EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
1	This form seems to be missing from the Attachments provided with the final RFP. Section L.21, MA-2 paragraph (b) states: "Identify and provide resumes for the key personnel using Attachment L-H, Key Personnel Position Description and Resume."	Section L.21, MA-2 (b), Page L-21	Attachment L-H, *Key Personnel Position Description and Resume* , was included in the EAST 2 Draft RFP and inadvertently omitted from the original posting of the EAST 2 Final RFP. Attachment L-H, *Key Personnel Position Description and Resume* , as written in the EAST 2 Draft RFP, was included in the EAST 2 Final RFP with Amendment 1.	2
2	Attachment L-H, Key Personnel Position Description and Resume form, provided with the Draft RFP, contained the personnel qualifications, percentage of time devoted to each position and rationale for selection. Is it permissible to reference the information contained in the Resume form, rather than re-stating it? Section L.21, MA-2 paragraph (b) states: "The Offeror shall describe why the personnel being proposed for these positions are qualified and indicate the percentage of time each key person will devote to this position. … Provide the rationale for the selection of individuals designated as key personnel…"	Section L.21, MA-2 (b), Page L-19-20	Offerors are required in Section L, Provision L.21, MA-2 (b) to "Identify and provide resumes for the key personnel using Attachment L-H, *Key Personnel Position Description and Resume* " within Volume I - Mission Suitability. This information is included in the Volume I - Mission Suitability 280 page limitation.	2
3	Attachment L-H, Key Personnel Position Description and Resume form, provided with the Draft RFP, contained the Key Position description within the form. Is it permissible to reference the Section above the resumes where we provide that detailed position description, per the RFP requirements? Section L.21, MA-2 paragraph (a) states: "Clearly describe the function, responsibility, authority for each key position, and relationship to the organizational structure. Clearly describe the minimum qualifications for each key position,"	Section L.21, MA-2 (a), Page L-19	As described in Section L, Provision L.21, MA-2 (a), Offerors shall "Clearly describe the function, responsibility, authority for each key position, and relationship to the organizational structure" and "Clearly describe the minimum qualifications for each key position" within Volume I - Mission Suitability. This information is included in the Volume I - Mission Suitability 280 page limitation.	2
4	Please confirm that it is permissible to include the letters of intent with the resumes and provide a reference to the resumes for the response to paragraph (c). Section L.21, MA-2 paragraph (c) states: "Provide signed Letters of Intent from all key personnel. Each Letter of Intent shall state whether the key person is being proposed as key personnel on any other concurrent proposal.." Section L.21, MA-2 paragraph (b) states: "The resumes, including the Letter of Intent, shall not exceed four (4) pages per key personnel."	Section L.21, MA-2 (b) (c) Page L-20	As described in Section L, Provision L.21, MA-2 (c), Offerors shall "Provide signed letters of intent from all key personnel" within Volume I - Mission Suitability. This information is included in the Volume I - Mission Suitability 280 page limitation.	2
5	Please clarify the differences between the Attachment L-G (3) requirement and the Attachment J-2 initial submission date for DRD CF-001. Attachment J-2 DRD number CF-001 states the initial submission is 60 days after the effective date of the contract Attachment L-G item (3) states: Provide the following DRDs: (a) NEACC Operational Model, DRD MA-006 (b) Organizational Conflict of Interest Plan, DRD-MA-005 (c) Information Security Management Plan, DRD CF-001	Attachment J-2 Data Procurement Document, Page J-2-10 & Attachment L-G Contract Phase-In Page L-G	Attachment J-2, *Data Procurement Document* , DRD CF-001, *Information Security Management Plan* , states the following: "Item 11. INITIAL SUBMISSION: Preliminary draft with proposal. **Initial submission to be finalized during Contract Phase-In.**" This is consistent with Attachment L-G, Contract Phase-In, which states that during Phase-In the successful Offeror shall: "(3) Provide the following DRDs: (a) NEACC Operational Model DRD MA-006 (b) Organizational Conflict of Interest Mitigation Plan DRD MA-005 (c) Information Security Management Plan DRD CF-001"	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
6	Does the Incumbent contractor provide any proprietary software or capital equipment that is required to support the EAST 2 contract? If so, please provide descriptions and requirements for these items so we can maintain program continuity? This spreadsheet lists a large number of Enterprise and MSFC software licenses to be used on the EAST 2 contract.	Attachment J-5B, Tab A-Enterprise SW License Listing	No, the Incumbent contractor does not provide any proprietary software or capital equipment that must be used by the successful Offeror to support the EAST 2 contract.	2
7	Please confirm that the Section J Attachments required in Volume IV Model Contract, and also referenced in Volume I Mission Suitability (i.e., J-7, J-14, J-16, J-17, and J-18) are only required to be submitted with Volume IV and are not subject to the Volume I page limitation. Volume IV – Model Contract (signed SF 33s and complete Model Contract- Sections B through I and all Section J Attachments and Section K, and Provision L.22(d) documentation)	Section L, Table L.20-1, Page L-13	The Section J Attachments referenced in the question shall be included in Volume I - Mission Suitability and are subject to the Volume I - Mission Suitability 280 page limitation. In addition, all Section J Attachments shall be included in Volume IV - Model Contract as stated in Table L.20-1, *Proposal Format and Page Limitations.*	2
8	Please provide updated descriptions. The descriptions for EQUIPMENT and N-PROP are the same.	Attachment J-21, Rows 88 and 91	The N-PROP entry is a duplicate and has been removed from Attachment J-21 with Amendment 2 to the EAST 2 Final RFP.	2
9	In order to create an accurate Basis of Estimate for the ESB/CIMA Line of Business, we require the level of detail of SRs' by SR type found in the other Lines of Business. Please provide the SR by SR Type data by application for this LOB. The ESB/CIMA Line of Business SR counts are summarized at the LOB level while in Attachment J-21 Application Inventory, the applications supported are of different types.	Attachment L-B1, SRs by SR Type Tab	The Government provided SR by SR Type data for the ESB/CIMA Line of Business in Attachment L-B1 in Amendment 1 to the EAST 2 Final RFP.	2
10	Please confirm that the locations should be MSFC and HQ in accordance with Section F.3 Place of Performance. Locations are listed as MSFC and MAF.	Attachment L-F, Page L-F-1	Attachment L-F, *Job Description/Qualification Form (JD/Q),* was updated in Amendment 1 to the EAST 2 Final RFP to revise "MAF" to "Other Please Specify".	2
11	Please confirm that Offerors can convert the Government provided JD/Q form to 10 point Times New Roman font and put more than 2 forms per page. JD/Q Form Attachment L-F, Job Description/Qualification Form (JD/Q) Yes – however, no smaller than 10-point Times New Roman font	Attachment L-F, Page L-F-1 & Section L, Table L-20.2, Page L-15	Yes, Offerors can convert the Government provided JD/Q form to 10 point Times New Roman font and put more than 2 forms per page.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
12	Please confirm that SB2 on page L-18 should be "Commitment to the Small Business Program" consistent with the detailed instructions on page L-28. Subfactor 3 - Small Business Utilization (SB) SB1 Small Business Subcontracting SB2 Small Disadvantaged Business (SDB) Participation SB3 Small Business Utilization Risk Assessment (b) Commitment to the Small Business Program	Section L.21, Page L-18 & Section L.21, Page L-28	Section L Volume I Subfactor 3 - Small Business Utilization (SB) changed from: SB1 Small Business Subcontracting SB2 Small Disadvantaged Business (SDB) Participation SB3 Small Business Utilization Risk Assessment To: SB-1 Small Business Subcontracting SB-2 Commitment to the Small Business Program SB-3 Small Business Utilization Risk Assessment And in Section L page L-29 SB-3 Small Business Utilization Risk Assessment (a) The Offeror shall submit a risk assessment for the complete Small Business Utilization subfactor. The analysis shall identify and discuss risk factors and include the approach to mitigate the impact of the identified risks. And in Section M page M-11 SB-3 Small Business Utilization Risk Assessment • The Offeror's risk assessment and proposed mitigations for the complete Small Business Utilization subfactor will be evaluated.	2
13	Attachment L-H requests work experience within the past 10 years from the proposal due date. Candidate key personnel may have worked for several employers over the past 10 years or performed numerous duties and held multiple titles, each necessitating a separate page (L-H-3). The format of Attachment L-H and the four page limit for resume and letter of intent for each key person does not allow presentation of work experience for more than a single employer or position title along with the other requested information (pages L-H-1 and L-H-2, and letter of intent). We respectfully request that Offerors be allowed to alter the formatting and layout of Attachment L-H to better utilize the space allocation, as long as all of the data fields are included. Also, we request that Attachment L-H be included in Table L-20.2 as an exception to the 12 point Times New Roman font requirement. Start with the present position or most recent position. Continue in reverse chronological order with separate pages to show changes in employment, significant changes in job descriptions and/or duties, and periods of unemployment. Supervisor and customer references will be contacted during the proposal evaluation. Do not submit work experience for time periods beyond ten (10) years from the proposal due date specified in the solicitation.	Attachment L-H, Key Personnel Position Description and Resume, Page L-H-3	Offerors are permitted to adjust the layout of Attachment L-H, *Key Personnel Position Description and Resume* , to better utilize the space allocation with the Volume I - Mission Suitability 280 page limitation. However, Attachment L-H will not be included in Table L-20.2 as an exception to the 12 point Times New Roman font requirement.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
14	The off-site staffing model instruction appears to be a carry-over from the previous EAST RFP. Given the Government's response to Draft RFP Q&A #212 and RFP Clause F.3, please consider removing paragraph MA-3i (along with the corresponding Section M evaluation criteria), or explain the Government's expectation for the off-site staffing model requirement. (i) If applicable, the Offer shall describe its offsite (i.e. Contractor-provided facility) staffing model including the rationale for the approach, scope of work to be performed offsite, number of personnel and skill sets associated with the offsite facility, and security approach.	L.21, paragraph MA-3(i), Page L-21	The Government does not intend to preclude a potential Offeror from submitting an offsite staffing model approach in its proposal. For this reason, the offsite staffing model instruction in Section L, Provision L.21, MA-3 (i) will remain unchanged. As indicated in Section L, Provision L.21, MA-3 (i), the Government expects a description of the Offeror's offsite staffing model to be included **only if** it is applicable to its staffing approach: "(i) If applicable, a description of the Offeror's offsite (i.e. Contractor-provided facility) staffing model including the rationale for the approach, scope of work to be performed offsite, number of personnel and skill sets associated with the offsite facility, and security approach."	2
15	Sixty-five rows (almost half of the 134 apps) are blank. Please identify the Development Tool for each Enterprise app. Column M identifies the Development Tool for each Enterprise app	Attachment J-21, Inventory of Enterprise & Center Apps. Enterprise Tab, Column M	Additional information regarding Development Tools for Enterprise applications has been provided in Amendment 02 to the EAST 2 Final RFP.	2
16	How will the Government evaluate reductions in software licensing costs over the life of the contract given the predefined plug numbers used for evaluation purposes? The predefined plug numbers listed above for Enterprise and MSFC Software License shall be used for evaluation purposes only. The selected Contractor shall be required to complete the Cost Schedule in Attachment J-5B, Inventory of Software License & Cost Schedule upon contract award, during Phase In, prior to contact assumption. The Government will also evaluate any cost reductions proposed over the life of the contract through continuous improvement initiatives resulting in reductions in labor costs, software licensing and/or other cost efficiencies/savings without degradation to service or customer satisfaction.	L.21, Page L-39 & M.5, Page M-11	RFP Section L, Volume II- Cost Factor Proposal Instructions (a) (1) (pg L-29) has been updated and the word "software licensing" has been removed in Amendment 02 to the RFP. RFP Section M, Section M.5 Cost Factor, (a) (page M-11 has been updated and the word "software licensing" has been removed in Amendment 02 to the RFP. Since pre-defined plug numbers were provided by the Government in the RFP, software licensing cost will not be separately evaluated as part of cost reductions during the evaluation of Offeror's proposals.	2
17	These two sources of resource information appear inconsistent at the LOB level when the % in the 3.x figures are applied to the total WYE on page L-B1-13. Could the Government restate the information intended in the 3.x figures in WYE rather than % so that this important information can be reconciled? The table on page L-B1-13 provides historical information on WYE by LOB and PWS delivery function. Pages LB-23-24 contain figures 3.1, 3.2 and 3.3 which display "annual work performed for the Enterprise applications by Line of Business based on percentage resources consumed" in Total, for Enhancements, and for Maintenance and Operations.	Section LB and L-B1, Pages L-B-23 thru 24 and L-B1-13	Attachment L-B, *Background and Historical* , page L-B-24 in the EAST 2 Final RFP states that figures 3.1, 3.2, and 3.3 reflect "the annual work performed for Enterprise applications by Lines of Business **based on consumption of application points**." These figures are not intended to reflect WYE allocation by Line of Business. The Government has provided its best estimate of the current WYE allocation by Line of Business in Attachment L-B1, *Resource Baseline* .	2
18	A question response stated some of the work is at NASA HQ. (1) In the Background and Historical Data, how many WYEs by SLC are at NASA HQ? (2) How will these rates be captured in the EPM?	EPM, Tab D-1-Tab D-8	(1) There are currently eight individuals badged to the EAST contract at HQ. As stated in Attachment L-B, Background and Historical, "EAST contractors, located at NASA Headquarters, provide both functional and technical support for the eBudget systems." (2) In accordance with Volume II (d) (5) Section 2 Cost or Pricing Information and Supporting Data (i), the Offeror can capture these rates in accordance with it's customary estimating system.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
19	It is our understanding that the HANA implementation at the NEACC will begin in the near future. Please provide the project plan and schedule. The GOVERNMENT currently manages the overall infrastructure operations and planning work stream calendar, which consists of a large set of milestones encompassing all the deliverables in the System Management and Platform Management worlds. This work stream view provides an invaluable mechanism for understanding demand and adequately provisioning resources to accommodate infrastructure activities required to support NEACC operations.	Attachment L-B Background and Historical and Historical, 1.2.4 Enterprise Application Strategy and Planning, Page L-B-15	A project plan and schedule have yet to be defined. Therefore, this information is not available to be published.	2
20	Please clarify if the government performs functions that would be considered operational in another environment. If there are operational roles, as opposed to traditional customer functions such as to establish requirements, provide oversight, and perform acceptance testing, please indicate the government operational staffing levels that are either embedded or would augment the table on page L-B1-13 so that we can compare EAST2 staffing to other similar environments. The table on page L-B1-13 provides historical information on WYE by delivery function. Pages LB-11-13 indicate government roles for the BPS and ACTS teams that appear to be operational. For example, on page LB-12 "ACTS is responsible for completing the configuration according to the release schedule…ACTS is responsible for unit testing the configuration… "	Section L.B & L-B1; Page L-B-11 thru 15 and L-B1-13	There are currently four civil servants on the ACTS team that provide operational support.	2
21	The reference to Clause B.7 states the Offeror Fill-in for Premiums for Scheduled Overtime; however, Clause B.7 in the Final RFP is for Contract Extension Resulting from Protest (page B-13 of Section B). Please confirm that the reference to B.7 as a fill-in should be removed from the table. Section L Volume IV, Table L.21-12, Offeror Fill-ins indicates that Clause B.7 requires an Offeror Fill-in for Premiums for Scheduled Overtime.	Section L.21 Volume IV, Table L.21-12, Offeror Fill-ins, Page L45	Clause B.7 was incorrectly cited in this section and has been deleted in Amendment 02. FAR Clause 52.222-2, *Payment for Overtime Premiums,* has been included in Section I with Amendment 02 to the RFP.	2
22	If the Prime offeror chooses not to blend rates between the Prime and the Subcontractors, how will the Government determine which rates to include in the M5.1 Government-Calculated IDIQ Value? The instructions provide that a Prime offeror's J-5A rates and those submitted by subcontractors "may or may not be blended."	L.21 and M.5.c.6, Page L-44 and M-12	The instructions in Section L have been updated in Amendment 02 to the RFP. The Offerors are instructed to use only one fully burdened IDIQ labor rate. These rates will be used in Table M.5-1, *IDIQ Fully Burdened Labor Rates Model* , to determine the Government-Calculated IDIQ Value.	2
23	What pricing information is to be provided by minor subcontractors? Do they have any sealed package requirements? Minor Subcontracts (<$6.0M)	EPM, Tab A	In the EPM, Tab A Offerors are required to list the names and dollar values of their Major (>= $6.0M) and Minor (<$6.0M) Subcontractors. There are no sealed package requirements for Minor Subcontractors.	2
24	Are mapping of labor categories, build-up of rates, required for minor subcontractors? On this form, the Offeror maps the Government-provided labor categories to its own labor categories…	L.21 L-A Tab B, Tab B	The Government is not requiring Minor Subcontractors to complete Attachment L-A, Tab B information.	2

EAST 2 / FINAL RFP Vendor Questions				
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25	The ABAP_Custom_RICEF_Objects workbook in the EAST 2 document library contains useful information that will assist us in formulating our Basis of Estimate and further our understanding of the applications implemented using SAP. We are having difficulty matching all of the objects to the NEACC applications and Lines of Business. Will NASA please provide the following data for each of the objects: Line of Business, Application, and/or SAP Development Class?	ABAP Custom RICEF Objects.	The Government will provide additional information in the Document eLibrary.	2
26	Can the Government provide copies of existing application Roadmaps for MSFC applications whose support is transitioning to the EAST 2 contract?		All available roadmaps have been posted in the Document eLibrary on the EAST 2 website at https://nssc.nasa.gov/east2.	2
27	Can additional detail be provided regarding how WhatsUp Gold is used to monitor EAST applications in the current landscape environments to include development, staging and production? What licensing agreements govern the use of that product and can this level of monitoring be extended to include additional applications whose support is transitioning to the EAST contract?		WhatsUp Gold is being used by EAST across the landscape environments. NASA has an Enterprise License for WhatsUp Gold.	2
28	What tools are currently being used to monitor the availability of MSFC applications transitioning to the EAST contract? Can the Government provide historical levels of availability for those applications as discussed in the Draft RFP Service Level Matrix (J-4B) and Service Level Surveillance Plan (J-4C)?		MSFC is currently in the process of implementing Zabbix for application monitoring. Since Zabbix is not yet in full production, most applications are still being monitored through check logs managed by infrastructure personnel. Historical levels of availability for MSFC applications will be provided in the Document eLibrary on the EAST 2 website.	2
29	Can additional detail be provided regarding the specific applications Approva is used to monitor in the current EAST 2 environments? Does the nature of that monitoring extend beyond SOD controls and if so how?		Approva One monitors SODs for the SAP production and PRISM production environments. Approva One is used as a back-up for capturing SAP transaction logs of users that have been given "temporary elevated access" via an approved SR TAG. This information is gathered via the User Activity Insights (UAI) extract. Approva One is also used to monitor the activity of the DDIC system account ID via the UAI extract also.	2
30	How does the Gov intend to measure the effectiveness of the Center Applications Transition approach (TA-8) for unifying operational processes?	Section M, TA-8	The Government will evaluate the Offeror's Center Applications Transition approach in accordance with Section M, Subfactor TA-8.	2
31	Government labor category Computer Programmer I seems like it should be an exempt position. Is this category a WD to accommodate co-ops and degreed personnel with less than 2 yrs of experience?	Attachment L-A, EPM	This is a Wage Determination category and is considered Non-Exempt (SCA) by the Department of Labor (Reference Attachment J-3). Accordingly, Attachment L-A, Excel Pricing Model (EPM) Forms, was revised with Amendment 01 to designate the Labor Type for Computer Programmer I as SCA. Attachment J-3A, *Exempt/Non-Exempt Position Descriptions* , has been revised in Amendment 02 to state that "This category may be used for entry-level personnel such as co-op students, interns, or degreed personnel with less than 2 years of experience."	2
32	Attachment L-H: Key Personnel Description Resume Form is missing from the Solicitation. Should contractors use Attachment L-H from the Draft RFP or does the Government plan to release a new Attachment L-H for the Final RFP?	Attachment L-H	Attachment L-H, *Key Personnel Position Description and Resume* , was included in the EAST 2 Draft RFP and inadvertently omitted from the original posting of the EAST 2 Final RFP. Attachment L-H, *Key Personnel Position Description and Resume* , as written in the EAST 2 Draft RFP, was included in the EAST 2 Final RFP with Amendment 01.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
33	Within the Job Description/Qualification (JD/Q) instructions (163402-SOL-001-051 - Attachment L-F Job Description Qualification Form JDQ), there is a notice indicating this applies to all proposed subcontracted classifications as well. Does this mean that each subcontract partner also has to provide their job title mapping for each proposed job title. For example, assuming there are 27 positions and a team consists of the prime and five subcontractors is the requirement to provide 162 (6*27) JD/Q forms? If prime and subcontract JD/Q forms are required, are they included within the Mission Suitability Volume page count? If so, can additional page count be added to accommodate these forms for teams with a higher number of partners? If the prime's JD/Q forms are inclusive of the subcontractors with salary ranges and average hourly cost incorporating all subcontract partners, can a single set of JD/Q forms be submitted for the integrated team?	Attachment L-F	Yes, Offerors are encouraged to submit a single set of JD/Q forms for the integrated team. JDQ forms shall be required from the prime and both major and minor subcontractors. Also, see response to question 112.	2
34	How many releases per LOB of what type (maintenance, minor enhancement, major enhancement) containing how many SRs of what complexity?		NEACC Releases, including a variety of SR types and complexities, may occur on a weekly, monthly, or semi-annual basis across the Lines of Business. You may reference the Release and Deployment Management Plan (EAST-DRD-1293CF-004 Release and Deployment Mgmt (RDM) Plan_Rev R.pdf) in the Document eLibrary on the EAST 2 website for additional information.	2
35	What is the mix of Service Desk unresolved tickets that come to NASA EAST by LOB? (NEACC and MSFC)		Data related to Service Desk unresolved tickets can be obtained from Attachment L-B1, *Resource Baseline, Enterprise SRs by Service Area,* by filtering on Service Area = "NISC Customer Support".	2
36	The referenced instructions are in partial conflict with one another and can be interpreted in different ways. Please clarify the instructions for the completion of the Attachment J-5A specifically clarifying which of the following approaches should be taken as follows: • (a) Is the offeror to submit one Attachment J-5A for the entire team that is a blend of Offeror and subcontractor rates? or • (b) Is the offeror to submit one Attachment J-5A for itself as well as an Attachment J-5A for each major subcontractor on the team? or • (c) Is the offeror to submit one Attachment J-5A for itself and one Attachment J-5A that blends the rates for all major subcontractors?	(11) Section 8 (ix) Page L-44 - Attachment J-5A, IDIQ Labor Rate Schedule (Completed by the Prime and all Major Subcontractors); Attachment J-5 Cost Schedules; Attachment J-5A Index Tab.	(a). The Government is only requiring one (1) fully burdened IDIQ Labor Rate schedule for each Prime Offeror. The language in Section L in Tab (B) and in Attachment J-5 which has been updated in Amendment 02.	2
37	Attachment J-5 notes that rates must be provided for both on-site and off-site, but this information is not requested in Section 8 (ix) Page 44. Is it the Government's intent for there to be two IDIQ files, one for on-site and one for off-site, or should there be one file with duplicate tabs for each location, on-site and off-site?	Attachment J-5 Cost Schedules;	In accordance with Section M, section M.5 *Cost Factor* , (6) (i) Offerors are advised to use the MSFC location for proposing IDIQ labor rates. No offsite rates are required for Attachment J-5A. The language in Section L and Attachment J-5 A has been updated for clarification in an Amendment 02 to the RFP.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
38	Question – The note to Offeror states that Attachment J-5B is to be priced after contract award, however the next paragraph states that the tabs should be populated with figures from Section L-21, Attachment L-A, Tab A. Please confirm that Attachment J-5B is not to be priced as part of the cost volume submission.	Attachment J-5, Cost Schedules	Attachment J-5B, *Inventory of Software License and Cost Schedule* , should not be priced as part of the Cost Volume submission, as Government Plug Numbers have been provided. Attachment J-5, *Cost Schedules* , and the instructions in Section L-21, page L-43, have been updated in Amendment 02 to the RFP for clarification.	2
39	Attachment L-A, Tab A, Cells A36 and A39 reference Major Subcontracts (>=$8.0M) and Minor Subcontracts (<$8.0M), while Volume II, (b) (6), page L-30 defines a major subcontractor as $6.0M or more. Should Tab A be relabeled to read $6.0M instead of $8.0M?	Attachment L-A,	Yes, Attachment L-A Tab A was revised in Amendment 01 to reflect the $6.0M threshold for Major and Minor subcontractors.	2
40	Section L.8 DETERMINATION OF COMPENSATION REASONABLENESS (1852.231-71) (MAR 1994) – Page L-6(d) states "The Offeror shall require all service subcontractors (1) with proposed cost reimbursement or non-competitive fixed-price type subcontracts having a total potential value in excess of $500,000 and (2) the cumulative value of all their service subcontracts under the proposed prime contract in excess of 10 percent of the prime contract's total potential value, provide as part of their proposals the information identified in (a) through (c) of this provision." VOLUME II, (b) (6), Page L-30 states "The Cost Volume preparation instructions set forth herein are applicable to the prime Offeror and any proposed major subcontractors. For purposes of this solicitation, major subcontractors are defined as any subcontract effort/interdivisional and/or intra-company effort in excess of $750,000 in a single year or $6,000,000 over the potential eight (8) year life of the contract. Electronic cost proposals in Microsoft Excel are also required from each proposed major subcontractor." Does this mean that subcontractors, even if they are not Major subcontractors, as defined by Volume II, (b), (6), have to provide a Compensation Plan if they exceed the $500,000 noted in Section L.8?		Yes, in accordance with NFS 1852.231-71, total compensation plans are required for all service contractors "having a total potential value in excess of $500,000".	2
41	The instructions for the Attachment J-5A, IDIQ Rate Schedule notes that fully burdened rates will be inclusive of all indirect rates and profit. The evaluated amount in Section M shows a line for Proposed Fee Percentage (obtained from Attachment L-A). Does this mean that Offerors may propose a fee on top of the fully burdened IDIQ rate that already includes fee?		Section M, Table M.5-1 has been updated in Amendment 02 to the RFP to delete the row entitled "OFFEROR Proposed Fee Percentage" at the bottom of Table M.5-1.	2
42	Will the Government be using On-Site or Off-Site rates to populate Table M.5-1?		No, as stated in Section M-5 (c) (6) (i) "The IDIQ rates proposed for the MSFC location will be used to calculate this cost for evaluation purposes." The intent was to use MSFC rates (e.g. on-site only).	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
43	Tab E: Productive Factor – Instructions state "discloses the Offeror's and major subcontractor's productive labor hours by Calendar Year(CY)", however Table L.21-10, Hours Available Per Contract Year shows total hours by Contract Year, and Attachment L-A, Tab E shows hours by Contract Year. Should Tab E direction on Page L45-46 be changed from Calendar Year to Contract Year? Please clarify.		Yes, the instruction in Section L, Tab E, page L-45 & L-46 has been revised to read "Contract Year" in lieu of "Calendar Year" in Amendment 02 to the RFP.	2
44	Attachment L-A, Tab B; Attachment J-3A – There seems to be some discrepancy between these three charts. Please confirm which labor categories the Government deems to be considered SCA.	Table I.3, Wage Grade Classification	The Government has incorporated a correction to Table I.3 in an Amendment 02 to the EAST 2 RFP.	2
45	Cell B33 only contains one percentage that is to be applied against all ODCs across All Eight Years. If a company burdens materials and travel differently per their Disclosure Statement, will the Government allow additional lines to breakout the burden percentages? Will the Government allow the file to be amended to allow different burdens each year based on Offerors FPRR/FPRA indirect rates?	Attachment L-A, Tab A	Yes, the Offeror may add an additional line for applicable burdens. Offerors shall show the percentage used on one line and the costs on the following line. Offerors shall explain all burdens on Tab G.	2
46	Cell B43 only contains one percentage that is to be applied against Subcontractors across All Eight Years. Will the Customer allow the file to be amended to allow different burdens each year based on Offerors FPRR/FPRA indirect rates.	Attachment L-A, Tab A	Yes, the Offeror may add an additional line for applicable burdens for each year. Offerors shall show the percentage used on one line and the costs on the following line. Offerors shall explain all burdens on Tab G.	2
47	The solicitation states that in order to facilitate evaluation of cost proposals, overtime shall be estimated at 1% of the total productive hours for each employee in the labor categories. Estimated overtime dollars shall be proposed in Attachment L-A, Tab B. Row 40 in Tabs D1-D8 takes 1% of Direct Labor as the Overtime Amount. This seems to contradict the statement above that notes Overtime is 1% of Productive Hours. Also, the formula does not take into account that SCA employees would get time and a half for Overtime rates. Please clarify.	Volume II(d) (5) (ii), Page L-36	Offerors may provide the overtime required for SCA; however, not required. The 1% is an overall estimate of all productive labor hours.	2
48	The Application of Fringe and Overhead and the Application of G&A are only applied to Direct Labor, and does not include Overtime. Please clarify.	1. Attachment L-A, Tabs D1-D8	Offerors may adjust formulas to include overtime, in accordance with the Offeror's accounting practices.	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
49	Many companies break out Fringe and Overhead separately, and the Government breaks out Fringe and Overhead separately in Tab B. Will the Government allow an additional line for Tab C and Tab D1-D8 to allow a separate line item for Fringe and a separate line item for Overhead to ensure the most accurate application of rates?	Attachment L-A, Tabs D1-D8	Offerors may add an additional line to separate fringe and overhead rates if needed.	2
50	The Direct Labor rates for Year 2 apply the escalation factor to Year 1 rates, and so on for each additional year. Will the Government allow Offerors to change this formula for Direct Labor each year, as the mix of personnel within a labor category may change each year, therefore causing the rate to potentially be different from year to year not just based on escalation.	Attachment L-A, Tab B	The Offerors are advised NOT to adjust the direct labor rate from year to year other than to include applied escalation.	2
51	The solicitation states that the Offeror shall describe its fringe benefit policies and practices for both full-time and part-time employees using Attachment L-A (Tab J), Personnel and Fringe Benefit Questionnaire. The Attachment L-A (Tab J), Personnel and Fringe Benefit Questionnaire should be included in the Cost Volume. Is it the Government's intention that Volume I should just have a reference to the Cost Volume section that contains the offeror's response to this instruction? That is, offeror's need not address this instruction in Volume I?	L.21.MA-3 (f)	In accordance with Section L-21, MA-3 (f), "Offerors shall describe its fringe benefit policy and practices….". This description shall be included in Volume I, Mission Suitability. This summary description is based on the data provided in the *Personnel and Fringe Benefit Questionnaire,* Attachment L-A (Tab J). Attachment L-A (Tab J) shall be included in Volume II-Cost and completed by the Prime and all major subcontractors per the instructions.	2
52	With part of IS30's work moving to EAST 2, how will that affect the CIO office org chart?		Reference Attachment L-B, *Background and Historical* , *Section 1.2.1.1 NEACC Organizational Structure* for potential impacts to the organizational structure.	2
53	For contracts that are not yet completed, can the 3 full years of work be reduced to 2 full years of work? Request Government change the current requirement, "If a project is not completed, it may be referenced only if the prime or subcontractor has provided three full years of work under it", to read "two years". Two years will provide the Government reviewer with sufficient information regarding a company's past performance both from Offeror's written inputs and through applicable PPQ with regard to Technical, Cost Control, Timeliness of Performance, Management Effectiveness, Contractual Issue performance.	L-49	The Government has reviewed this request and at the present time will not make any changes. Contractors are able to reference this data in their submittal.	2
54	Instructions state: "In addition to submitting a Small Business Subcontracting Plan in accordance with Section I, FAR clause 52.219-9, Alternate II, Offerors shall complete Attachment J-7, Small Business Subcontracting Plan with Alternate II, which provides a breakdown of the Offeror's proposed goals, by small business category, expressed in terms of both a percent of TOTAL CONTRACT VALUE and a percent of TOTAL PLANNED SUBCONTRACTS." However, Attachment J-7 contains no such breakdown. Can it be assumed that the breakdown required is the table shown on page L-28?	L-27	An example of Subcontracting Goals is found on page L-28. The Subcontracting Goal submitted by the Offeror must support the overall goals stated in Subfactor 3, Small Business Utilization.	2

EAST 2 / FINAL RFP Vendor Questions				
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55	Instructions for completing the Subcontracting Goals table states that "To complete Column A, divide the dollar amount in Column B by the total offered price of the proposal (that is, total contract value)." However, the previous page (L-27) states that "Offerors shall modify the exhibit to show the proposed subcontracting goals for the basic contract requirement and each option and award term option separately." Is Offeror expected to provide an overall table, in addition to the individual tables for each period (basic contract, option and award terms)? For each individual table, can it be assumed that the Government's intent for completing Column A is to divide the dollar amount in Column B by the total offered price for the appropriate period (vice for the total proposal)?	L-28	The Offeror is expected to provide an overall table with Attachment J-7, Small Business Subcontracting Plan with Alternate II, as stated in Subfactor 3 – Small Business Utilization Instructions. Section v, vi and vii identifies the requirements in the Plan.	2
56	Clarification Question related to Question/Answer #67. Will the Government please clarify that there is NO Collective Bargaining Agreement (CBA) associated with the EAST 2 procurement and resulting contract?		There is no Collective Bargaining Agreement (CBA) associated with the EAST 2 procurement and resulting contract.	2
57	**Is it necessary to provide contract and contractor fiscal year pricing if the Burden and Overhead rates are the same across all periods of performance?** The RFP states "cost information for rate application shall be presented by both contractor fiscal year and contract year (Clause F.2, Period of Performance). In order to facilitate verification of the proposed rates and factors, if the contract year overlaps two contractor accounting (fiscal) years, the Offeror shall provide a separate application of rates for each of the contractor accounting (fiscal) years, which are totaled to arrive at the contract year cost. Both the application of rates and totals must be clearly shown."	L.21, Volume II (d)(5)(v), page L-36	Yes, in order for the Government to evaluate all proposals consistently, Offerors shall provide all pricing information per Section L, provision L-21 instructions.	2
58	**Is there, or will there be, a more recent Wage Determination provided?** The Wage Determination provided with the RFP is dated 06/19/2013.	Attachment J-3	Yes, Wage Determination No. 2005-2007, Revision No. 19, dated 12/22/2014 has been provided in Amendment 02 to the EAST 2 RFP.	2
59	The cover letter states RFP questions are due Wednesday 18 March 2015 at 5pm CT. RFP Section L.2 states "questions and comments regarding this solicitation shall be received by the Government no later 30 days after issuance of FINAL RFP." What is the correct due date for RFP questions?	Cover letter; L.2	Questions and Comments regarding this solicitation shall be received by the Government no later than 30 days after the issuance of the FINAL RFP which was 5 March 2015. The date in the cover memo was established in an effort to provide adequate time for a Government response prior to proposal submissions. Request all questions and comments be submitted prior to 5 April 2015.	2
60	L.21.MA-2.b references RFP Attachment L-H Key Personnel Position Description and Resume. Att. L-H was not included in the final RFP zip file. Please provide Att. L-H.	L.21.MA-2.b; Attachment L-H	Attachment L-H, *Key Personnel Position Description and Resume* , was included in the EAST 2 Draft RFP and inadvertently omitted from the original posting of the EAST 2 Final RFP. Attachment L-H, *Key Personnel Position Description and Resume* , as written in the EAST 2 Draft RFP, was included in the EAST 2 Final RFP with Amendment 01.	2
61	The answer to question 178 implied that a change would be made to require 5 past performance from the prime and it referred to page L-48. Will this change be made?	Draft Q&A response, #178.	This language has changed from the DRAFT RFP to the FINAL RFP Volume III, Past Performance Factor Proposal Instructions, "The Offeror shall provide a combined total of no more than eight (8) reference contracts/subcontracts."	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
62	The Position Description labels the Computer Programmer 1 as Non Exempt, but the EPM (L-A, Tab B) labels it exempt. Is the CP1 non-exempt?	J-3a and L-A	Government Standard Labor Category Computer Programmer I is non-exempt (SCA). Accordingly, Attachment L-A, Excel Pricing Model (EPM) Forms, was revised with Amendment 01 to designate the Labor Type for Computer Programmer I as SCA.	2
63	Para. (9) states the resource baseline of L-B1 shall be used for the development of the proposed cost estimate. The WYE sheet of L-B1 still says data not currently available for the WYE by delivery function for MSFC Apps. The lack of MITS WYE breakouts provides the MITS incumbent a significant advantage that needs to be normalized like the breakout does for EAST. Will the government provide that data?	L.21, Vol II. B (9), page 31 and L-B1, WYE	The Government has provided additional information in Amendment 02 to the EAST 2 RFP. Reference Attachment L-B1, *Resource Baseline* .	2
64	Can the Government please clarify whether the rates in attachment J-5A are to be fully burdened through fee or fully burdened *less* fee? Table M.5-1 has an additional line item for performance fee, so if blended rates are fully burdened through fee, the application of fee in the table would result in an additional application of fee.	Section L pg L-44, Attachment J-5A IDIQ Labor Rate Schedule and Section M pg(s) M-12 and M-13 Table M.5-1 IDIQ Fully Burdened Labor Rates Model	Attachment J-5A shall be fully burdened through fee. Section M, Table M.5-1 has been updated in Amendment 02 to the RFP to delete the row entitled "OFFEROR Proposed Fee Percentage" at the bottom of Table M.5-1. These fully burdened rates shall be inclusive of all indirect rates and fee.	2
65	a)Section L, page L-29, Vol. II – Cost Factor Proposal Instructions, para. (a)(1), "Offerors are encouraged to propose estimated cost reductions over the life of the contract by reducing labor costs, software licensing and/or implementing other efficiencies/savings…" Can the Government confirm that the Software licensing values and the plug values in the RFP are not to be modified?	a)Section L, page L-29, Vol. II – Cost Factor Proposal Instructions, para. (a)(1) and Section M, page M-11, Provision M.5, para. (a),	Attachment J-5B, *Inventory of Software License and Cost Schedule,* should not be priced as part of the Cost Volume submission as Government Plug Numbers have been provided. The instructions in Section L-21, Attachment L-A, Tab A has been clarified in Amendment 02 to the RFP.	2
66	Section B, page B-6, Provision B.4, Tables B.4(A) through B.4(E), CLINS for Software Licensing and Maintenance (CLINS 3, 7, 11, 15, 19, 23) have "TBP" or to be proposed values. Given that this item is a plug value, should this be shown as TBD or will the government update Schedule B with the plug value.	Section B, page B-6, Provision B.4, Tables B.4(A) through B.4(E)	Yes, during Phase In of the contract the Government will work with the successful Offeror to determine the values which will be provided by the new contractor. The Government-provided plug numbers are for evaluation purposes only. Section B has been updated in Amendment 02 to the RFP.	2
67	The draft RFP's Attachment L-H for resumes said that a separate page was required for each change in job and the Section L, MA-2, para. (b). states that the resume could not be over 4 pages. Will the government remove the requirement for separate page for each change of job description. Additionally, since the number of resumes could vary per offeror and the number of jobs the candidates have had could vary, we recommend the government remove the resumes from page count. Will the government decrease the overall page count by 20 pages, and remove the resumes from the page count?	Section L, MA-2, para. (b). and Attach L-H from draft RFP	Attachment L-H, *Key Personnel Description Resume Form* , has been updated to remove this "separate page" requirement in Amendment 02 of the RFP. This language has been clarified by deleting the language *"with separate pages to show changes in employment* ". The total page count of 280 will remain unchanged.	2

EAST 2 / FINAL RFP Vendor Questions				
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68	It is implied that these fourth level PWS elements like 5.6.3.2 referenced above are contract delivery functions that are tasks for post award activities in the PWS which would not require BOEs. Please confirm that this accurate? The PWS Section 5.1 (p. J-I-20 through J-I-25) ,5.5 (p.J-I-29 through J-I-35), and 5.6 (J-I-35 through J-I-370) has four levels of delivery functions in which they contain task such as 5.6.3.2 , "The Contractor shall collaborate with NEACC Computing Services (NCS) on the MITS contract for operations and performance monitoring and incident management".	The PWS Section 5.1 (p. J-I-20 through J-I-25) ,5.5 (p.J-I-29 through J-I-35), and 5.6 (J-I-35 through J-I-370)	A Basis of Estimate (BOE) is required to price Attachment J-1, Performance Work Statement (PWS), including all elements identified in PWS 2.0, 4.0 & 5.0. Offerors shall use Attachment L-A for all pricing.	2
69	Please clarify if a prime or subcontractor has never been through an audit, that the DCAA contact information requested is not needed? Please also confirm that we can we just mark N/A and be compliant on the form if an audit has not occurred for the Prime or Subcontractor? Volume II Cost Factor d.5.X – p.L37 states, "In addition, the Offeror (including major subcontractors) that does not have an FPRA/FPRR on record, the Offeror or subcontractor shall provide contact information for their respective cognizant Defense Contract Audit Agency Office (DCAA) and Defense Contract Management Agency (DCMA) office."	Volume II Cost Factor d.5.X – p.L37	In accordance with Section L, L-21, Volume 2- Cost Factor Proposal Instructions, (d) Section Specific Instructions (5) (x), Pg L-37,".... *the Offerors or subcontractors shall provide contact information for their respective cognizant Defense Contract Audit Agency Office (DCAA)...* " . Based on the geographic location of where your financial records are maintained, there is a cognizant DCAA office. Even if the Offeror has not been subject to an audit by DCAA in the past, this information is required in case an audit or other review is required.	2
70	Since company financials are highly confidential information for many of our team members, will the Government consider adding a provision to allow for sealed/separate financials to be submitted in both the hard copy and electronic submissions of the proposal? We recommend that electronic submissions be allowed to be emailed directly from team members of the Prime to the Government versus being required to be submitted on the CD-Roms which is the current requirement. Volume II Cost Factor d.9. Section 6 – p. L40 states, "Financial capability is an important element of success for the Offeror. Therefore, the Offeror and major subcontractors shall submit one copy of the audited financial statements and accompanying notes for the last three (3) most recently completed fiscal years (for small businesses, Small Business Administration (SBA) submittals, as well as unaudited financial statements are acceptable)."	Volume II Cost Factor d.9. Section 6 – p. L40	Reference Section L, provision L.20 Proposal Format and Page Limitations, Table L.2-.1 for detailed requirements for hard and electronic copy. In accordance with Section L, L-21, Volume II - Cost Factor Proposal Instructions (b) "*(7) Prime Offerors are responsible for submitting a comprehensive cost proposal, including all required major subcontractor proposals. Prospective major subcontractor(s) have the option of submitting a complete Cost Volume in a sealed envelope through the prime Offeror or directly to the Government no later than the date and time specified in this RFP."*	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
71	Many of our small business partners have viable and referencable past performance for NASA EAST-2 but do not have a CAS in place or a disclosure statement according to FAR Title 48 CFR 9903.201-1? Would the Government consider eliminating this requirement for small businesses and team members of the Prime who do not meet this stated requirement? Cost or Pricing Information and Supporting Data, Volume II Cost Factor d.5 – p. L37 Section 2 (xi)–states, "In accordance with the FAR Part 30 the Offeror, including major subcontractors, shall provide a copy of their most recent Cost Accounting Standards (CAS) Disclosure Statement, if applicable, and shall identify the Government Administrative Contracting Office (ACO) responsible for determination and date of adequacy determination. The Offeror shall explain in detail any accounting practice where there is a disagreement between the Offeror and the ACO, and provide a new Disclosure Statement in the event the Offeror plans to establish a new cost/profit center for performance of this effort, or if the existing Disclosure Statement does not accommodate the requirements imposed by this RFP."	Cost or Pricing Information and Supporting Data, Volume II Cost Factor d.5 – p. L37 Section 2 (xi)	Small Business are already exempt from Cost Accounting Standards (CAS) Disclosure Statements, and are not required to submit disclosure statements.	2
72	Our assumption is that the WBS that the Government references above is contained in Tabs D-1 thru D-8 of attachment L-A and as an example would be Business Intelligence as one WBS area to map the PWS. Please clarify where the WBS is located and identified and if our assumption is correct? Please also clarify what specific sections of the PWS require BOEs as Tabs D-1 thru D-8 of attachment L-A only map to section 5 of the PWS? WBS is mentioned in Volume II Cost Factor d.3 – p. L34 which states, "The Offeror shall adhere to the PWS/WBS structure provided in Attachment J-1. Beyond this prescribed PWS/WBS, the Offeror has complete flexibility based on the proposed implementation approach." Secondly, the WBS is mentioned in Volume II Cost Factor d.6 – p. L39 which states, "The Offeror and all major subcontractors shall provide a pricing narrative Basis of Estimate (BOE) and Excel spreadsheet showing mathematical calculations for all proposed cost elements by the third level PWS/WBS (e.g., 2.1 and 5.1.1) that explains in detail all pricing and estimating techniques; discloses the basis of all projections including a detailed explanation of learning curve application, rates, ratios, percentages, and cost estimating relationships; and explains all judgmental elements of cost projections."	See Question for references	The Government has updated Section L in Amendment 02 to the RFP to remove the references to WBS from the instructions.	2
73	Page L-18 cautions the contractor not to include cost information in Volume I – Mission Suitability. The Total Compensation Plan (TCP) is one that "identifies and discusses wages, salaries…" Are wages and salaries to be provided as part of the TCP within Volume I, or should the TCP be included in Volume II – Price?	Section L.21, page L-18, MA-3 (e), page 21	Wages and Salaries are to be completed in the Total Compensation Plan (TCP) which is included as part of Volume I, Mission Suitability. Section L, page L-18 has been revised for clarification in Amendment 02 to add the following: "The information required to respond to MA-3 Staffing and Total Compensation Approach is not considered Cost information."	2

EAST 2 / FINAL RFP Vendor Questions				
	Question Submitted	**Vendor Referenced RFP Element (If applicable)**	**Government Response**	**Amendment #**
74	Page L-18 cautions the contractor not to include cost information in Volume I – Mission Suitability. Are the dollar value goals to be subcontracted to be provided as part of the Small Business Plan in Volume I or only the goals expressed as a percent (%) of the total contract value?	Section L.21, page L-18, Subfactor 3, pages L-27 and L-28	Dollars associated with your SB Goal percentages is acceptable for inclusion in Volume I, Mission Suitability.	2
75	Page L-18 cautions the contractor not to include cost information in Volume I - Mission Suitability Volume. Attachment L-F requires wage and salary data, which is typically thought of as cost information. Should we include a completed Attachment L-F within Volume I?	Section L.21, page L-18, MA-3 (d), and Attachment L-F, page 21	Attachment L-F shall be included in Volume 1, Mission Suitability. The information required in Attachment L-F is not considered to be Cost information.	2
76	Is there any software or hardware that is not Government-owned, which is used for controlling, monitoring, or reporting or we may have to purchase or transfer from the incumbent?	Section L.21, page L-22, MA-4	The Government does not anticipate the need for the successful Offeror to purchase any software or hardware from the incumbent contractor. The successful Offeror may need to coordinate with the incumbent contractor to transfer software licensing agreements during Contract Phase In.	2
77	Reference the statement, "…for all proposed cost elements by third level PWS/WBS (e.g. 2.1 and 5.1.1)…" Can PWS Section 2.0, Program Management, Basis of Estimate, be at the second level PWS/WBS?	Section L.21, Volume II – Price, item (6), Basis of Estimate, page L-39	Yes, PWS Section 2.0, Program Management, shall be priced at the second level PWS, in accordance with Attachment L-A.	2
78	Reference Tab K in the last row of Table L.21-9 on pages L-42 and L-43, requests the "Total WYE by PWS by Offeror and Subcontractor;" however, the comment in Attachment L-A, Tab K in the "Total" column has comment "Caution Total Percentage for each labor category should be 100%." Are the entries in Attachment L-A, Tab K, for each labor category a % or number of WYEs by prime contractor and subcontractor?	Section L.21, pages L-42 and L-43, and Attachment L-A, Tab K	Attachment L-A, (Tab K), *Total WYE by PWS by Offeror and Subcontractor* should be populated with WYE numbers and not as a percentage. Please disregard the percentage % comment in the drop-down note window.	2
79	Given the complexity of this work and the experience required to successfully manage it, we recommend the Government require five (5) past performance submissions from the prime contractor instead of the two (2) currently required. In addition, would the Government prefer that at a minimum number (at least 3) of the references be Federal Government SAP references?	Section L.21, Volume III, (a), page L-48	The requirements listed in Volume III, *Past Performance Factor Proposal Instructions* have been reviewed and the information requested is anticipated to be sufficient for the purposes of evaluation. No change will be made to the existing instructions at this time.	2
80	Please confirm that the requirement for three (3) years of performance on ongoing programs is from the program start until the December 2015 NASA EAST 2 contract award date.	Section L.21, Volume III, (a), page L-49	The requirement is for on ongoing performance on contracts in effect three (3) years prior to the release of the Final RFP 5 March 2015 for NNX15530075R.	2
81	Section L.23, Attachments, indicates there should be an Attachment L-H, Key Personnel Description Form, included with the RFP; however, it appears to be missing. Can the Government provide Attachment L-H?	Section L.23	Attachment L-H, *Key Personnel Position Description and Resume* , was included in the EAST 2 Draft RFP and inadvertently omitted from the original posting of the EAST 2 Final RFP. Attachment L-H, *Key Personnel Position Description and Resume* , as written in the EAST 2 Draft RFP, was included in the EAST 2 Final RFP with Amendment 01.	2

EAST 2 / FINAL RFP Vendor Questions				
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82	Please confirm if PWS Section 3.0, Application Operations, is to be priced. If so, where in Attachment L-A is it to be priced (e.g. Tab C and/or D)?	PWS Section 3.0, tabs C and D within the Excel Pricing Model	The requirements, in support of PWS 3.0, Applications Operations, shall be included in PWS 5.0 element pricing. Pricing of PWS 3.0, Application Maintenance is not required.	2
83	Is "primary business hours" the same as "normal business hours?" If not, please provide the primary business hours.	Attachment J-1 and Attachment J-4B; PWS Section 3, Number 3.0.12, page J-1-14 and Row 2.3.2, page 1	Attachment J-1, *Performance Work Statement* , has been revised in Amendment 02 to the RFP to state that "Normal MSFC duty hours are defined as a 5 day week, Monday through Friday (excluding holidays), 8 hours per day covering the primary business hours, 6 a.m. to 7 p.m., as well as performing remote monitoring with on-call support at all other times."	2
84	Is it the Government's intent to require the Offeror to define the "Complexity Factor" for incidents, maintenance, and proposed enhancements, or can the Government provide the Complexity Factor criteria?	PWS Section 3, Number 3.0.1, page J-1-13	It is the Government's intent to require the Offeror to define the "Complexity Factor".	2
85	Please provide the number of SAP core users and self-service users broken down by the SAP modules.	PWS Section 3.1, page 3-1-14	NASA currently uses approximately 4,000 active SAP Professional User Licenses. NASA does not have any self-service users. NASA's user licenses are not issued by SAP module.	2
86	Is there current documentation for all the systems to be supported? Also, can NASA provide an assessment of the quality and currency of system and user documentation across the different system components?	PWS Section 3.1, Number 3.1.1, page J-1-15	Yes, documentation exists for the systems to be supported. In general, the system and user documentation is current and of good quality.	2
87	What training tools/training environment does NASA currently use for end user training?	PWS Section 3.1, page J-1-15, PWS Section 3.2.1 on page J-1-17, PWS Section 5.1.6.1 on page J-1-24, PWS Section 5.1.6.7 on page J-1- 25, and list of Enterprise Applications	End user training and documentation for NEACC-managed applications is generally provided through the Enterprise Performance Support System (EPSS). Reference Attachment J-21, *Inventory of Enterprise and Center Applications* , for additional information regarding EPSS. However, end user training is dynamic in nature and is based upon customer needs. For example, the PLM Line of Business leverages the PLM Liferay portal to publish training material generated by the EAST contractor as well as vendor-generated material. Training material for the Office of Education Line of Business is posted on the OEPM and OSSI websites. Training may also be conducted using WebEx sessions. Finally, the System for Administration, Training, and Educational Resources for NASA (SATERN), which is NASA's Learning Management System (LMS) hosted by the NASA Shared Services Center (NSSC), may by utilized to manage more customer-specific training.	2

EAST 2 / FINAL RFP Vendor Questions				
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88	What custom or COTS tool(s) are used by the NEACC and MSFC to support Application Portfolio Management?	PWS Section 5.1, pages J-1-20 and J-1-21	Currently, the NEACC is using the custom Portfolio Management Tool and MSFC is using the custom Applications Inventory Module (AIM) to support Application Portfolio Management. Both tools are listed in Attachment J-21, *Inventory of Enterprise and Center Applications* . Reference Attachment L-B, Background and Historical Section 3.0 for the current NEACC Application Portfolio Management process and Section 3.3.12 for the MSFC Application Portfolio Management (APM) approach. The MSFC APM Process is also available on the EAST 2 website: https://www.nssc.nasa.gov/east2 in the Document eLibrary/Reading Room, Background and Historical Reference Documents.	2
89	Please confirm that the ESD performs the role of a contact center and passes tickets to a Level 1 help desk inside the NEACC for dispatch, action and resolution through use of the MSFC Remedy tool set.	PWS Section 5.1, pages J-1-20 and J-1-21	The ESD performs Tier 1 help desk support and does indeed route tickets to the NEACC for triage and resolution.	2
90	Please provide a landscape diagram of NEACC landscape for both SAP and non- SAP components.	PWS Section 5.4, Number 5.4.9, page J-1-28	The Government will provide additional information in the Document eLibrary on the EAST 2 website at: https://www.nssc.nasa.gov/east2 .	2
91	Can NASA provide the details of SAP production and non-production instances, including the number of instances and servers?	PWS Section 5.4, Number 5.4.9, page J-1-28	The Government will provide additional information in the Document eLibrary on the EAST 2 website at: https://www.nssc.nasa.gov/east2 .	2
92	Please provide the listing of interfaces, both in-bound and out-bound by application, throughout the NEACC landscape.	PWS Section 5.4, Number 5.4.10	The Government will provide additional information in the Document eLibrary on the EAST 2 website at: https://www.nssc.nasa.gov/east2 .	2
93	Please provide a listing of scheduled jobs in the NEACC landscape.	PWS Section 5.4, Number 5.4.11	The Government will provide additional information in the Document eLibrary on the EAST 2 website at: https://www.nssc.nasa.gov/east2 .	2
94	The PWS requires the Offeror to configure and maintain all application environments in accordance with FISMA and IT security requirements. Please clarify who will be responsible for patch management and antivirus software for the servers. Our understanding is that this will be a MITS function as part of NEACC support. Is this correct?	PWS Section 5.5.2.2, page J-1-32	The EAST 2 Contractor will be responsible for Application Patch Management and Application Vulnerability Management. The MITS contractor will be responsible for Patch Management and Vulnerability Management of the computing infrastructure.	2
95	Are there any service levels pertaining to response times of service requests (SRs)? If yes, please provide the detail.	Attachment J-4B Row 2	Reference Attachment J-4B, *Service Level Matrix* and J-4C, *Service Level Surveillance Plan* . Virtually all of the Service Level Standards factor either responsiveness, incident resolution time, or on-schedule delivery into the Service Level Standard calculation.	2

EAST 2 / FINAL RFP Vendor Questions				
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96	Attachment J-5 – Cost Schedules states, "The fully burdened rates contained herein shall be inclusive of all indirect rates and profit including any indirect profit applied to subcontractor rates by the prime contractor." Section M, page M-12, states "The Government will calculate, for evaluation purposes only, a total IDIQ cost for each Offeror utilizing the labor categories and labor hours specified in Table M.5-1 – IDIQ Fully Burdened Labor Rates Model." Table M.5-1 has a row for "Offeror Proposed Fee Percentage" (obtained from Attachment L-A). Please clarify if the rates to be provided in Attachment J-5A, IDIQ Labor Rate Schedule, are inclusive of profit or not.	Attachment J-5, page J-5-1 and Section M, page M- 12	Attachment J-5A shall be fully burdened through fee. Section M, Table M.5-1 has been updated in Amendment 02 to the RFP to delete the row entitled "OFFEROR Proposed Fee Percentage" at the bottom of Table M.5-1. These fully burdened rates shall be inclusive of all indirect rates and fee.	2
97	Reference row # 22. Can NASA provide the Service Pack version of SAP Solution Manager?	Reference "NEACC Support Systems" Tab	NASA is currently on SAP Solution Manager version 7.10 Service Pack 8. NASA is in the process of upgrading to version 7.10 Service Pack 10, which is targeted for completion in June 2015.	2
98	Reference row # 22. What functionalities are currently configured in SAP Solution Manager? Are Business Process Monitoring (BPMon) and Technical Monitoring (TechMon) functionalities configured in Solution Manager? If yes, which business and technical key performance indicators (KPIs) have been configured?	Reference "NEACC Support Systems" Tab	Business Process Monitoring for Purchase Requisitions was configured as part of a proof-of-concept exercise; there are no current plans for further implementation. In addition, the SAP Early Watch report is configured. There is also SolMan monitoring for Business Objects which monitors availability; if an incident occurs that negatively impacts availability of the application, this report will generate an alert for trouble shooting.	2
99	It is possible that more than two overhead (OH) burdens will be necessary to bid this opportunity. Can we add columns to this Tab?	Tab B	Yes, additional overhead burdens may be added to Attachment L-A, Tab B based on the Offeror's accounting system with explanation on Tab G.	2
100	Since this is a cost type bid, the same labor category may need to use different rate structures and different OH burdens, which would not allow a blend into a single labor category rate in Tab B. How should we handle a situation where a single labor category may need two different rates?	Tab B	Offerors may add additional columns to accommodate different burden rates; however, one (1) single labor rate shall be proposed in Attachment J-5A per Section L-21 instructions. The rates in Attachment J-5A will be used to calculate the IDIQ price Table M.5.1 - IDIQ Fully Burdened labor Rates Model. These fully burdened IDIQ labor rates shall be developed by the Offerors using Attachment L-A, EPM on Tab B.	2
101	Reference line 41, Application of Fringe and Labor OH. It is not possible to use the calculation in the spreadsheet based on multiple OH structures. Can the formula be removed and the appropriate number be transferred from the OPM? Reference lines 85 and 86 (and repeats for every line of business). 1% is listed as the multiplier. Should we transfer this information from the OPM and remove the 1%? Reference line 40, Application of Overtime Premium Rate. This line multiplies off the direct labor, but no burden rates are included in this number. Should we add any burdens to this number?	Tab D-1 through D-8	If additional burdens, such as multiple OH rates, are applied, Offerors are instructed to add additional lines to clearly show cost associated with each burden in Attachment L-A. The formula in line 41 can be changed to accommodate the inclusion of additional burdens. The 1% Overtime Premium should not be changed in the EPM.	2
102	Can the Government validate that Application Point Requirements are not required on this program?	Section 3, Application Operations	Application Point Requirements are not required for the EAST 2 contract.	2

EAST 2 / FINAL RFP Vendor Questions				
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103	Which databases pertain to SAP applications?	Reference Tab "Enterprise DBs"	Reference Attachment L-B1, *Resource Baseline, Enterprise DBs* tab. Under the **Renamed DB Name** column, the following pertain to SAP across Production and Non-Production environments: db538, db539, db540, db562, db123, db130, db131, db132, db328, db329, db330, and db342.	2
104	Can the Government provide the severity level breakdown of the SRs?	Reference Tab "SRs by SR Type"	The Government has provided additional information in Amendment 02 to the EAST 2 RFP. Reference Attachment L-B1, *Resource Baseline.*	2
105	Can the Government provide the information on the current backlog of Application Management and Application Enhancement SRs?	Reference Tab "SRs by SR Type"	The Government will provide additional information in the Document eLibrary on the EAST 2 website at: https://www.nssc.nasa.gov/east2 .	2
106	The requirement at paragraph (b) states, "The resumes, including the Letter of Intent, shall not exceed four (4) pages per key personnel." The instruction at paragraph (c) says that offerors shall provide signed letters of intent for all key personnel. The first page of Attachment L-H includes a section for a commitment from the proposed key. Does this section meet the requirement at paragraph (c) for the letter of intent? If so, are offerors authorized to modify this template to accommodate a signature block?	L.21(b) Volume I, MA-2 (b) and (c), pages L-19-L-20; Attachment L-H	No, formal Letters of Intent are required. As stated on page L-20, Offerors are instructed to "Provide signed Letters of Intent from all key personnel. Each Letter of Intent shall state whether the key person is being proposed as key personnel on any other concurrent proposal".	2
107	The instructions on the last page of the resume template state, "…separate pages to show changes in employment, significant changes in job descriptions and/or duties, and periods of unemployment." Since resumes are limited to 4 pages, does the government only want to see the proposed key's last held position? If not, are offeror's authorized to modify the format of the entire Attachment L-H to allow for inclusion of multiple positions while keeping to the page limit and font size requirements?	L.21(b) Volume I, MA-2 (b), page L-20; Attachment L-H	The instructions for Attachment L-H have been revised in Amendment 02 to remove the requirement to show changes in employment on separate pages. Offerors are permitted to adjust the layout of Attachment L-H, *Key Personnel Position Description and Resume* , to better utilize the space allocation with the Volume I - Mission Suitability 280 page limitation.	2
108	Reference is made to provision L.22(d) documentation for the items required in the Model Contract. Provision L.22 lists the required forms to be submitted in the performance of the contract. What forms need to be provided in the model contract? Is the reference incorrect? Should it be changed to Table L.21-12? Please clarify.	L.20, table L.20-1, page L-13	The Government has incorporated a correction in Section L, Table L.20-1, in Amendment 02 to the EAST 2 RFP.	2
109	According to Amendment 1 offerors are required to complete Attachment L-H, Key Personnel Description Resume Form. This form, when completed, will disclose Personal Identification Information (PII) that cannot legally be disclosed. How does the government want offerors to provide this data and not face, or encounter, potential legal liability for disclosing such information?	Attachment L-H	In Accordance With L.17, Proposal Marking and Delivery, "(a) Offerors must either deliver the proposal, modifications, or withdrawals by U.S. Postal Service mail, commercial carrier, or hand delivery" "(b) The designated receiving office/external marking for proposals is: NASA/George C. Marshall Space Flight Center Attn: Patrick A. Whelan, Contracting Officer Building 4244, SEB Area B George C. Marshall Space Flight Center, AL 35812 RFP- NNX15530075R Proposal- Deliver unopened". Once the proposal is received at Building 4244, it is placed in a secure room assigned to the EAST 2 Source Evaluation Board. After selection is made, the Government is still required to secure all source selection sensitive information.	2
110	On Page L-51, Table L.21-12, Offeror Fill-ins, Clause B.7 is shown as "Premiums for Scheduled Overtime", however, B.7 in Section B is "Contract Extension Resulting From Protest". Does the Government plan to add "Premiums for Scheduled Overtime" to the RFP and correct the reference in Table L.21-12?	Section L, Page L-51, Table L.21-12	Clause B.7 was incorrectly cited in this section and has been deleted in Amendment 02. FAR Clause 52.222-2, *Payment for Overtime Premiums,* has been included in Section I with Amendment 02 to the RFP.	2

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111	Page L-26, paragraph (L-21, subfactor 3 (a)(1)(v) states "The Plan submitted with the proposal shall be incorporated in Section J as Attachment J-7, Small Business Subcontracting Plan with Alternate II, in the resulting contract." Page L-51, paragraph (a) clarifies that all Section J attachments are part of Volume IV. Those requirements could be interpreted to mean that the SB Subcontracting Plan may be included in Volume IV. However, response to question 40 implies, but does not specifically state, that the SB Subcontracting plan needs to be included in full in the 280 pages as part of mission suitability. Please clarify whether the SB Subcontracting Plan needs to be included in Volume I, or Volume IV, or both.	Section L, Page L-26, paragraph (L-21, subfactor 3 (a)(1)(v) and Page L-51, paragraph (a); and Government response to question 40	Attachment J-7, *Small Business Subcontracting Plan* , shall be included in Volume I - Mission Suitability and is subject to the Volume I - Mission Suitability 280 page limitation. In addition, all Section J Attachments, shall be included in Volume IV - Model Contract as stated in Table L.20-1, *Proposal Format and Page Limitations.*	2
112	Attachment L-F Job Description/Qualification Form (JD/Q) reads, in part, "JDQ forms are required for each labor category proposed by the prime and all subcontractors, whether major or minor." In the event the prime and the subcontractor do not utilize identical labor categories, this requirement could result in significantly more pages. This could be as many as 5 to 10 additional pages per company; if there were one subcontractor per each of the 6 socioeconomic category, that could be 30 or more pages. In addition the information required to be included within the JDQ Form, such as salary/wages and health and welfare cost data, is considered competition sensitive information. Page L-18 states "The Offeror is cautioned not to include Cost information in the Mission Suitability Volume." In addition to being cost sensitive data, this requirement to include this information creates a disadvantage for bidders with large number of subcontractors. Therefore, we respectfully request the Government reconsider the requirement for offeror to include subcontractor's information within the prime contractor's JDQ forms in the mission suitability volume. We request the subcontractor be allowed to provide their JDQ forms as part of a sealed package to the prime for delivery to the Government. Furthermore, we request the Government exclude the subcontractor's JDQ Forms for the page limitation established for Volume I to avoid providing teams with fewer subcontractors and/or identical labor categories an unfair competitive advantage given they will require fewer JDQ forms to be completed.	Section L, Page L-18 and Attachment L-F	JDQ forms shall be required from the prime and both major and minor subcontractors. Major and minor subcontractors may submit salary/wage range information and Average Cost of Health and Welfare data only, as a separately sealed package with the Offeror's Volume II utilizing a table format which shall be incorporated at the end of the Offeror's Mission Suitability volume. If applicable, please use Attachment L-F, Appendix A, which has been included with Amendment 02 to the RFP. The table pages will be evaluated as part of Section M, *Evaluation Factors for Award* , MA-3, *Staffing and Total Compensation Approach* . It is the Offeror's responsibility to ensure that each separately submitted table page is assigned to specific subcontractor(s) so that the assembled Mission Suitability volume is consecutively numbered and complies with the total Mission Suitability page limitation. Also see response to question 33.	2

EAST 2 / FINAL RFP Vendor Questions				
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113	The instructions on page L-36 state that "overtime shall be estimated at 1% of the total productive hours for each employee in the labor categories." However, on Tabs D-1 through D-8, the formula in C40 (and E40, G40, etc.) is not incorporating 1% of productive hours, it is referencing the cell for dollars. Due to the fact that non-exempt employees are required by statute to receive at least 1.5 times their normal salary for all overtime hours worked, using 1% of dollars is not the same cost as 1% of productive hours and cannot be calculated directly on the D-1 through D-8 tabs because not all labor categories are treated equally (exempt employees would only receive straight-time overtime, rather than 1.5 times normal pay rate). Please remove this requirement, or provide amended EPM tabs which will allow the proper calculation of the requested 1% of productive hours.	L.21.d.5.ii and Attachment L-A Excel Pricing Model Amendment 01 (Paragraph L.2);L-36 and Tab D-1 through D-8, row 40	Offerors may provide the overtime required for SCA; however, not required. The 1% is an overall estimate of all productive labor hours.	2
114	Does the government require a separate Center Applications Transition Plan, or only a section in our proposal response that describes our approach? It is unclear as stated in Section L and M, in that Section M, Subsection TA-8 states "The Offeror's Center Application Transition Plan as defined in Attachment J-1, PWS Section 1.4, will be evaluated to include:" whereas PWS Section 1.4 states "The EAST 2 Contractor shall perform all requirements outlined in this PWS for all applications across all Lines of Business as described in Attachment J-21, Inventory of Enterprise and Center Applications, J-22, NEACC Support Systems, and J-17, Center Applications Transition Plan and identified below:" J-17 is a blank document stating "To be incorporated after award".	Sections L and M, TA-8	The Government expects the Center Applications Transition Plan to be included in Volume I, Mission Suitability and is subject to the Volume I - Mission Suitability 280 page limitation. In addition, Attachment J-17, *Center Applications Transition Plan,* shall be included in Volume IV - Model Contract as stated in Table L.20-1, Proposal Format and Page Limitations. Reference Section L, TA-8, "The Offeror shall provide its Center Applications Transition Plan, which shall include a strategy and approach for transitioning support for Center applications, including MSFC applications, to the NEACC. The Offeror shall also include its approach for unifying operational processes to support Enterprise and Center applications."	2
115	Does the government require that Section TA-3, Release Management Approach discuss all section of PWS 5.1 or just the specific Sections referenced in L and M, specifically 5.1.2, 5.1.3, and 5.1.5?	Sections L and M, TA-3	Sections L and M, TA-3, have been revised in Amendment 02 to the RFP to specifically reference 5.1.2, 5.1.3, and 5.1.5.	2