

1. Question: Does the fitness center collect payment? Does NASA have a current Point-of-Sale system to capture sales, or is NASA looking for the Vendor to provide?

Answer: Based on Questions received in response to the Draft RFQ, Statement of Work Section 4.1.1 Fitness Center Membership will be revised in the Final RFQ to clarify that the Contractor shall collect Fitness Center Membership fees from LaRC Contractor Personnel and coordinate with the COR to submit collected fees. There is no specific Point-of-Sale System used; the Contractor is responsible for determining how fees will be collected. The Contractor will finalize where and how the collected Fitness Membership Fees will be submitted by coordinating with the COR.

2. Question: How many types of X-Ray machines are there and what is the greatest use for them?

Answer: There is one X-Ray machine and it is included in Attachment 3 Installation Accountable Government Property. The X-Ray machine is not normally used on a daily basis, and is most often used for physical examinations, based on required protocols.

3. Question: Please clarify the medicine to be prescribed? Are medications used for occupational-medicine purposes, personal medical conditions, both? Are medications furnished by the Contractor or Patient? Will the cost of immunizations and inoculations be covered under the Other Direct Costs CLINs?

Answer: There is no specific list of medicines to be prescribed. See Statement of Work Section 1.3 Medicines and Medical Supplies. The expectation is that Industry, as the experts in the field of Occupational Health, has the knowledge to stock medicines and medical supplies using the information provided in Attachment 1 Statement of Work, and Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and EAP Services Program. The Medicines and Medical Supplies under Statement of Work Section 1.3 (including immunizations and inoculations such as Hepatitis A and B, Tetanus, and TDAP) are to be included as part of the Quoter's Firm-Fixed-Price. Influenza Vaccination Serums and; Rare and Unusual Supplies Above and Beyond the Medicines and Medicals Supplies outlined in SOW Section 1.3, are considered an Other Direct Cost as outlined in SOW Section 6.0. The Contractor shall also administer medications prescribed by private physicians as outlined in Final RFQ SOW Section 1.2.6.

4. Question: What are the current marketing and information channels available?

Answer: The current marketing and information channels are reflected in 1852.245-71 Installation-Accountable Government Property (JAN 2011) and Statement of Work Section 3.1 Program Coordination and Communication, which includes the statement that "NASA shall provide media resources, including printing services and materials for posters and pamphlets, and NASA will make the LaRC Center website and electronic newsletter available for the Contractor's use". The Current LaRC Website is called @LaRC, and the @LaRC Headlines is e-mailed throughout the Center on a daily basis weekdays.

5. Question: Will the Contractor under the resultant Contract have access to email to send out announcements, etc.?

Answer: Yes, the Contractor will have access to email. However, any mass e-mail distribution or communication to the employees at Langley Research Center shall be coordinated with and approved by the COR. SOW Section 3.1 in the Final RFQ will be revised to include this clarification.

6. Question: Are laboratory services performed off-site? Are draws completed on-site at the LaRC Occupational Health Clinic? How are test results obtained?

Answer: Laboratory draws are completed on-site and sent off-site for testing. The Contractor will be required to arrange for laboratory pick-up and testing services.

7. Question: Are there any civil service employee that work after hours, and how are their medical needs met?

Answer: As stated in SOW Section **1.0 Operation of the NASA Langley Research Center Occupational Health Clinic**, the Standards Operating Hours for the Clinic are 7:00 a.m. to 3:30 p.m. Monday through Friday. After-hours emergency services are normally handled by (Emergency Medical Services (EMS).

8. Question: SOW paragraph 1.7- please clarify the nature of the “supplemental emergency medical services...during and outside of normal working hours”.

Answer: As stated in the SOW, the primary responder for emergencies is the Fire Department EMS. In the past, the LaRC Occupational Health Clinic Contractor has not typically been required to provide supplemental emergency services. However, if supplemental emergency medical services are required by the COR or EMS outside of normal working hours, the Contractor may bill this service as an Other Direct Cost as outlined in SOW Section 6.0 Other Direct Costs.

9. Question: Who is responsible for fixing and/or replacing the equipment in the LaRC Occupational Health Clinic and Fitness Center?

Answer: See SOW Section 1.5 LaRC Installation-Accountable Clinic Equipment and Facility Maintenance and SOW Section 4.1.3 Installation-Accountable Fitness Center Equipment and Facility Maintenance. The Contractor is required to complete routine maintenance of the Clinic and Fitness Center equipment. The Contractor is also required to notify the COR if any of the Clinic or Fitness Center Equipment requires repair or replacement beyond standard/minor maintenance and upkeep.

10. Question: Does the Contractor administer meds as a Fee-for-Service to LaRC Contactor Personnel?

Answer: Yes. See the Attachment 2 Fee-For-Service Plan Template and Statement of Work Section 7.0 Fee-for-Service. Any mandatory or additional medications the Contractor administers to the LaRC Contractor Personnel would be offered on a Fee-for-Service basis.

11. Question: Would it be a conflict with NASA Corporate to offer Drug and Alcohol Testing?

Answer: No. See SOW Section 7.0 which states that “the Contractor may also offer Drug and Alcohol testing to On-Site LaRC Contractor Personnel on a Fee-for-Service basis”. Drug and Alcohol testing of NASA employees is handled by the NASA Shared Services Center and is not part of this contract’s requirements.

12. Question: Reference SOW Section 7.0 and Attachment 2 Fee-for-Service Plan Template. Please explain the billing process for the fee-for-service charges. Does the Contractor bill the agency directly? Or bill individual users directly? Please elaborate on the fee-for-service requirements as to who is the payer and who collects?

Answer: The Contractor does not bill NASA for any of the fee-for-service charges. The contractor is required to collect all fee-for-service payments directly from the individual who received the service in accordance with the Attachment 2 Fee-for-Service Plan. The Final RFQ SOW Section 7.0 will be revised to clarify how the fee-for-service charges are collected.

13. Question: Could the Contractor also promote the NASA LaRC Center Occupational Health and Wellness Program to dependents of LaRC employees as well?

Answer: No. The NASA LaRC Center Occupational Health and Wellness Program is promoted to employees at NASA LaRC. See the response to Question 4 above.

14. Question: Fit balls etc. appeared to be for sale. Where does this revenue go and can the contractor sell gym equipment?

Answer: None of the equipment in the LaRC Fitness Center is for sale. If the Contractor were to sell gym equipment the Contractor could only be reimbursed for the cost of the equipment for sale. Any additional proceeds or profit above the cost of the equipment would have to be given to the NASA Langley Exchange Association.

15. Question: Who owns/manages the vending machines (snacks) in the LARC Occupational Health Clinic? Is this within scope of the pending Contract? Where does the revenue source go?

Answer: The vending machines are not part of the SOW requirements. The vending machines are managed through the NASA Langley Exchange Association (LEA) and the revenue goes directly to the NASA LEA.

16. Question: Can a floor plan of the LaRC Occupational Health Clinic space be provided?

Answer: Yes. A floor plan of the LaRC Occupational Health Clinic will be posted with the Final RFQ.

17. Question: Are the Clinic Administrator and Medical Director (Center Chief Medical Officer) full time positions?

Answer: It is up to the Quoter to propose a Staffing Plan that meets the SOW requirements. See SOW Section 1.1.2 Physician and Nurse Practitioner. Also, the Quote Instructions state that the Staffing Plan shall include the "...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". The expectation is that Industry, as the experts in the field of Occupational Health, has the knowledge to staff the contract in such a way that best capitalizes on potential cross-utilization of staff.

18. Question: Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and EAP Services Program: Please provide the historical personal visit and/or phone encounter data for the EAP Program, including a breakdown and details of encounter visits, i.e. by phone or on-site, including days/time to reflect peak and low workload times.

Answer: Attachment 5 Historical Data Usage of NASA LaRC Occupational Health Clinic, Fitness Center, and EAP Services Program in the Final RFQ will include EAP Data on the Total # of Visits, # of Off-site Consultations/Appointments, and the number of hours EAP services were provided per week on the LaRC Center. If data on phone consultations is available, it will also be posted in Attachment 5.

19. Question: Please clarify the credentials authority process? Who is the authority for verifying the licenses and accreditations per the requirements of SOW Section 1.1.1?

Answer: The COR is responsible for verifying that the Contractor is meeting the requirements at SOW Section 1.1.1 Licenses and Accreditations. The Final RFQ Statement of Work Section 8.0 Phase-In will be revised to require the Contractor to "submit documentation of licenses and accreditations to the COR, to verify that the requirements at Statement of Work Section 1.1.1 are met" during the Phase-In Process. The Final RFQ will also require that this documentation remain current and available throughout the Contract Period of Performance for COR verification. The Contractor is responsible for maintaining the staff credentials required at SOW Section 1.1.1.

20. Question: Will copies of the NASA Langley Research Center Occupational Health Program Support Contract NNL15527797Q Pre-Solicitation Conference be provided?

NNL15527797Q
NASA LaRC Occupational Health Program Support Contract
Pre-Solicitation Conference
Questions and Answers

Answer: Yes. A copy of the presentation will be posted on the NAIS and FedBizOpps websites under "NASA LaRC OCCUPATIONAL HEALTH PROGRAM SUPPORT CONTRACT, SOLICITATION NUMBER NNL15527797Q.