

SECTION M

## EVALUATION FACTORS FOR AWARD TO OFFERORS

M.1 EVALUATION OF OPTIONS (FAR 52.217-5) (JUL 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

(End of provision)

M.2 AWARD WITHOUT DISCUSSIONS

As provided for in FAR 52.215-1 "Instructions to Offerors--Competitive Acquisitions", the Government intends to evaluate proposals and award a contract without discussions with Offerors (except clarifications as described in FAR 15.306(a)). Therefore, the Offeror's initial proposal should contain the Offeror's best terms from a cost or price and technical standpoint. The Government reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary. If the Source Selection Authority (SSA) determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the SSA may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

(End of provision)

M.3 EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FAR 52.222-46) (FEB 1993)

(a) Recompetition of service contracts may in some cases result in lowering the compensation (salaries and fringe benefits) paid or furnished professional employees. This lowering can be detrimental in obtaining the quality of professional services needed for adequate contract performance. It is, therefore, in the Government's best interest that professional employees, as defined in 29 CFR 541 (as revised on April 24, 2004), be properly and fairly compensated. As part of their proposals, Offerors will submit a total compensation plan setting forth salaries and fringe benefits proposed for the professional employees who will work under the contract. The Government will evaluate the plan to assure that it reflects a sound management approach and understanding of the contract requirements. This evaluation will include an assessment of the Offeror's ability to provide uninterrupted high-quality work. The professional compensation proposed will be considered in terms of its impact upon recruiting and retention, its realism, and its consistency with a total plan for compensation. Supporting information will include data, such as recognized national and regional compensation surveys and studies of professional, public and private organizations, used in establishing the total compensation structure.

(b) The compensation levels proposed should reflect a clear understanding of work to be performed and should indicate the capability of the proposed compensation structure to obtain and keep suitably qualified personnel to meet mission objectives. The salary rates or ranges must take into account differences in skills, the complexity of various disciplines, and professional job difficulty. Additionally, proposals envisioning compensation levels lower than those of predecessor contractors for the same work will be evaluated on the basis of maintaining program continuity, uninterrupted high-quality work, and availability of required competent professional service employees. Offerors are cautioned that lowered compensation for essentially the same professional work may indicate lack of sound management judgment and lack of understanding of the requirement.

(c) The Government is concerned with the quality and stability of the work force to be employed on this contract. Professional compensation that is unrealistically low or not in reasonable relationship to the various job categories, since it may impair the Contractor's ability to attract and retain competent professional service employees, may be viewed as evidence of failure to comprehend the complexity of the contract requirements.

(d) Failure to comply with these provisions may constitute sufficient cause to justify rejection of a proposal.

(End of provision)

(See Subfactor B, Staffing and Total Compensation, STC3, Staffing, Compensation, and Retention, under Clause M.4, Evaluation Factors for Award)

#### M.4 EVALUATION FACTORS FOR AWARD

(a) General: The proposed procurement will be evaluated in accordance with procedures prescribed by the Federal Acquisition Regulation (FAR) and the NASA FAR Supplement (NFS).

(b) Source Evaluation Committee (SEC): A Source Evaluation Committee (SEC), appointed by the Source Selection Authority (SSA), Director of the Office of Procurement, Marshall Space Flight Center (MSFC), will evaluate the offers submitted for this Request for Proposal (RFP). Proposal documentation requirements set forth in this RFP are designed to provide guidance to the Offeror concerning the type of documentation that must be submitted to the SEC.

(c) Source Selection Authority: Source selection will be made by the MSFC Director of the Office of Procurement.

(d) SEC Membership: The voting members of the SEC are:

Steve Newton  
Susan Cloud  
Kevin Plank

L. Katie James  
Ela Washington

(e) Evaluation Factors and Subfactors:

(1) Acceptable offers will be evaluated using the following factors:

- Mission Suitability Factor
- Cost Factor
- Past Performance Factor

(2) The detailed descriptions of the factors and Subfactors are set forth below:

**Mission Suitability Factor (Volume I)**

(i) The Mission Suitability Factor will be used to evaluate the Offeror's approach to effectively and efficiently accomplish the work specified in the Performance Work Statement (Attachment J-1). The Offeror's understanding of the requirements of the PWS, the processes MSFC employs to accomplish the Centerwide Office of Human Capital (OHC) Support Services, and the specific role of the OHC Support Services Contractor performs in supporting these services will be evaluated under this factor. For each Mission Suitability subfactor, the Offeror's assessment of risks inherent in their approach and their plan to mitigate those risks will be evaluated as further indication of the Offeror's understanding of the requirement and the effectiveness and efficiency of their approach. The total weighting for the Mission Suitability Factor shall be 1,000 points.

(ii) The Subfactors to be used in evaluating Mission Suitability and their corresponding weights are listed below in descending order of importance:

Management and Technical Approach (MTA)	500 points
Staffing and Total Compensation (STC)	400 points
<u>Safety, Health and Environmental (SHE)</u>	<u>100 points</u>
Total	1,000 points

The numerical weights assigned to the three Subfactors identified above are indicative of the relative importance of those evaluation areas.

(iii) In addition to the numerical weighting, Mission Suitability is evaluated using the adjective rating system/definitions shown in NFS 1815.305.

(iv) The proposals will be evaluated and scored based on the supporting subfactors set forth below. The proposal subsections within each supporting subfactor are descriptions of what will be evaluated under the subfactor as a whole to facilitate proposal organization and shall not be construed as an indication of order of importance or relative weighting within the individual subfactor as there are no discrete point values attached to any of the proposal subsections.

**Subfactor A: Management and Technical Approach (MTA)**

This subfactor will be used to evaluate the Offeror's management, technical and operational approach (for providing the services delineated in the PWS) presented in Volume I, Mission Suitability.

**MTA1. Organizational Structure**

The Offeror's organization and supporting descriptions and rationale (including any associations with corporate or division organizations, teaming arrangement, and subcontractors) will be evaluated. The Offeror's lines of communication, authority, and chain of command will be evaluated. The Offeror's approach to developing and maintaining a high performance organization shall be evaluated.

**MTA2. Local Autonomy**

The local autonomy, responsibility and authority granted to the Offeror's OHC Support Services program manager, the relationship between the Contractor's local organization and the parent organization, and the types of decisions made outside the local organization will be evaluated. The Offeror's approach to the organizational and geographical placement of authority in performing the PWS requirements will be evaluated.

**MTA3. Teaming**

If the Offeror proposes using teaming and subcontracting, the Offeror's approach to teaming and subcontracting and compliance with the Small Business Office (SBA) Ostensible Subcontractor Rule will be evaluated.

**MTA4. Communication**

The Offeror's approach for maintaining communication above and beyond the required submission of monthly data deliverables, with appropriate personnel, will be evaluated.

**MTA5. Work Processing**

The Offeror's approach to providing an integrated, cost-effective system to be used in receiving and evaluating requirements; planning, cost-estimating, scheduling, processing, implementing, tracking, assigning, controlling, and reporting tasks will be evaluated. The Offeror's approach to implement the requirements of Clauses H.2, Task Order Procedures, and H.3, Supplemental Task Ordering Procedures, the PWS, and all DRDs will be evaluated.

**MTA6. Quality**

The Offeror's approach to ensuring timely delivery of quality products and timely recognition and resolution of problems in fulfillment of the PWS will be evaluated. The Offeror's approach for identifying procedures and features of their management, technical and operation approach for recognition of potential problems and proactive problem avoidance will be evaluated. The Offeror's compliance with MPD 1280.1, Marshall Management Manual (MMM), will be evaluated.

MTA7. Cost Control

The Offeror's approach for estimating, managing, controlling, tracking, and reporting monthly costs including any team members or subcontractor, will be evaluated. The status of the Offeror's, teammates' and subcontractors' business systems will be evaluated.

MTA8. Risk Analysis and Mitigation

The Offeror's assessment of risks inherent in their approach for this subfactor and plan to mitigate those risks will be evaluated.

**Subfactor B: Staffing and Total Compensation (STC) Plan**

This subfactor will be used to evaluate the Offeror's approach for providing the staffing to perform the requirements of this PWS.

STC1. Phase-In and Phase-Out

The Offeror's approach for a contract phase-in and phase-out with minimal impact will be evaluated.

STC2. Varying Demands

The Offeror's approach to accommodate workload fluctuations, reallocations, cross-utilization of personnel, and responding to emergency situations will be evaluated. The Offeror's approach to obtain specialized knowledge and skills necessary for this effort will be evaluated. The Offeror's approach to filling new and/or vacated positions will be evaluated. The Offeror's approach to management's handling of changes in staffing level will be evaluated.

STC3. Staffing, Compensation and Retention

The Offeror's comprehensive staffing plan will be evaluated. The Offeror's, including any subcontractors' and teammates', total compensation, and approach to provide a qualified, stable, and trained workforce, including incumbent personnel will be evaluated. The Offeror's compensation and benefits package will be evaluated. The Offeror's approach to compliance with the Service Contract Act will be evaluated. The Offeror's approach for assuring long term retention of personnel will be evaluated.

STC4. Key Personnel

The rationale for designating a particular position as key will be evaluated. For each key position designated, the experience, qualifications, degree of commitment and past performance of the person proposed, will be evaluated.

STC5. Risk Analysis and Mitigation

The Offeror's assessment of risks inherent in their approach for this subfactor and plan to mitigate those risks will be evaluated.

**Subfactor C: Safety, Health, and Environmental (SHE)**

This subfactor will be used to evaluate the Offeror's Safety, Health, and Environmental (SHE) program.

**SHE1. Safety, Health, and Environmental**

The Offeror's safety, health, and environmental approach including the draft Safety, Health, and Environmental (SHE) Plan (DRD 1133SA-001 of Attachment J-2), will be evaluated. The draft SHE plans will be evaluated to ensure that each element is addressed.

**SHE2. Risk Analysis and Mitigation**

The Offeror's assessment of risks inherent in their approach for this subfactor and plan to mitigate those risks will be evaluated.

**Cost Factor (Volume II)**

This solicitation will result in a cost reimbursement contract with both Mission (PWS 1.0 through 7.0) and IDIQ (PWS 8.0) services. Cost adequacy, reasonableness, and realism will be determined by using the following evaluation procedures.

**Mission Services:**

The adequacy and realism of the cost proposal and the probable cost to be incurred will be evaluated. The Cost factor, although not scored numerically, is relevant in determining the Offeror's understanding of the contract and its resource requirements and will be evaluated. Estimated cost and fees for the one-year base period and four options will be evaluated. The Government assessment of the probable "cost of doing business" with each Offeror, of the possible cost growth during the course of the contract, and of features that could cause a given proposal to cost more or less than proposed will be included in this evaluation. Proposed costs will be adjusted in order to report to the Source Selection Authority (SSA) the probable "cost of doing business" with each Offeror for the base year and option periods. G&A ceiling rates will be used in establishing the most probable cost. For evaluation purposes, base year costs shall be on a full 12-month period of performance basis.

Each Offeror's proposed phase-in costs will be identified separately from the most probable cost and reported to the SSA. Adjustments to the proposed phase-in costs will not be made by the Source Evaluation Committee (SEC); however, the overall adequacy and realism of the proposed phase-in costs will be reported to the SSA.

**IDIQ:**

The Government will derive an evaluated cost for accomplishment of the IDIQ effort, for the base year and each option year, by applying a SEC predetermined skill mix and allotment of hours to the quoted fully burdened labor rates as proposed by the Offeror in Attachment J-9.

The Government's estimated skill mix and allotment of hours will not be provided to the Offeror, but will be included in the Government Source Evaluation Plan approved by the SSA. The IDIQ scenario will be used for evaluation purposes only. The Government will utilize the

“Government Worksheet-IDIQ Labor Rate Evaluated Price Formula” provided below as part of this exercise. Burdened IDIQ labor rates and fee rates from Attachment J-9 will be populated by the Government on this form, along with the SEC’s predetermined skill mix and allotment of hours for each contract year to arrive at a total evaluated IDIQ price per year. If necessary, adjustments to the proposed fully burdened labor rates will be made to offset unrealistically low labor rates or indirect rates that may have been used by the Offeror to calculate the fully burdened labor rates.

Total Probable Cost

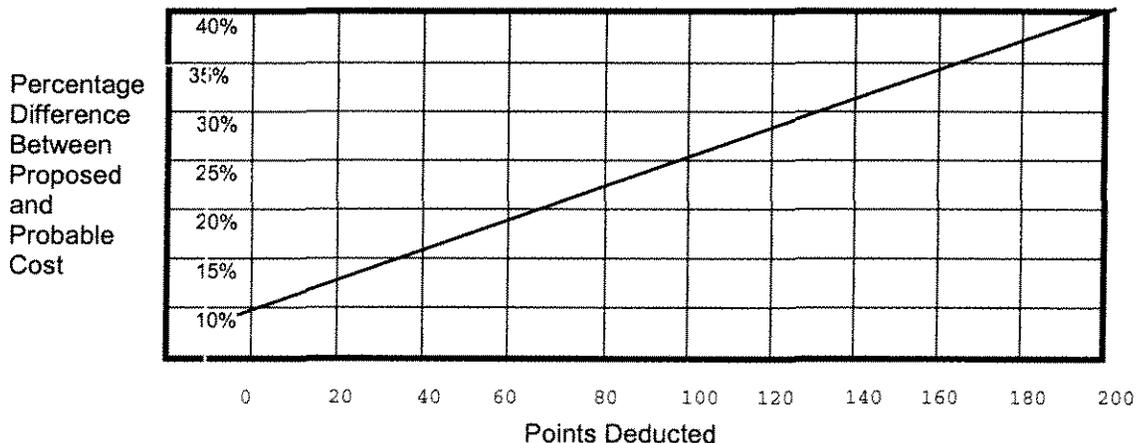
For evaluation purposes, the most probable cost will be the total of all Mission services costs and a Government-calculated IDIQ portion cost (based on the IDIQ labor rate price formula) for the base year and all option years. Both the Offeror’s proposed cost and the Offeror’s most probable cost developed by the Government will be presented to the SSA. Phase-in costs will not be included in the base price, but will be separately identified.

Mission Suitability Adjustment to Cost Realism:

As this solicitation will result in a cost reimbursement contract, the Mission Suitability score may be adjusted based on the degree of cost realism. The Cost Factor will not be numerically scored by the SEC, however, proposals requiring significant upward adjustments to the proposed costs in order to establish a most probable cost will cause an Offeror’s Mission Suitability score to be reduced. A maximum of 200 points (see Mission Suitability Cost Realism Point Adjustment Graph below) may be deducted from an Offeror’s Mission Suitability score depending on the size of the cost adjustment necessary to establish the most probable cost (i.e., difference between proposed cost and most probable cost). There will be no adjustments made to the Mission Suitability score for total cost adjustments of less than or equal to 10%.

For example, if the Offeror’s proposed cost was 30% less than the SEC’s most probable cost, 130 points would be deducted from that Offeror’s Mission Suitability score.

**MISSION SUITABILITY COST REALISM POINT ADJUSTMENT GRAPH**



**Government Worksheet – IDIQ Labor Rate Evaluated Price Formula**

Contract Year \_\_\_\_\_ Offeror's Name \_\_\_\_\_

Labor Categories (Gov't Provided)	Labor Hours (Gov't Provided)	Fully Burdened Labor Rate (From Offeror's Attachment J-9)	Total (Gov't Calculated)
Human Capital Consultant			=
Career Transition Counselor			=
Position Classification Specialist			=
Leave Program Assistant			=
Drug Testing Assistant			=
		Subtotal	
		Fee	From J-9
		*SEC Adjustments (if any)	
		TOTAL ESTIMATED VALUE	

\* Including any adjustments made by the SEC.

**NOTE 1:** This sheet will be replicated for IDIQ cost for each Offeror/Teammates/Subcontractors by Contract Year (CY) and totaled for the entire potential contract period of performance.

**NOTE 2:** The Offeror shall not complete this Government Worksheet. The labor hours are identified in the SEC Source Evaluation Plan prepared prior to the issuance of the final RFP and will be used by the SEC to calculate the IDIQ most probable cost.

**Past Performance Factor (Volume III)**

The Offeror's overall corporate past performance, to include the corporate past performance of any proposed teammates/subcontractors (as opposed to that of proposed key personnel), on comparable or related procurement/project efforts will be evaluated. Emphasis will be given to the extent of direct relevant corporate experience and quality of past performance on previous contracts that are relevant to the effort defined in this RFP. This area is not numerically scored, but is assigned an adjective rating (see below) and reported to the SSA for consideration in making a selection.

The evaluation will consider past performance information provided by Offerors and information from other sources. The Interview/Questionnaire form shall be used to solicit assessments of the Offeror's performance from the Offeror's previous customers. All pertinent information, including customer assessments and any Offeror rebuttals, if appropriate, will be made part of the evaluation records and included in the evaluation.

The Offeror's Lost Time Case (LTC) rate will be evaluated. Each referenced contract or project LTC will be averaged (3 years) and compared to the latest available Department of Labor (DoL) LTC national average for the given North American Industry Classification Code (NAICS).

The Offeror, including subcontractors' and teammates', voluntary turnover history for the past 3 years for exempt and nonexempt employees (or other major categorizations used by the Offerors) for the Corporate entity bidding on this contract will be evaluated.

The adjective rating system/definitions shown below will be utilized:

Adjective Rating	Definitions
Excellent	Of exceptional merit; exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance; and experience that is highly relevant to this procurement. Based on the Offeror's performance record, there is a very high level of confidence that the Offeror will successfully perform the required effort. (One or more significant strengths exist. No significant weaknesses exist.)
Very Good	Very effective performance; fully responsive to contract requirements; contract requirements accomplished in a timely, efficient, and economical manner for the most part; only minor problems with little identifiable effect on overall performance; and experience is very relevant to this procurement. Based on the Offeror's performance record, there is a high level of confidence that the Offeror will successfully perform the required effort. (One or more significant strengths exist. Strengths outbalance any weakness.)
Good	Effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance; and experience is relevant to this procurement. Based on the Offeror's performance record, there is confidence that the Offeror will successfully perform the required effort. (There may be strengths or weaknesses, or both.)
Fair	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance; and experience is at least somewhat relevant to this procurement. Based on the Offeror's performance record, there is low confidence that the Offeror will successfully perform the required effort. Changes to the Offeror's existing processes may be necessary in order to achieve contract requirements. (One or more weaknesses exist. Weaknesses outbalance strengths.)

Poor	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance. Based on the Offeror's performance record, there is very low confidence that the Offeror will successfully perform the required effort. (One or more deficiencies or significant weaknesses exist.)
Neutral	In the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance (see FAR 15.305(a)(2)(ii) and (iv)).

Relative Importance of Evaluation Factors/Subfactors

In accordance with FAR Part 15.101-1, this acquisition selection will be made using a best value tradeoff analysis. All evaluation factors, Mission Suitability, Past Performance, and Cost, are essentially equal to each other. Therefore, all evaluation factors other than cost, when combined, are significantly more important than cost.

(End of provision)

**[END OF SECTION]**

National Aeronautics and  
Space Administration

**George C. Marshall Space Flight Center**  
Marshall Space Flight Center, AL 35812



October 10, 2006

Reply to Attn of: PS01

TO: All Potential Offerors

FROM: PS01/Procurement Officer

SUBJECT: Final Request for Proposal (RFP) NNM06158583R for the Centerwide Office of Human Capital (OHC) Support Services Acquisition at the NASA Marshall Space Flight Center (MSFC)

The Final RFP for the OHC Support Services acquisition at NASA MSFC has been released. All Offerors should review the Final RFP and submit questions by 12:00 noon (Central Time) October 16, 2006. Questions submitted by this deadline will be answered in an RFP amendment anticipated for release approximately October 20, 2006. RFP Clause L.15, DUE DATE FOR RECEIPT OF PROPOSALS, contains dates and times for receipt of all proposal volumes.

Attachment 1 provides a list of changes that have been incorporated into the Final RFP since the release of the Draft RFP (No. NNM06158583J). These changes are a result of questions or comments received from industry and ongoing internal reviews performed by MSFC. Offerors are cautioned to carefully review the Final RFP in its entirety. Corrections of identified grammatical and typographical errors have also been incorporated throughout the Final RFP. Attachment 2 provides the list of questions or comments received from industry and the answers thereto. The Industry Day Questions and Answers have been published on the NASA NAIS and Federal Business Opportunities. Since the questions and answers were posted, the Government has revised the answers to Questions 7 and 34, and added two new questions—Questions 37 and 38.

Since release of the draft RFP, there has been a change in the Wage Determination assigned to this requirement. Attachment J-3, Wage Determination No. 1994-2007, Revision No. 31, dated 5/23/2006 has been replaced with Wage Determination No. 2005-2007, Revision No. 1, dated 9/19/2006. The Department of Labor has issued the following notice with this wage determination change:

**SPECIAL NOTICE:**

*Please advise the Offerors' that this wage determination is covered under the new Service Contract Act Directory of Occupations, Fifth Edition, and that a substantial number of the older familiar classifications have been eliminated while new classifications have been added. When preparing their proposal/offer they should exercise extreme care to ensure compliance with this new Directory. The new Fifth Edition of the Service Contract Directory of*

*Occupations is located at:*

<http://www.dol.gov/esa/regs/compliance/whd/wage/SCADirV5/SCADirectVers5.pdf>.

*In addition, for the Offerors' convenience, there is a "Cross-Walk" (from the Forth Edition to the Fifth Edition of the Directory) located at:*

<http://www.dol.gov/esa/regs/compliance/whd/wage/SCADirV5/Crosswalk4thEdition2withchanges.pdf>.

Offeror's are reminded that the procurement sensitivity "blackout notice" letter for this procurement was distributed to all applicable MSFC employees with the release of the Final RFP to industry. All questions regarding the Final RFP must be submitted in writing to the attention of L. Katie James, Contracting Officer, Mail Code PS33, MSFC, AL 35812. Ms. James can be reached at 256-961-2090 or 256-544-5674 (collect calls not accepted) or via email at [linda.k.james@nasa.gov](mailto:linda.k.james@nasa.gov).

Thank you for your valuable input into the Draft RFP and for your continued interest in NASA MSFC's OHC Support Services.



Stephen P. Beale  
Procurement Officer  
MSFC Office of Procurement

2 Enclosures

Attachment 1  
Final Proposal Letter  
RFPNNM06158583R

ITEM #	QUESTION # REFERENCE	RFP REFERENCE	CHANGE
1	N/A	Section: A Page: SF33 Clause/Para: N/A	Updated blocks 1 and 11.
2	N/A	Section: B Page: B-2 Table B-1 & B-2	Tables B-1: CLIN 1.a: Deleted "\$*" and changed to "TBD". Tables B-1 & B-2: Changed all dates (period covered).
3	N/A	Section: B Page: B-4 Table B-4	Changed estimated cost for training, materials, and travel.
4	N/A	Section: C	No changes.
5	N/A	Section: D	No changes.
6	N/A	Section: E	No changes.
7	N/A	Section: F Page: F-2 Clause/Para: F.5	Changed contract dates to April 1 and March 31.
8	N/A	Section: F Page: F-3 Clause/Para: F.6	Changed February 15, 2007 to April 1, 2007.
9	N/A	Section: G Page: G-6 Clause/Para: G.7	Updated MSFC 52.204-90, Contractor Employee Badging and Employment Termination Clearance, and changed Clause date from NOV 1999 to JUL 2006.
10	N/A	Section: H	No changes.
11	N/A	Section: I Page: I-2 Clause/Para: I.1	Updated FAR 52.225-13, Restrictions on Certain Foreign Purchases, from Dec 2003 to Feb 2006.
12	N/A	Section: I Page: I-4 Clause/Page: I.3	Changed February 15, 2007 and February 14, 2012 to April 1, 2007 and March 31, 2012, respectively.
13	N/A	Section: I Page: I-12 Clause/Para: I.11	Updated NFS 1852.204-76 to reflect changes indicated in Procurement Information Circular 06-09.
14	N/A	Section: J Page: J-1 Clause/Para : N/A	Change Attachment 3 page number from 9 to 10 pages.
15	N/A	Section: J-1 Page: J-1-8 Clause/Para : 3.4.3	First sentence changed from "...The Contractor shall establish requirements and maintain a management information system to provide a shared database of relevant information..." to "...The Contractor shall provide support to maintain a process of relevant information..."

16	N/A	Section : J-1 Page: J-1-13 Clause/Para: J-1-13	First sentence changed <u>from</u> "...establishment of e-Education..." <u>to</u> "...establishment of requirements for e-Education..." Last sentence changed <u>from</u> "support in the development of educational electronic games" <u>to</u> support in establishing requirements for the development of educational electronic games..."
17	N/A	Section : J-2 Page : J-2-21 Clause/Para : #11	"INITIAL SUBMISSION" changed from 10 working days to 30 working days and deleted "(including phase-in period)"
18	N/A	Section : J-3 Pages : J-3-1 – J-3-10 Clause/Para : N/A	Wage Determination (WD) No: No. 1994-2007, Revision No.: 31, Dated: 5/23/2006 deleted in its entirety and replaced with WD No: 2005-2007, Revision No.: 1, Dated: 09/19/2006.
19		Section : J-4	No changes.
20		Section : J-5	No changes.
21		Section : J-6	No changes.
22		Section : J-7	No changes.
23		Section : J-8	No changes.
24		Section : J-9	No changes.
25		Section: J-10	No changes.
26		Section: J-11	No changes.
27		Section: J-12	No changes.
28		Section: J-13	No changes.
29		Section: J-14	No changes.
30		Section: J-15	No changes.
31		Section K :	No changes.
32	N/A	Section : L Pages L-2 & L-3 Clause/Para : L.5 (a)	"(Form C)" changed to "(Attachment L-2, Exhibit 2)".
33	34	Section : L Page : L-3 Clause/Para : L.5 (a)	Attachment L-2, Exhibit 3 is excluded from the 3 page Past Performance Factor, but following sentence was inserted, "***The Lost Time Case Rates Matrix (Attachment L-2, Exhibit 3) shall not exceed six (6) pages."
34	N/A	Section: L Page L-3 Clause/Para: L.5 (a)	Last sentence in first paragraph was changed <u>from</u> "Past Performance Interview/Questionnaires shall not exceed five completed Questionnaires regardless of the number of subcontractors and/or teammates." <u>to</u> "Past Performance Interview/Questionnaires shall be no more than eight (8) pages and shall not exceed five (5) completed Questionnaires regardless of the number of subcontractors and/or teammates (a total of 40 pages)."

35	N/A	Section: L Page: L-9 Clause/Para: L.16 (b) (2) & (3)	Paragraph (2) added and former Paragraph (2) changed to (3). Paragraph (2) states, "The Performance Work Statement (PWS) is unclassified and proposals should be submitted accordingly. Contractor personnel working at MSFC must comply with pertinent MSFC security regulations. The requirements of Homeland Security Presidential Directive (HSPD) 12 shall apply to the potential Contractor, any teammates/subcontractors (at any tier), affiliates and consultants. Attachment L-1, Form I, Phase-In Cost, contains a separate line item for Contractor's cost to comply with HSPD 12. Attachment J-10, Personal Identity Verification Procedures, contains Contractor compliance information for HSPD 12.
36	N/A	Section: L Page: L-7 Clause/Para: L.14	Updated clause with post-industry briefing information.
37	12	Section: L Page L-9 Clause/Para: L.16 (a)	In last paragraph, 2 <sup>nd</sup> sentence, changed period of days for submission of questions after release of RFP from "12" to "6". Added due date for questions of October 16, 2006.
38	N/A	Section : L Pages : L-12 & 13 Clause/Para : L.16(c), MTA3	<u>Teaming</u> – deleted redundant information
39	N/A	Section : L Page : L-14 Clause/Para : L.16(c), MTA7	Change in Note: Offerors are reminded that an approved cost accounting system is required before a cost-reimbursable contract can be awarded to the Offeror.) " <u>approved</u> " changed to " <u>adequate</u> ".
40	2	Section : L Page : L-16 Clause/Para : L.16(c), STC3.	Added as the last sentence, "In addition to the JD/Q forms provided for the service labor categories, the Offeror shall use the forms for providing the same information for the non-service labor categories."
41	N/A	Section : L Page : L-17 Clause/Para: Volume II – Cost Factor A.3.	Changed February 15, 2007 – February 14, 2008 to April 1, 2007 – March 31, 2008 and March 31, 2012.
42	N/A	Section : L Page : L-19 Clause/Para : L.16, Volume II, Cost Factor, c.3.	Wording of first sentence changed from "If teaming arrangements or other business combinations are proposed..." to "If formal teaming arrangements or other unique business arrangements are proposed...".
43	N/A	Section : L Page : L-21 Clause/Para : L.16, Form A Instructions	In "(i)", deleted "broad" in the second sentence. In "(ii)", deleted "broad" from the fifth sentence. See changed Form A, Total Program Cost on Page L-1-2.
44	28	Section : L Page : L-22 Clause/Para : L.16, Form C	In (iii) changed the man-hours available per year. Base period from 2088 to 2080, Option No. 3 from 2088 to 2080, and Option No. 4 from 2088 to 2080.

45	N/A	Section: L Page: L-22 L.16, Form C	Changed February 15-February 14 to April 1 and March 31 for each contract year.
46	N/A	Section: L Page: L-24 Clause/Para: L.16, Form F	Changed Form F estimates for training, materials, and travel.
47	N/A	Section: L Page: L-25 Clause/Para: L.16, Form I	Changed January 26, 2007 through February 14, 2007 to March 13, 2007 through March 31, 2007.
48	N/A	Section: L Page: L-25 Clause/Para: L.16, Form I	Second paragraph, last sentence added, "The Offeror shall delineate Homeland Security Presidential Directive (HSPD) 12 compliance cost as a separate and distinct line item of phase-in cost (see Clause G.8 and Attachment J-10)."
49	33	Section: L Page L-27 & 28 Clause/Para: L.16 Volume III-Past Performance (d), (e), and (f) Volume IV- Completed RFP and Signed SF33	Paragraph (d) delete "(same NAICS, 541710)" from the second sentence. Paragraph (e) the first sentence, add "and" before scope and delete the following "...and categorized within the same Industry Classification Code specified by the North American Industrial Classification System (NAICS), as 541710, Research and Development in the Physical, Engineering, and Life Sciences..." Added 2 <sup>nd</sup> sentence, "The Offeror shall provide the North American Industrial Classification System (NAICS) Code associated with the relevant contract." Also in (e) and (f) changed all references to "Form C" to "Exhibit 2."
50	32	Section : L Page : L-28	Deleted Attachment J-11 from Section J of the chart.
51	N/A	Section : L Page : L-29 Clause/Para: L.17	Changed FAR reference in title from "219-18" to "52.219-18".
52	N/A	Section L-1 Page: L-1-2 Clause/Para: Form A	Changed Form A direct cost estimates for purchased training, materials, and travel. Also Form A reworked to delete roll-up labor categories and to include specific labor categories.
53	N/A	Section : L-1 Page: L-1-13 Clause/Para: N/A Form F	Changed Form F estimates for training, materials, and travel.
54	N/A	Section: L-1 Page: L-1-16 Clause/Para: Form I	The following cost line item added, "HSPD-12 Compliance (see Attachment J-10)"

55	N/A	Section : L-1 Page : L-1-22 DD Form 1861	Updated form.
56	36	Section : L-2 Page : L-2-13 Exhibit 3	Changed years on from 2004, 2005 and 2006 to 2003, 2004 and 2005.
57	N/A	Section : L-3 Page : L-3-2 Section A : General Information	Changed February 14, 2007 to March 31, 2007.
58	N/A	Section : L-3 Page : L-3-3 Clause/Para: N/A Section A, Para (e) and Table L-1	Paragraph (e) Staffing: WYE's changed from 41 to 40. Table L-1: Percentages updated.
59	N/A	Section : L-3 Page : L-3-50	Changed the word "INTENTIVES" to "INCENTIVES" in the title of the form.
60	N/A	Section : L-3 Page : L-3-54 Clause/Para: Section D : Misc. Data	Deleted Figure 4 and revised first paragraph to include a narrative of information formerly in Figure 4. Figure 5 changed to "Figure 4".
61	N/A	Section : M	No changes (only spelling/grammatical edits).

ATTACHMENT 2  
FINAL RFP PROPOSAL LETTER

CENTERWIDE OFFICE OF HUMAN CAPITAL  
DRAFT REQUEST FOR PROPOSAL (RFP) NNM06158583R  
QUESTIONS/COMMENTS

1. **Question:** When does the blackout period begin? What are the restrictions during that time?

**Answer:** The "blackout" period begins with the release of the Procurement sensitivity letter, which is released in conjunction with the release of the Final RFP. The letter advises that the RFP has been issued and imposes a prohibition for any future discussions with Industry representatives regarding this procurement action. The letter will further establish a member of the Procurement office (normally the SEC Procurement Member) as the official point of contact for any information requests regarding this procurement. The blackout period of communications with industry will continue until proposals have been received and evaluated, and the contract is awarded.

2. **Question:** Should a Job Description/Qualification form be completed for each person proposed?

**Answer:** Yes, a Job Description/Qualification form is required for each position proposed.

3. **Question:** Which of the current positions are under the Service Contract Act? What are the categories used under the Service Contract Act?

**Answer:** Reference is made to Attachment L-3, Page L-3-54, for information on current contract Service Contract Act employees. Each Offeror must make their own determination based on the Service Contract Act requirements. An Offeror's determination of "exempt" or "non-exempt" for each proposed position demonstrates their understanding of the Service Contract Act.

4. **Question:** How many past performance examples can be submitted? What is the total page limit for the past performance volume? The RFP states there is a three page limit on past performance. Is that three pages per example or three pages total for the past performance volume?

**Answer:** Clause L.5, Proposal Page Limitations, limits the Volume III – Past Performance Factor to three pages. Page L-27, Volume III – Past Performance Factor Paragraphs (a) through (d) list the past performance information needed. This information is limited to three pages. Clause L.5 states that the Past/Performance Interviews/Questionnaires (Attachment L-2, Exhibit 2) is excluded from the page limitations. Clause L.5 also states the following, "...Past Performance Interview/Questionnaires shall not exceed five completed Questionnaires regardless of the number of subcontractors and/or teammates...."

5. **Question:** The transition period seems short if awarded to a non- incumbent, what access will winner be given to current workers?

**Answer:** Nothing precludes potential Offerors from contacting incumbent employees as part of their proposal preparation activities. This access is not limited to the phase-in period.

6. **Question:** Job descriptions are included in the RFP. How are proposers to use these job descriptions?

**Answer:** The position descriptions listed in Attachment L-3, Section B, are provided as background and historical data for the Mission portion of the PWS. The Indefinite Delivery-Indefinite Quantity (IDIQ) job descriptions provided in Attachment J-8, provide information on tasks that are not currently assigned to the Contractor supporting the Office of Human Capital (OHC), however, there is a possibility that the tasks listed in the job descriptions could be delegated to the Contractor in the future. The information in the IDIQ job descriptions should assist the Offeror in developing their fully burdened IDIQ labor rates (see Attachment J-9).

7. **Question:** Regarding MSFC's draft RFP NNM06158583J Centerwide Office of Human Capital Support Services, I respectfully request that NASA reconsider the appropriateness of NAICS Code 541710: Research and Development in the Physical, Engineering, and Life Sciences. [Reference: PERFORMANCE WORK STATEMENT (ATTACHMENT J-1) (Web Link: [DRFP J-1](#) )]

The RFP's PWS reflects the contractor providing NASA/MSFC's Human Capital organization(s) with support services in performing its NASA/MSFC in-house human resource mission(s). It appears the contractor is expected to provide staff augmentation/ support services including providing staff such as human resource specialists, educators, training and professional development specialists and administrative support staff. Our research into NAICS Code 541710 concludes that the Code is intended for contracts that provide technical research and development (i.e. not staff development but development in terms of scientific/engineering research and development (R&D)). An excerpt from our NAICS research into Code 541710 follows.

*"This industry comprises establishments primarily engaged in conducting research and experimental development in the physical, engineering, and life sciences, such as agriculture, electronics, environmental, biology, botany, biotechnology, computers, chemistry, food, fisheries, forests, geology, health, mathematics, medicine, oceanography, pharmacy, physics, veterinary, and other allied subjects.*

**Cross-References.** Establishments primarily engaged in—

- Providing physical, chemical, or other analytical testing services (except medical or veterinary)—are classified in Industry 541380, Testing Laboratories;
- Providing medical laboratory testing for humans—are classified in U.S. Industry 621511, Medical Laboratories; and

- *Providing veterinary testing services--are classified in Industry 541940, Veterinary Services.*

We believe a support services (not performing technical research!) NAICS code would be much more appropriate for the Centerwide Office of Human Capital Support Services PWS. Our belief is that NAICS Code 541611, Administrative Management and General Management Consulting Services is most appropriate for the PWS (precedent: RFP NNJ06129010R for NASA Johnson Space Center "Human Resources Support Services (HRSS) Contract". Next most appropriate would be NAICS Code 561210 Facilities Support Services - should MSFC elect to believe that the services in the PWS are completely diverse to the extent that more than 3 distinct or separate NAICS industries are reflected in the PWS and none of them represent 50% or more of the total effort.

**Answer:** The Marshall Space Flight Center Small Business Office in conjunction with the Contracting Officer has determined that North America Industry Classification Code (NAICS) 541710 will be used for the 8(a) Set-Aside Centerwide OHC Support Services requirement. Unlike JSC, a large percentage of the MSFC Office of Human Capital (approximately one-third of the contractor workforce) is dedicated to organizational development, leadership and team building support to MSFC projects and organizations, and development of technical training required to design and integrate major launch vehicle propulsion systems (75% of the total MSFC workforce dedicated to research and development). MSFC's Office of Human Capital is also different from JSC in that the Office contains an Academic Affairs Office (supported by educational specialists representing approximately one-third of the contractor workforce), whose purpose is to inspire top talent to pursue science, technology, engineering and mathematics disciplines required to support future research and development efforts.

8. **Question:** I noticed that the past performance volumes are due via October 24, 2006. Does NASA have a preferred format on how the volumes should be submitted? Additionally, what information is NASA looking for in the volume?

**Answer:** Reference is made to the following clauses and exhibits: (1) Clause L.5 contains information on page limitations for past performance information; (2) Clause L.15 contains information on mailing address for the past performance volume; (3) Clause L.16, Volume III – Past Performance Factor, list the past performance information that Offeror needs to submit; (4) Clause M.4, Past Performance Factor (Volume III), contains past performance evaluation criteria; and (5) Attachment L-2, Exhibit 2 – Past Performance Interview/Questionnaire Form, and Exhibit 3 – Lost Time Case (LTC) Rate Matrix, also contain past performance information that must be addressed by the Offeror.

9. **Question:** Regarding key personnel, is it not possible that certain key staff of the incumbent contractor would also be valuable assets to the new contractor? Can we propose key staff with the option of later offering the position to an employee of the incumbent contractor?

**Answer:** It is the responsibility of the Offeror to determine who is the most qualified for key positions. The Government will evaluate the rationale for designating a

particular position as key. Additionally, the experience, qualifications, degree of commitment and past performance of the person proposed will be evaluated.

10. **Question:** There is mentioned in several places the involvement of government personnel in this work. How many MSFC employees will be involved in management, direction, operation and support of this work?

**Answer:** There are approximately 63 people in OHC who are civil servants. Only the Contracting Officer's Technical Representative (COTR) and the Contracting Officer will provide contract direction. The Contractor is responsible for the management and direction of the PWS tasks.

11. **Question:** Staff required for logistical support of training and development operations is highly dependent on the number of programs and the number of people trained. While some metrics are presented at L-3-39, it does not cover all programs described in the PWS. Based on historical data, how many programs have been implemented and how many people enrolled?

**Answer:** The reference to Attachment L-3, Page L-3-39 is information on education programs. Reference is made to L-3-29 for organization and leadership development training. Page L-3-50 contains additional information on training metrics.

12. **Question:** Section L.16, page L-9, paragraph (a) Introduction, 7<sup>th</sup> paragraph states: "Questions should be submitted in writing to the Contracting Officer ... no later than 12 calendar days after release of the RFP on any area wherein clarification appears warranted". Are we to assume once the Final RFP is released, we have another 12 calendar days to submit additional questions?

**Answer:** The final RFP changes the calendar days from "12" to "6". Offerors will have 6 calendar days to submit questions after the final RFP is released (until October 16, 2006).

13. **Question:** Would the Government be able to tell us how many direct staff FTE's work on this contract at this time? (L-9)

**Answer:** This information can be found at Attachment L-3, Page L-3-3, Paragraph (e) and also Table L-1, Organization Elements.

14. **Question:** Does the Government know how many FTE's are dedicated to the G&A activities to support the systems of costing and functions necessary to provide the mission services requirements? (L-9)

**Answer:** See answer provided to Question 13 above.

15. **Question:** In the PWS section 2.0 and under Project Management Tasks 2.1-2.7 can the Government clarify what is the full scope of the labor requirements and whether or not certain deliverables will be billable?

**Answer:** Each Offeror must determine the scope of the OHC labor requirements. Attachment J-2, Data Procurement Documents, contains all contract deliverables. Offerors should include the cost of deliverables when determining their proposed cost.

16. **Question:** Could the Government tell us how many subcontractors are active per year on average? And of these, how many have been ranked as over \$500,000 for the contract period?

**Answer:** There are no subcontractors on the current contract.

17. **Question:** How many courses have been developed and how many people are anticipated to have taken them over the period encompassed by the latest contract (PWS sect 3.0)?

**Answer:** The information is listed in Attachment L-3, Page L-3-29.

18. **Question:** Is all training in-person, or is some presented as web-training (PWS sect 3.0)?

**Answer:** Training is provided both in person and web based. Reference PWS 6.2.1 and 6.2.5 and also reference Attachment L-3, Page L-3-50, Training and Incentives.

19. **Question:** Can the Government share the accounting for the curriculum development and training?

**Answer:** The Government makes the determination on what civil servants will receive in development and training. The Contractor supports the development of a training curriculum.

20. **Question:** Did the current contract have an IDIQ portion and how has it been exercised?

**Answer:** Yes, the current contract did contain an IDIQ portion; reference Attachment L-3, Page L-3-4. However, no IDIQ task orders were issued for the OHC requirement.

21. **Question:** For pricing purposes regarding Form C, particularly, but the entire contract specifically, would the Government provide a specific list of states and locations where work may be done on this contract with an estimate of either percentage of work to be done there or a number of FTE's anticipated by site?

**Answer:** All work will be performed at MSFC or in the Huntsville, Alabama area. Occasionally an employee will be required to perform temporary duty at other locations.

22. **Question:** For the incentive fee – do you only earn incentive fee on labor dollars or are the materials/travel ODC dollars eligible for earning incentive fee also? If no, do materials/travel only get performance fee?

**Answer:** Reference Clause B.4, Cost and Performance Incentive Fee, and Clause B.7, Allowable Items of Cost. Purchased training, materials, and travel is not included in the incentive fee. Paragraph (c) of Clause B.7 states, "...material handling overhead shall be the only burden applied to the cost reimbursable other direct cost of travel and training/materials..."

23. **Question:** PWS 5.2 – Will all MSFC Higher Education Programs fall under this contract?

**Answer:** Yes, all MSFC Higher Education Programs fall under this contract.

24. **Question:** PWS 5.4.2 – Section C.2 prohibits program management and overseeing of NASA budget – isn't the PWS requesting this service?

**Answer:** PWS 5.4.2 states that Contractor shall provide support for the tasks listed in this section. The Government has responsibility for all program and project management.

25. **Question:** PWS 5. & 5.9 – How many conferences and exhibit outreach support are being estimated per year?

**Answer:** An average of 15 conferences and exhibit outreach support are estimated per year.

26. **Question:** PWS 5.12 – How many IPA positions, on average, require coordination?

**Answer:** An average of 15 IPA positions require coordination.

27. **Question:** On page I-6, Clause 1.5, shouldn't the date read February 14, 2012?

**Answer:** The date in the RFP is correct. IDIQ task orders can have a period of performance of one year after the contract expires.

28. **Question:** Page L-22 – shouldn't it be 2080 hours for all years except 1 leap year at 2088?

**Answer:** The hours will be corrected in the final RFP.

29. **Question:** Page L-24, Form F – Should PWS 5.0 be included for an annual estimate for exhibit outreach events, conferences and travel?

**Answer:** The PWS paragraph reference on Page L-24 for Form F is correct.

30. **Question:** Past Performance Questionnaires. Exhibit 2 states that the completed customer Questionnaires must be mailed back to Katie James. Can they be faxed or emailed as well and, if so, to what Fax Number or email address?

**Answer:** Questionnaires must be mailed to the address listed on the instructions.

31. **Question:** Is the \$3.01 Health & Welfare for all hours worked or all hours paid (hours paid would include vacation and holiday hours)?

**Answer:** Health & Welfare is paid for all hours up to 2,080 hours a year.

32. **Question:** Could you please confirm in which volume(s) the Safety and Health Plan should be included. The Draft RFP states in section L (page L-11) that it should be included in Volume I. However, it is also stated as a requirement for Volume IV (page L-28). Please confirm.

**Answer:** The Safety and Health Plan shall be included in Volume I. The successful Offeror's Safety, Health and Environmental Plan will be incorporated into Attachment J-11 in the resulting contract. The reference in L-28 that indicates that Attachment J-11 has a fill-in required has been deleted.

33. **Question:** In Section L (page L-27), the Draft RFP states that all past performance references should fall within the NAICS 541710. Could you confirm that all contracts referenced for past performance must have a NAICS 541710?

**Answer:** This restriction is being deleted from the final RFP.

34. **Question:** Per instructions provided on page L-3 (Volume III – Past Performance Factor), it is assumed that the Lost Time Case (LTC) rate matrix (Attachment L-2, Exhibit 3) is to be included in the 3 page limitation of the Past Performance Volume. If this is correct, and there are three team members, this allows no page limitation for write-ups. Can you confirm whether the LTC rate matrix is included in the three page limitation?

**Answer:** The LTC matrix has been excluded from the three page limit in the final RFP. However, the following sentence is being added, "The Lost Time Case Rates Matrix (Attachment L-2, Exhibit 3) shall not exceed six (6) pages."

35. **Question:** The voluntary Turnover History instructions (Page L-27 (c)) says "past 3 year." Are the years to reference 2003, 2004, 2005; or 2004, 2005, and 2006?

**Answer:** The years referenced are 2003, 2004, and 2005.

36. **Question:** The instructions for the Lost Time Case (LTC) rate (Page L-27 (d)) says "last three calendar years." Exhibit 3 has 2004, 2005, 2006. Are these the years to use even though information about 2006 is incomplete?

**Answer:** The instructions are incorrect—the years 2004, 2005, and 2006 have been changed to 2003, 2004, and 2005

37. **Question:** What was the incumbent's average incentive fees since 2000? Is the contract available on the website or do we need to make a FOIA request?

**Answer:** The current contract became effective February 14, 2001. Incentive fees paid to the current Contractor can be viewed by looking at the current contract (NAS8-02047) on the MSFC FOIA website, <http://foia.msfc.nasa.gov>. Information before 2001 is not available.

38. **Question:** Normally, we would be addressing the specifics of the statement of work in our Management and Technical approach. NASA has specified a specific outline for Offeror's to follow (Section L.16 of the RFP). Is it the Government's intention to have the PWS addressed just within subfactor MTA5 – Work Processes or across all subfactors as applicable? If not, how does the Government see the PWS being addressed given elements like Academic Affairs does not really seem to fit within the Section L outline? Draft RFP no. NNM06169943J (which as you know is in some ways very similar), has MTA3 Management which instructs Offerors to respond to the PWS, which is more along the lines of what we would normally expect as Offerors. Can you shed any light on this?

**Answer:** Reference Clause L.16, page L-11, first paragraph, Volume I – Mission Suitability.