

**International Standards Organization ISO-9001 Compliance GAP Analysis for Selected
Management Operations Directorate Units
Bid Questions and Responses
April 10, 2015**

1. To determine appropriate audit duration for the Gap Analysis, we need to know the number of FTE, PTE, and contracted personnel working within each of the groups listed in the SOW. (Reference SOW Para. 1.8)

Response:

Code # - Function	Core Processes	# FTE Civil Servant Staff	# Support Service Contractor Staff	Row
Code 220 - Division Management	Administrative Oversight Budget Backfill and Outfitting Safety and Environment	5	309	314
Code 221 - Planning	Energy Management Cultural Resources Master Planning Real Property Management Directorate Planning Space Utilization	11	4	15
Code 224 - Engineering	Civil, Structural, Architectural, Electrical and Mechanical Design A/E Management Interior Design	24	14	38
Code 227 - Construction, Operations and Maintenance	Electrical Distribution Utilities Mechanical Maintenance and Repair Central Power Plant Climate Control Construction Management Grounds, Custodial and Landscaping Management	28	82	110
Code 228 - Wallops Flight Facility Facilities Management	Budget Management Construction of Facilities A/E Management Operations and Maintenance	18	6	24
Staff Totals		86	415 (See detail below)	501

Support Service Contractor Stats within Facilities Management Division

- ***Total number of employees- 415***
- ***Number of Individual support service contractors – 29***

Service categories and number of employees for largest contractors

- ***132 - FOMS –Facilities Operations and Maintenance Services***
- ***100 - FaCETS- Facilities Construction Estimating and Technical Services***
- ***100 - Custodial, Grounds, and Landscaping Service***
- ***169 - All Others (Additional specifics available after award)***

2. How many shifts operate at the site and what are the times of the shifts (e.g. 2 shifts from 7AM-3PM and 3PM to 11PM)? (Reference SOW Para. 1.8)

Response: ~~Goldard Space Flight Center's core operating hours are from 9 A.M. to 3 P.M. Monday through Friday.~~ The Facilities Management Division operates 3 shifts of hours 7A.M. to 3P.M.; 3P.M. to 11P.M. and 11P.M. to 7A.M. Only 2 Civil Servants work a shift other than Shift 1. Twenty three (23) contractors are assigned to a shift other than Shift 1. Some shift work accommodates 24/7 operations needed for critical operations such as the boiler plant and emergency console coverage.

3. What exclusions, if any, will be taken to ISO 9001 Section 7 (e.g. Design, Purchasing, etc.)?

Response: No Exclusions shall be taken.

4. How are the costs to be presented? (Reference SOW Para. 10.2b)

Response: The costs to deliver all work associated with the effort shall be broken down by the following major components per site and shall include fully loaded labor rates for each proposed labor category, (Greenbelt and Wallops Flight Facility):

Start-up, Review and Close-out meetings

Field Investigation/Data Gathering

Evaluation and Analysis of Data

Final Report Development

Documents

Travel

5. Under the Deliverables area, is the contractor to provide Items 1, 2, 3, and 4? If not, what items do NASA require cost? (*Reference SOW Para. 10.2b*)

Response: Bidders are to present costs for all deliverables requested by items 1, 2, and 3 in accordance with the cost breakdown specified in SOW par. 10.2.b. Item No. 4 has no associated cost as it notes the GSFC Project Manager for the effort.

6. What is the working population of each of the NASA Code areas to be evaluated? Oftentimes, an estimate of cost is derived by the organizational/section population.

See Response to Question 1

7. May there be a Cover Letter provided with the proposal? (*Reference SOW Para. 4.2*)

Response: Bidders may include supplemental information in addition to information that is mandatory to document qualifications. A bidder may submit any verifiable documentation it believes will demonstrate compliance to the desired contractor experience requirements. Supplemental information may be useful to explain qualifications but will not be used by GSFC as a substitute for required information.

8. If so, can the Cover Letter support the Contractor Experience requisites as identified in the solicitation? (*Reference SOW Para. 4.2*)

Response: A cover letter may be used to highlight bidder qualifications in response to required contractor experience.

9. Within the topic, Government-Furnished Equipment and Government-Furnished Information, may printed copies be requested from the Contractor on as needed basis; possibly when the NASA Code evaluations are administered. (*Reference SOW Para. 7.2*)

Response: There is no incumbent contract performing this service. The Contractor selected to perform this analysis may request information as needed throughout the effort in order to execute a thorough evaluation and analysis. Because the time and effort required by the Government to respond to requests for information will not be known until such time as information is requested, the contractor is expected to apply its expertise to anticipate and request

information in an organized and consolidated fashion that recognizes the effort's schedule of performance.

10. **Per RFQ Requirement 1:** “The contractor shall conduct an initial scope validation meeting to include all contractor team members who will participate in the effort.” **Question:** *Will Contractor Leads/Principals/Project Management personnel suffice to attend this meeting and any additional Audit Team members communicate with the team via conference call or external with Contractor Lead personnel post initial meeting (Cost Effectiveness consideration)? (Reference SOW Para. 6.2a)*

Response: *The initial scope validation meeting is intended to be an opportunity for Code 200 and Code 220 senior management and the successful bidder to discuss the study objective, expectations, general approach (including required participants) and desired outcome of the effort. GSFC service contractors' participation was not anticipated for the first meeting in the design of the statement of work. During the initial meeting, participants determined to be needed for subsequent activities shall be decided and they can be scheduled to attend subsequent meetings. A teleconference is a standard option for Goddard participants unable to physically attend a meeting. The same is acceptable for members of the contractor's team assuming it will not negatively impact the service.*

11. **Per RFQ Schedule Table:** “Analysis validation meeting with senior management; draft analysis schedule and team member/contact list (7 days after award); Divisional leadership meeting (during 55 days)” **Question:** What is the customer expectation for the difference between both meetings: “Analysis Validation” meeting (7 days after award) and the Division Leadership Meeting? (Reference SOW Para. 6.2)

Response: *Refer to response to Question 10. Primary responsibility for ISO compliance is at the Directorate level. The second meeting is intended as a working meeting for second tier leadership responsible for day-to-day implementation of process and procedure.*

12. **Per RFQ Schedule Table:** “Interim review meeting” **Question:** What is the expectation of the Interim Review meeting? Is it initial “informal” feedback to each location at the

end of the onsite assessment activity for the specific location or something else?
(Reference SOW Para. 6.2)

Response: YES, it is intended for the contractor to provide informal feedback about the study efforts and initial findings or to address recommended adjustments that may improve the success of the study.

13. **Per RFQ Schedule Table: “Final report delivery and close-out meeting” Question:** Is it preferred that the final report delivery and close-out meeting be conducted onsite, and if so, at which location/s (one/some or all locations)? Also, is it required that all contractor team personnel be present at the meeting or contractor Lead Personnel/Auditor for the project. (Reference SOW Para. 6.2f)

Response: The final report delivery and close-out meeting shall be conducted at the Greenbelt site. The findings of the analysis should dictate the required participants.

14. **Per RFQ Contractor Experience:** Bullet #2 ISO Certification. **Question:** Does this experience requirement pertain to the Contractor Lead/Auditor(s) ISO Certification qualification assigned to perform the work activity or do you require the Contractor quality management system to be ISO 9001 certified? (Reference SOW Para. 4.1b)

Response: This refers to bidder’s Lead Auditor(s) qualifications who will be on the contractor’s team.

15. Is “**design control**” applicable at any of the specified locations? (Reference none)

Response: Code 224 is responsible for managing internal and external Architectural and Engineering Design efforts for facilities management division projects.

16. Is there a site “**Quality Management Representative**” at each location? (Reference SOW Para. 1.7)

Response: The GSFC Management System Representative is located only at Greenbelt.

17. What are the “**Core Processes/Activities**” of each location and approximate breakdown by function and employee count?

See Response to Question 1.

18. What is the employee count at each location?

See Response to Question 1.

19. What are the hours of operation at each location?

See Response to Question 2.

20. How many shifts at each location, and breakdown of employees by shift?

See Response to Question 2.

21. Are estimates of expenses to be included in the Quote Fee for SOW line item or are expenses to be “actual”/government “per diem rate” separate over and above the Contractor SOW line item fee?

Response: See response to Question 4 for breakdown of cost presentation.

22. Does the customer have set payment terms in place, or has to Contractor option to submit proposal will stage milestone payments based on RFQ and Proposal deliverables.

(Reference SOW Para. 10.3a)

Response: The successful bidder shall submit progress payment invoices for 70% of the value of work after completing Field Investigations, Analysis of Findings and Final Report milestones. Final payment and retainage invoice shall be submitted after Close-out Meeting milestone

23. For the External Audit scheduled in 2017, the ISO standard will be 9001:2015. There are some new areas, such as Risk and Opportunities, among others. Additionally, a Quality Manual will not be required nor a Management Rep. It is recommended the gap analysis compare current status against the future standard. Does NASA concur? *(Reference SOW Para. 2.1c)*

Response: Concur

24. As a follow on question: Orientation and training to at least familiarize the internal Quality staff to the clauses as well as the artifacts necessary is recommended. Would

NASA consider this part of this effort or as part of a future task? (*Reference SOW Para. 2 and 5.2e*)

Response: The effective date of a new standard should not impact the gathering of data or evaluation of how the units of analysis currently comply with the new standard; therefore, it is not seen as affecting the current deliverables.

However, specific training or orientation to the new standard that is not explained during this analysis should be handled as a recommendation for follow-on compliance actions.

25. ISO Standard 14001:2004 is a standard to assess and continually improve environmental impact of an organization's facilities. Is NASA interested in this standard as a complement to ISO 9001? (*Reference SOW Para. 2.1d*)

Response: ISO 14001 is not within the scope of this SOW.

26. Does NASA Goddard and Wallops follow any parts of NPD 8730.5B, the NASA Quality Assurance Program Policy or NPD 1280.1A, NASA Integrated Management System Policy? If not, which one NPDs or NASA Standards are flowed down to the requirements? (*Reference SOW Para. 2.2*)

Response: Both GSFC field centers at Greenbelt and Wallops Flight Facility follow all NPRs and NPDs; however NPD 8730.5B is not applicable to institutional infrastructure projects conducted by the Facilities Management Division as they fall under NPR 7120.7.

27. Has NASA Goddard or Wallops conducted internal audits recently? What were the results? (*Reference SOW Para. 1.1*)

Response: Both GSFC field centers at Greenbelt and Wallops Flight Facility completed an internal ISO audit in September 2014. The units included within this analysis were not included in the audit by choice.

28. Are resumes required? (Reference SOW Para. 4.2)

Response: A bidder may submit any verifiable documentation it believes will demonstrate compliance to the desired contractor experience requirements. Supplemental information may be useful to explain qualifications but will not be used by GSFC as a substitute for required information. Bidders shall provide position descriptions for key positions, such as for the senior auditor who will review team findings and approve the recommendations in the final report.

29. Can you indicate the information required for the evidence of past performance? Can NASA references be included? (Reference SOW Para. 4.2)

Response: Evidence of past performance to demonstrate contractor experience is at the discretion of the bidder as long as it clearly and unambiguously meets the stated criteria. It is the bidder's responsibility to ensure that documentation addresses the evaluation criterion. NASA references may be included.

30. Is the government interested in a preliminary project plan and approximate schedule for the purposes of this RFQ? (Reference SOW Para. 5.1)

Response: The "work schedule" is synonymous to a Project Plan, which is to be presented at the time of Project Plans. The schedule may be refined following the scope validation meeting with senior management.

31. The task requires 5 trips to each facility. Should travel and ODCs be part of the Fixed Price? (Reference SOW Para. 10.2a)

Response: The statement of work was developed with an approximation of the time and effort needed to collect data and analyze the findings, assuming a certain number of visits to each site. Analysis is assumed to occur at the contractor's premises. However, the number of trips required to each facility is ultimately at the discretion of the bidder, with the exception of the face-to-face meetings required to be represented in the contractor's schedule. The bid should include a fixed price that includes an allowance for travel based on the bidder's anticipated approach.

32. Is there an incumbent on this work? Does performance on this task create an OCI for follow tasks? (Reference SOW Para. 2.3)

Response: There is no incumbent.

33. The schedule chart has no time allocated for NASA review of the final report. Should we assume that the government has 7 days to review after the final report has been presented? (Reference SOW Para. 6.2e)

Response: The schedule has been revised to address the need for NASA's opportunity to review and comment on the final report.

34. The On-line RFQ information indicates a due date of April 6. Can we assume that the proposal is due by close of business on that date?

The proposal due date has been extended until April 24, 2015.

35. Additional Instructions to Offerors 03 c. requests "all pertinent GSA contract information" should be shown using the Add Additional Information Button. Can we upload a copy of our GSA contract using the Additional Documents button?

A bidder may upload documentation it determines is responsive to the RFQ and contains the required evaluation data and cost breakout information for a best value determination to be made by NASA.

36. Instructions to Offerors 04. Evaluation says “The Vendor’s proposal shall assume at least 5 trips each to the Greenbelt and Wallops facilities.” We assume this at least a total of 10 trips, 5 to GSFC and 5 to Wallops. Are we correct in this assumption? (Reference SOW Para. 10.2a)

Response: The statement of work was developed with an approximation of the time and effort needed to collect data and analyze the findings. The number of trips required to each facility is ultimately at the discretion of the bidder. The bid should be a fixed price that includes an allowance based on the bidder’s anticipated approach.

37. What is the principal line of business of Goddard Space Flight Center? (Reference SOW Para. 1.4)

Response: Goddard Space Flight Center has eight (8) Lines of Business which if generalized to a single line of business would be Earth and Space Sciences Research and Development. These include:

Astrophysics Astrophysics focuses on missions and technologies aimed at answering: How do galaxies, stars, and planetary systems form and evolve? What is the diversity of worlds beyond our own solar system? Which planets might harbor life? What happens to space, time, and matter at the edge of a black hole?

Communications and Navigation - This target business area includes systems and technologies needed for responsive communications and navigation.

Investments primarily are intended to support NASA's Exploration, Space Operations and Science missions in near-Earth and deep space environments.

Cross Cutting Technology and Capabilities - This business area addresses capabilities applicable to more than one strategic line of business, everything from nano-materials, electronics and detectors, to system architectures.

Earth Science - Developing technologies needed to observe and understand changes in Earth's climate system is the focus of this GSFC line of business.

Technologies include state-of-art remote sensor and aircraft-based and surface-based observational platforms

Heliophysics - Solar structure and magnetic activity, solar wind, solar disturbances, and the effects on Earth's upper atmosphere are some of the research areas that fall under the Heliophysics line of business. Wavelength coverage spans gamma rays to microwaves and includes particles and fields.

Human Exploration and Operations - Supporting infusion of science and enabling capabilities and technologies necessary for human exploration are the focus of this line of business.

Planetary & Lunar Science - This line of business supports new scientific measurements to explore the solar system. Primary research areas include instruments for landers and orbiting spacecraft.

Suborbital Platforms and Range Services - Suborbital Platforms and Range Services focus on technologies that allow carriers to fly at new locations, altitude regimes, and for extended durations. The line of business also focuses

on reducing the weight of instruments flying on NASA's Unmanned Aircraft System (UAS) platforms.

38. Under the Contractor Experience section, it states "Have ISO 9001 Certification." Does this mean that the contractor organization must be ISO 9001 certified or does it mean that the contractor(s) performing the GAP analysis must be ISO 9001 certified lead auditor(s)? (Reference SOW Para. 4.1b)

Response: A principal within the contractor organization performing the GAP analysis must have the American Society for Quality (ASQ) Certified Quality Auditor credential and have ISO 9001 Lead Auditor Training or, comparable and must be engaged in the analysis and recommendations.

39. Under the deliverables table on page six of the RFQ, the third item in the table is "List of documents to support analysis." Could you give further clarification as to what this is? Is it referring to the initial list of records or documents that may be requested in order to begin preparation for the GAP analysis? (Reference SOW Para. 6.2b)

Response: It is referring to the initial list of records or documents that may be requested from GSFC in order to begin preparation for the GAP analysis.

40. When is the approximate start date upon contract award?

The anticipated start date of the contract is June 1, 2015.

41. Is there an incumbent? If so, who is the company and what is the contract amount?

Response: No there is no incumbent.

42. Are there any additional evaluation preferences for SDB and HUBZone firms?

Response: No.

43. Is the Prime Company expected to be ISO 9001 certified or the actual consultant performing the Gap Analysis and providing the "recommendation?"

Response: See response to question 38.

44. Are GSA Schedule IT 70 rates acceptable?

Proposals shall be based on the vendor's proposed business approach. The fixed priced offer shall be presented as stated in Response number 4 and shall include loaded labor rates for proposed labor categories.

45. Will the majority of services or contract work be performed at the Government site or Contractor site? If Government site will travel, if needed, be allowed as an expense or should it be included in the fully-burdened rate as Fixed Labor Hour cost? (Reference SOW Para. 10.2a)

Response: The statement of work was developed with an approximation of the time and effort needed to collect data and analyze the findings, assuming a certain number of visits to each site. Analysis is assumed to occur at the contractor's premises. However, the number of trips required to each facility is ultimately at the discretion of the bidder, with the exception of the face-to-face meetings required to be represented in the contractor's schedule. The bid should include a fixed price that includes an allowance for travel based on the bidders anticipated approach.

46. Is there an incumbent or is this new work? If there is an incumbent, please provide the incumbent contract number for this opportunity?

Response- There is no incumbent.

47. What is the contract value?

Response – The contract value will be determined after evaluation and selection of the bid that brings the best value to the Government.

48. For each of the CODES to be impacted by the Gap Analysis, what is the employee population of each? This information is vital in order to arrive at a workload / timing analysis and estimated costs.

Response: See response to question 1.

49. Do you want to have each vendor not only cite the results (and/or recommendations) from the Gap Analysis, but provide estimated a scheduled timeframe and vendor costs if the contracted vendor were to participate in the correction/resolution from the Gap Analysis? (*Reference SOW Para. 5.2d*)

Response: A timeframe and estimated cost has been added to the list of deliverables.