800.1.

19. Question: What is your vision for the role the EAP will play?

Answer: NASA LaRC's requirement for the Employee Assistance Program is outlined at Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 2.0.

20. Question: What is the total number of employees?

Answer: See Final RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

21. Question: Where is the Agency headquartered?

Answer: Washington, DC. See the NASA Website at <http://www.nasa.gov> .

22. Question: How many other locations? How are employees distributed among locations? Anything else unique about their population?

Answer: See Final RFQ NNL15527797Q Attachment 1 Statement of Work. The introduction paragraph will be revised to state "The Contractor shall conduct a comprehensive Occupational Health Program for the NASA Langley Research Center (LaRC) located in **Hampton, VA**". Information on the Population at Langley Research Center will be available at Final RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

23. Question: Is there a significant population of non-English speaking employees at NASA LaRC?

Answer: No.

24. Question: Tell us about your culture.

Answer: See <http://www.nasa.gov>.

25. Question: Tell us about your current wellness initiatives.

Answer: See [www.ohp.nasa.gov](http://www.ohp.nasa.gov)

26. Question: Any need for DOT (Dept. of Transportation) / SAP (Substance Abuse Program) services?

Answer: No.

27. Question: Any specific employee/ workplace trends they see currently?

Answer: See [www.ohp.nasa.gov](http://www.ohp.nasa.gov) and Final RFQ Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

28. Question: What is the Plan and Process for Program Start and Roll-out? What other vendors/ resources would the potential successful quoter need to coordinate with? Who is the lead on overall Program Coordination and Implementation? What is NASA's budget?; Is NASA looking at multiple vendors?; Will NASA share who they are also reviewing?

Answer: The NASA LaRC Occupational Health Program is a current and on-going program. Quoters are requested to submit a Phase-In Plan with their quote (See Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance B.2.(b) and Attachment 1 Statement of Work Section 8.0, in order to allow for a smooth transition of the required on-going services from the incumbent Contractor. The NASA LaRC Safety and Mission Assurance Office is responsible for implementing the NASA LaRC Occupational Health Program per the requirements of NASA Headquarters. The contractor's responsibilities and requirements are outlined in Draft RFQ NNL15527797Q Attachment 1 Statement of Work, and interested quoters must submit pricing as outlined in the Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance, rather than the Government provide its estimate or budget information to perform the Attachment 1 Statement of Work. The Government does not intend to issue multiple awards. However, the List of Conference Attendees will be posted on the NAIS and FedBizOpps websites after the Pre-Solicitation Conference is held.

29. Question: Does NASA have an Insurance Broker? Does NASA have a Health Insurance Carrier, are health benefit fairs held, and what are the statistics for the number of employees on a health plan, how are health benefits funded and when is open enrollment?

Answer: Information on the health benefits offered to NASA Civil Servants can be found at <http://www.opm.gov>. Health insurance is not used or billed at the NASA LaRC Occupational Health Clinic. The services offered under Attachment 1 Statement of Work are either at no-cost to the employees, or on a fee-for-service basis directly charged to the employees as outlined in the Attachment 1 Statement of Work and in the Attachment 2 Fee for Service Plan.

30. Question: Can you provide the solicitation documents in Word?

Answer: The Final Request for Quotations documents will be posted in a PDF version. Adobe Acrobat Reader is available free for download. These documents can normally be converted to Word if needed.

31. Question: Who is the current Fitness Center vendor? Is the current Fitness Center Director employed by LaRC or the current vendor?

Answer: The Fitness Center requirement, to include the services of the Fitness Center Director, is included on current contract NNL10AA09C with MedTrust. A copy of the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>. The Fitness Center Director for the follow-on Contract will be an employee or subcontractor of the successful quoter for this competition.

32. Question: Please provide # of eligible employees to join the Fitness Center, Current # of Fitness Center members by categorized by NASA Langley Civil Service employees, LaRC Exchange employees and Military Personnel assigned to LaRC; Daily usage (breakdown by mornings, lunch, evenings, if possible) Current programs and participation? What is the average daily participation for each group exercise class offered?

Answer: See the Final RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services for the data available on the LaRC Fitness Center.

33. Question: What is the current membership fee for NASA Langley Civil Service employees, LaRC Exchange employees and Military Personnel assigned to LaRC eligible to join the Fitness Center? Is the

contractor responsible for collecting membership fee, how are membership fees collected, and is there a club management software being used and Who owns the data? How are membership fees collected (payroll deduction, EFT, direct debit)? Page 7 of the SOW indicates membership cards are used to gain entry? What kind of membership card is used? Please clarify how the NASA- Provided Electronic System works? Does it include a member check-in system? Does it generate reports such as daily usage, membership statistics, etc?

Answer: Currently, there is no Fitness Center Membership fee charged to NASA Langley Civil Service employees, LaRC Exchange employees and Military Personnel. The Final RFQ Attachment 1 Statement of Work will include a revised Section 4.1.1 Fitness Center Membership, and clarify the process for LaRC Fitness Center Membership Fees. Currently, there are no reports being generated from the NASA-provided Electronic System. However, a new system capable of generating reports will be implemented with the contract award, and as stated in Section 8.0 Phase-In training will be provided on the NASA Electronic Fitness Membership System.

34. Question: Will LaRC provide internet, phone, and fax or is that the responsibility of the Contractor? Will LaRC provide desks, chairs, computers, etc? Are there locked file cabinets for hard copies of member records? Where are the file cabinets located?

Answer: Yes these are provided. See Draft RFQ NNL15527797Q Continuation of SF 1449 B. ADDENDUM TO 52.212-4, CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS 1852.245-71 Installation-Accountable Government Property (JAN 2011).

35. Question: What's the best mode for employee education/ seminars? Do they have their own conference line? (for use with webinars?) What current forms of communication are currently being used to market Fitness Center activities (ie: email; intranet; flyers)?

Answer: NASA LaRC does have conference lines and Video Teleconferencing Capability available. See Draft RFQ NNL15527797Q Continuation of SF 1449 B. ADDENDUM TO 52.212-4, CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS 1852.245-71 Installation-Accountable Government Property (JAN 2011) and Section (c)(12) of this clause which states that "NASA-provided media resources, including printing services and materials for posters and pamphlets, and the NASA LaRC Center website and electronic newsletter" are provided. Information from the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>. However, please note that per the requirements of Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance B.2(c) "(3) A description of how the Quoter will advertise and promote the available services on its Fee for Service Plan to the NASA LaRC Workforce" is included as part of the Fee for Service Plan quote requirements, so that the Quoter may propose its own unique approach.

36. Question: What are the current group exercise class offerings? What specialized fee-for-service programs are currently being offered? What are the costs for these programs? Is personal training a fee-for-service program or provided free to members? Please provide the name of LaRC's current equipment maintenance and repair vendor? What programs and services are currently being offered through the Fitness Center?

Answer: Information from the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>. As

stated in the Draft RFQ Attachment 1 SOW Section 4.1.2 “The Contractor shall offer a minimum of three (3) fitness classes per week with a duration up to one hour, and may offer additional fitness classes on a Fee-for-Service basis”. As stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 7.0 Fee for Service, the Contractor shall offer Personal Training Services on a Fee for Service Basis. As stated in Attachment 1 Statement of Work Section 4.1.3 “The Contractor shall notify the COR if any of the equipment requires repair or replacement beyond minor maintenance and upkeep” and repair/maintenance needs are determined by the COR as required by each piece of equipment.

37. Question: Can the Government please define the procedures and deliverables for each fee-for-service line item to be priced out? For example: Optician Services. Is this an hourly rate for an Optician’s time? How should we accommodate for supplies (frames, lenses, etc)? Do supplies costs vary between NASA employees and contractors?

Answer: The type of Fee for Service Rate for the services outlined in the Quoter’s Fee for Service Plan as outlined in Draft RFQ NNL15527797Q Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance will be individual to each quoter’s proposed Fee for Service Plan. The Final RFQ Attachment 1 Statement of Work will include a revised Section 6.0 Other Direct Costs, which will clarify the Option Services the Optician Services for LaRC Civil Servant and LaRC Exchange Personnel Prescription Safety Glasses. Also, Draft RFQ NNL15527797Q Continuation of SF 1449 Addendum to FAR 52.212-4(g) Invoices (2) states:

**(2) Invoicing Instructions- Other Direct Costs (NTE) CLINs 002, 005, 008, 011, 014:** The Contractor shall invoice actual costs for the supplies/services purchased under these CLINs in accordance with Statement of Work Section 6.0. The Contractor shall include an itemized listing of the invoiced amount(s), and documentation such a commercial price quotes, invoices, and purchase orders to support the invoiced amount, shall accompany the invoice. The Contractor shall not apply any profit to the amounts invoiced under the ODC CLINs; only the cost and associated G&A should be invoiced.

38. Question: Referencing Statement of Work paragraphs 1.0 and 1.3, can the Government provide any historical data on the medical supplies used that will fall under CLIN 0001?

Answer: Attachment 1 Statement of Work 6.0 Section outlines the items that would be included as Other Direct Costs. All other medical supplies required for successful completion of the Statement of Work should be included with the quoters Firm-Fixed-Price quote for CLINs 001, 004, 007, 010, and 013.

39. Question: Referencing Statement of Work paragraph 6.0, can the Government provide any historical data on the supplies needed and used that will be under CLIN 0002?

Answer: See the Draft RFQ SF 1449 Coversheet and CLINs 002, 005, 008, 011, and 114 which include a Not-To-Exceed amount of \$51,000.00 per CLIN, and Draft RFQ NNL15527797Q Continuation of SF 1449 **Addendum to FAR 52.212-4(g) Invoices: (2) Invoicing Instructions- Other Direct Costs (NTE) CLINs 002, 005, 008, 011, 014:** The Contractor shall invoice actual costs for the supplies/services purchased under these CLINs in accordance with Statement of Work Section 6.0 as required to successfully perform the Statement of Work.

40. Question: If the offeror is an 8(a) joint venture, can each joint venture member/partner submit up to 3 past performance references or does the JV collectively submit up to 3 past performance references?

Answer: Yes. Each Teaming Partner and Significant Subcontractor included with the quote should be submitting the past performance information for up to three of its most relevant contracts within the past three years

41. Question: What is the source of the historical data-usage statistics included as Attachment 5 and are they based on a calendar year, government fiscal year, or contract year?

Answer: The information in Draft RFQ NNL15527797Q Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services is based on a Calendar Year.

42. Question: Does the Government have an estimate regarding the effort to document patient summaries and enter the respective data into the EMR (Electronic Medical Records)?

Answer: NASA LaRC does not have an estimate regarding the effort to document Patient summaries and entering the data into the Electronic Health Records System. However, as stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 8.0 Phase-In: “..the Government will provide the Contractor with training to include..NASA Electronic Health Records System” Currently records are entered for each patient that visits the LaRC Occupational Health Clinic; see Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

43. Question: Referencing the Statement of Work paragraph 1.1.2: Can a Physician Assistant (PA) be utilized in place of the Nurse Practitioner (NP)?; Please define what is meant by Occupational Health Certified. And does this imply Aerospace Medicine and/or Primary Care providers are excluded?; Does the Government require the Nurse Practitioner to be certified as an occupational health nurse (COHN) in order to serve as the Center Medical Officer? Can the Government please define the job responsibilities of the CMO?

Answer: A Physician Assistant cannot be utilized in place a Nurse Practitioner. However, this does not mean that a Physician Assistant could not be utilized to meet the requirements of Attachment 1 Statement of Work Section 1.1 Medical Staffing. Attachment 1 Statement of Work Section 1.1.2 will be revised in the Final RFQ to include the certification requirements and responsibilities of the Center Chief Medical Officer.

44. Question: Cross referencing Statement of Work paragraphs 1.2.1 and 1.3, paragraph 1.2.1 states “the contractor shall follow the guidance under SOW section 1.3 or refer the patient to an outside physician...” however, paragraph 1.3 does not appear to provide guidance. This paragraph discusses only medicines and medical supplies. Can the Government please clarify what guidance they are referring to in Paragraph 1.2.1?

Answer: Statement of Work Section 1.2.1 in the Final RFQ will be revised to read “The Contractor shall follow the guidance under SOW Section 7.0 Fee-for-Service, or refer the patient to an outside physician if performing medical services beyond the initial diagnosis for non-work related injury or illness”.

45. Question: Referencing the Statement of Work paragraph 1.2.2, can the Government please clarify what is included in a Partial Health Maintenance Examination? Can these examinations, reports, and discussions referenced in 1.2.2 (1) through (6) be completed by either a Physician or Nurse Practitioner?

Answer: Yes. As stated in Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 1.2.2 Health Maintenance Examinations, the Partial Health Maintenance Examination includes items 2) through 6). Section 1.2.2 also states “The Health Maintenance Examinations shall be conducted by properly qualified medical staff...”. Only the Head-to-Toe Assessment performed for Complete Health Maintenance Examinations Only are required to be completed by a Physician or Nurse Practitioner.

46. Question: Referencing the Statement of Work paragraph 1.2.3, in order to give FAA exams, the Physician must be certified; does the Government require these exams to be provided on-site? Will Medical Review Officer (MRO) reviews and Department of Transportation (DOT) medical examinations be included?

Answer: Yes. As described in the Draft RFQ Attachment 1 Statement of Work Section 1.0, the services are required to be performed at the “NASA LaRC Occupational Health Clinic during the Standard Operating Hours of 7:00 a.m. to 3:30 p.m. Monday through Friday”. For information regarding DOT examinations, please see the response to Question 26.

47. Question: Referencing the Statement of Work paragraph 1.2.4, can the Government please clarify what a pre-travel physical assessment contains? Is a physical exam required, will a physical that has been completed in the last 12 months be sufficient, or can an interview be sufficient?

Answer: See response to Question 10.

48. Question: On Attachment 5, Historical Data Usage, for 2014 Total Permanent Contract Employees is empty. In 2013 there were 1,728. Please clarify does that mean there are no longer permanent contract employees or will an estimate/actual data be provided in the final ~~RFP~~ RFQ (Request for Quotations)?

Answer: See the response to Question 4.

49. Question: On Attachment 5, Page 4 &5, Statement of Work, The Contractor shall make EAP services available to employee spouses and other family members living in the employee’s household, and to all other legal dependents covered by the employee’s health benefit plan. The Contractor shall also provide an off-site location for employee consultations with daily working hours from 8:00 a.m. to 5:00 p.m. Monday through Friday, and access to counseling services 24 hours per day, seven days per week. The Contractor shall make EAP services available to the employee through self-initiated referral, manager-referral, and mandatory referral. Please provide items listed as TBD for an estimated EAP usage/workload indicators for the following 3 types of events: 1. Business hours onsite; 2. Monday - Friday offsite from 8am to 5 pm and; 3. Events not in 1 or 2.

Answer: Please see the Final RFQ Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

50. Question: On Attachment 5, Page 4, Statement of Work There are costs identified for equipment maintenance, equipment inspection costs by private inspectors; monthly inspections of 70 AEDS at NASA Langley. Are those costs to be part of the \$51,000 NTE ODC's? YES OR NO....

Answer: No. The Other Direct Costs to be billed under Not-To-Exceed CLINs 002, 005, 008, 011, and 014 are outlined under Draft RFQ NNL15527797Q Attachment 1 Statement of Work Section 6.0. The routine maintenance Outlined under Attachment 1 Statement of Work Section 1.5 should be included with the Quoter's firm-fixed-price quote under CLINs 001, 004, 007,010, and 013 on the SF 1449 Coversheet and CLINs and in Attachment 6 Pricing Instructions and Spreadsheet.

51. Question: On Attachment 5, Historical Data Usage, for 2014 indicates there were 51 X-rays, yet the SOW specifically includes an X-ray tech. May properly trained and certified staff be cross utilized? For example, Could the X-ray tech also perform administrative and clerical duties? Could a nurse also perform X-ray tech duties? Or does the government anticipate X-ray Tech usage to require a full time person only performing X-ray Tech duties?

Answer: Yes, staff may be cross-utilized, as long as all certifications are maintained by the appropriate personnel. See Draft RFQ NNL15527797Q Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance Section B.2(a) Staffing Plan, which includes the instructions that "The Staffing Plan shall include Labor Category Positions and Descriptions, Qualifications, Licenses/Accreditations, and the Quoter's plan for scheduling of staff and any potential cross-utilization of staff, in order to meet the requirements outlined in Attachment 1 Statement of Work".

52. Question: On Attachment 5, Page 2, Statement of Work states: The Contractor shall provide medical services in accordance with LMS-CP-4760 for all work-related injury or illness. Will the government please provide the applicable version of LMS-CP-4760?

Answer: Yes. Copies of the latest versions of NPR 1800.1 NASA Occupational Health Program Procedures, NPR 1850.1 Quality Assurance of the NASA Medical Care, LMS-CP-4760 Reporting Injuries, Illnesses, and Compensation Claims, and Langley Policy Directive 1800.2 will be posted with the Final Request for Quotations NNL15525797Q on the FedBizOpps and NAIS websites.

53. Question: On Attachment 5, Page 4, Statement of Work states: The Contractor shall transfer and store all records as required by NPR 1800.1 using the designated NASA EHRS (Electronic Health Records System). Please state the name of the application which is the designated NASA EHRS for this ~~RFQ~~ RFQ.

Answer: See the response to Question 12.

54. Question: Is historical data available for monthly fee for service proceeds applied as a credit? Is historical data available for fee for service usage, in other words how many participants use fee for service?

Answer: A copy of the current contract NNL10AA09C may be obtained through submission of a FOIA request at the following website: <http://www.nasa.gov/centers/langley/foia/index.html>

55. Question: How many employees does the contract cover? What has the utilization of EAP services been in the past 2 years? What is the breakdown of EAP utilization on-site vs off site?

Answer: Please see the Final RFQ Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and Employee Assistance Program Services.

56. Question: Are web –based Work/Life service currently offered and if not is customer interested in that model?

Answer: No. Web-based work/life services are not currently offered, but NASA is not opposed to such a model. See Draft RFQ Addendum to FAR 52.212-1 Quotation Submission and Evaluation Guidance Section B.2(c) (2) and (3) “The additional services and rates the Quoter plans to provide at NASA LaRC” and “A description of how the Quoter will advertise and promote the available services on its Fee for Service Plan to the NASA LaRC Workforce” is included as part of the Fee for Service Plan quote requirements, so that the Quoter may propose its own unique approach.

57. Question: Are legal and financial consultations offered as part of the EAP?

Answer: No. See Attachment 1 Statement of Work Section 2.0 Employee Assistance Program. While legal and financial consultations and advice are not offered as part of the EAP Program, EAP services can be offered due to issues caused by legal/ financial circumstances.

58. Question: How many training and information seminars have been delivered in the past two years?... Are EAP publicity and outreach materials requested ie: brochures, posters, fliers to be emailed to the population.

Answer: See the response to Question 35.