

Amendment #	Q#	RFP Reference	Question\Comment	Answer
1	1	FedBizOpps, NAIS, and the Final RFP	What is the correct solicitation number for the Final RFP?	The correct solicitation number for the Final RFP is NNX10272008R; this number is referenced throughout the RFP. NNX09272008J is the draft solicitation number. (Since a seperate synopsis was not issued for the release of the Final RFP, the NASA Acquisition Internet Service (NAIS) utilized the previous solicitation number when the Final RFP was uploaded.)
1	2	FedBizOpps (http://www.fbo.gov) or the I³P Technical Library (http://i3p-acq.ksc.nasa.gov/Contracts/Contract1.cfm)	Where can I find the ACES Draft RFP documents?	The ACES Draft solicitation was uploaded on April 20, 2009, and these documents can be accessed through the Federal Business Opportunities page (www.fbo.gov), specifically at the following link: https://www.fbo.gov/index?s=opportunity&mode=form&id=a5ee70f29cd2418cd565d35378ea7089&tab=core&_cview=1&cck=1&au=&ck=
1	3	Attachment I-01, <i>PWS</i> , Section 3.3, <i>ACES Product Catalog (APC) Services</i> , The following sentence: "The Contractor shall provide a single, Agency-wide, Web-based catalog of ACES commercially available IT products, available to all NASA personnel, including items specified in the ACES Seat Services (see Section 5.0, Seat Services), and associated maintenance services."	Does the final ACES RFP require ACES seats to be available to customers in both the ESRS and APC?	No, seats are only to be made available through the Enterprise Service Request System (ESRS). Individual products (e.g., USB drives, hard drive upgrades, mouse devices, and software packages) that are bundled with the seats should also be made available for individual purchase through the APC, but not the bundled seat itself.

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1	4	Attachment I-14, <i>Phase-In Schedule</i>	In the ACES RFP, I noticed a change in the Phase-In period, from 90 to 180 days. Can you tell me why such a large change for phase in?	The Phase-In Schedule, as seen in Attachment I-14, was increased to allow offerors sufficient time to deliver assets and reduce overall transition risk in accordance with Section III, <i>Instructions to Offerors</i> 12.0, <i>Options for ODIN Incumbent Owned Assets</i> . Note that Option C was removed in the Final RFP.
1	5	Section III, <i>Instructions to Offerors</i> , 13.0 (c), Table III-2, <i>Proposal Due Date and Time</i>	When are Past Performance Proposals due?	The Past Performance Proposals will be due on 2/24/10 by 2 p.m. Local Time. This change has been made in the attached Section III, <i>Instructions to Offerors</i> .
1	6	Section III, <i>Instructions to Offerors</i> , 13.0 (a), Table III-2, <i>Proposal Due Date and Time</i>	I didn't see any information on the Final Bid Due Date. Can you please post which date the final bid is due?	This information can be found in Section III, <i>Instructions to Offerors</i> , Table III-2, <i>Proposal Due Date and Time</i> .
1	7	Section III, <i>Instructions to Offerors</i> , 13.1, (b) MS-2 Integration Strategy; Section I, <i>Model Contract</i> , 6.1	The first three bullets under MS-2 Integration Strategy in Section III, Instructions to the Offerors, deal with implementing Associated Contractor Agreements (ACAs). Are Associate Contractor Agreements (ACAs) required to be completed by contract award and submitted with our proposal?	No, ACAs are not required to be completed by contract award and should not be included in the proposal. To clarify the bullets listed in Section III, <i>Instructions to Offerors</i> , MS-2, the Offeror should address the approach that will be taken after contract award to meet the requirements listed in Section I, <i>Model Contract</i> , 6.1, <i>Associate Contractor Agreements (ACA)</i> . Section I, 6.1 (c) states, "Initial ACAs should be in place 3 months after contract award."
1	8	Industry questions	If I have a question regarding the Enterprise Service Desk (ESD)/Enterprise Service Request System (ESRS), as it relates to ACES, ACAs, or other related matters, who should I contact?	All questions regarding the ACES solicitation should be directed to the ACES Contracting Officer, Tracy H. Hall, at tracy.h.hall@nasa.gov. Questions from Industry will only be accepted via e-mail to the Contracting Officer. Answers to all questions will be posted as Amendment(s) to the ACES RFP.

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1	9	Attachment I-1, <i>PWS</i> , Section 5.0, (b)&(c) <i>End-User Training</i>	For training, can we utilize NASA SATERN as the learning management system OR do we need to provide our own?	SATERN can be used. It will be the responsibility of the ACES Contractor to coordinate published training with the SATERN personnel as well as developing the training modules. Information on SATERN personnel for coordination purposes will be provided after contract award.
1	10	I ³ P Technical Library, ATVR documents	The ATVR shows the last refresh date ("Refresh through 4/30/2011"). Who will refresh equipment from 4/30/2011 until the contract start date for each wave?	In accordance with the terms of the most recent ODIN extension modification, formal refresh will be halted after 4/30/2011 until the contract start date for each wave. Individuals needing to refresh their system during this interim period would need to purchase a system from the ODIN catalog or obtain the system through another contract vehicle. Therefore, these systems will be Government owned equipment.
1	11	I ³ P Technical Library, ATVR documents	The ATVR has a field called "Transition Cost". What is the definition of transition costs and who is responsible for paying it?	The "Transition Cost" is a fee that Lockheed Martin will require as part of the asset transition to cover paperwork to transition licenses, ownership, etc. If Option A is chosen, the ACES Contractor acquiring the asset would be responsible for this cost.
1	12	Section III, <i>Instructions to Offerors</i> , 13.1 (d), the first bullet specifies "Option C - Accept the existing ODIN assets as Government furnished equipment) and the rationale for choosing that option."	Is Option "C" available for this solicitation?	Option C was dropped in the Final RFP and is no longer an available option or that would be considered. This language has been removed from Section III, <i>Instructions to Offerors</i> , 13.1 (d) MS-4 Asset Management Transition, 1st bullet. Option C was dropped in the Final RFP and is no longer an available option nor one that will be considered.
1	13	Attachment I-1, <i>PWS</i> , Section 3.17, <i>Data Center Services</i>	PWS 3.17 Data Center services asks ACES to provide services. Will NASA supply the Data Center Facilities?	It is the ACES Offeror's responsibility to determine how they will handle the ACES server infrastructure. Attachment I-4, <i>Government Provided Storage and Facilities</i> , details the amount of space each Center is providing to the ACES Contractor for their use.

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1	14	Attachment I-1, <i>PWS</i> , Section 3.17, <i>Data Center Services</i>	PWS 3.17 Data Center services. Is the ACES contractor responsible to provide and manage their own SAN, tape backup infrastructure, tape media and off-site services for ACES related services?	Yes, as it states in PWS Section 3.17, <i>Data Center Services</i> , "The Contractor shall provide all necessary data center services (e.g., servers, operating systems, and system administration) required to deliver the ACES services".
1	15	Attachment I-1, <i>PWS</i> , Section 5.0, <i>Seat Services</i>	PWS 5.0.a Seat Services. The Draft RFP questions and answers provided guidance of 1 IMAC per person per year. Does this assumption hold true for the final RFP?	The guidance provided in the answer to Question #185 on the I ³ P website is still valid for the Final RFP. Historical data shows that IMAC demands have not exceeded an aggregate of one IMAC per seat per year.
1	16	I ³ P Technical Library documents	Please provide documentation (ESRS CDR) that details the interfaces between ACES Product Catalog (APC) and ESRS.	The ESRS CDR has not yet been held, thus the only information on the interfaces between ACES APC and ESRS that is available is the ESRS Preliminary Design Review (PDR), version 5.3, which is provided in the I ³ P Technical Library for ESD/ESRS. When the CDR has been conducted, this information will be available in the I ³ P Technical Library for ESD/ESRS.

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1	17	Attachment I-1, <i>PWS</i> , Section 5.0, <i>Seat Services</i> ; I ³ P Technical Library, Document Refresh by Center	<p>PWS 5.0 Seats, the Draft RFP stated Network Printers have a 5 year refresh. "S"/"M" seats are 3 years and "M"/"B" Seats allowed a 4 year refresh. The document "ODIN_Hardware_Technology_Refresh_Process_By_Center" states Glenn has a 4 year refresh.</p> <p>Do all Network Printers and MFDs have a 4 year refresh?</p> <p>Do all Computer seats have a 3 year refresh (except "B" allows none)?</p> <p>Do all "S" Cell seats have an 18 month refresh and "B" seats have none.</p>	<p>The Refresh_Process_By_Center shows what exists today under the ODIN contract and is provided for informational purposes only.</p> <p>As stated in PWS Section 5.4.1, <i>Network Peripheral Seats Definition/General Requirements</i>, "All Network Peripheral seats shall be refreshed every 4 years (i.e. 4 year refresh cycle)."</p> <p>As stated in PWS Table 5.1.6.2-1, <i>Computing Seats Services and Service Options</i>, "S" & "M" Computing seats seats have a 3-year refresh cycle and the "B" seat has no refresh cycle.</p> <p>As stated in PWS Table 5.2.2.2, <i>CELL Seat Services and Service Options</i>, all "S" Cell and Smartphone seats have an 18-month refresh cycle and all "B" Cell and Smartphone seats have no refresh cycle.</p>
1	18	Attachment I-1, <i>PWS</i> , Section 4.0, <i>Base Services</i> , (d) Print queue infrastructure management	How many and where are the print servers located? Who manages the Print Servers (hardware, software, and maintenance)?	The current number and location of print servers, which varies from NASA Site to Site, can be found in the ATV report in the I ³ P Technical Library for ACES. The ACES Contractor has the responsibility to develop and manage the print server infrastructure to meet the ACES contract requirements.
1	19	Attachment I-1, <i>PWS</i> , Section 3.17, <i>Data Center Services</i>	<p>Data Center Services requirements can be interpreted as either a) the offeror provides the data center and related operational labor and services, or b) the offeror provides the operational labor and services at an existing NASA provided data center(s).</p> <p>Please clarify who is providing the brick-and-mortar and traditional ping, power, pipe data center.</p>	<p>It is the ACES Offeror's responsibility to determine how they will provide data center services in accordance with the requirements in PWS Section 3.17, <i>Data Center Services</i>.</p> <p>Attachment I-4, <i>Government Provided Storage Facilities</i>, details the amount of space each Center will provide to the ACES Contractor for their use. For the space provided by the Government at each Center, power and network connectivity will be provided.</p>

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1	20	Attachment I-2, <i>DPD</i> , DRD MA-03, <i>Phase-In Plan</i>	What non-ODIN contracts are included in the Phase In scope? The Phase In DRD requires: The Contractor’s approach for ensuring that non-ODIN Center contracts with services transitioning to ACES are not adversely impacted and affected services are seamlessly integrated into ACES.	As stated in DRD MA-03, <i>Phase-In Plan</i> , the Offeror's proposal must provide the approach the Offeror will use to ensure "that non-ODIN Center contracts with services transitioning to ACES are not adversely impacted and affected services are seamlessly integrated into ACES." Details of the specific contract interfaces will be determined and executed in accordance with the proposed approach during Phase-In.
1	21	Section II, <i>Reps and Certs</i>	It was stated there are Collective Bargaining Agreements that are included in coverage of the Services Contract Act for I3P. Are any employees supporting the current work that would fall under the ACES contract covered under a Collective Bargaining Agreement? If so, which Collective Bargaining Agreement(s) are applicable to the ACES contract? How many people are covered by those contracts?	The ODIN contracts are not subject to the Service Contract Act and do not include associated wage determinations or Collective Bargaining Agreements (CBAs). FAR 52.222-41, Service Contract Act of 1965, is not included in the ACES Final RFP.
1	22	Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> , Page Limit Column; Section III, <i>Instructions to Offerors</i> , 3.1, Table III-3, <i>Mission Suitability Volume Organization</i> ; Section III, <i>Instructions to Offerors</i> , 13.1 (f), MS-6 Information Security Management Plan; Attachment I-02, <i>DPD</i> , DRD CF-01, <i>I3P Information Security Management Plan</i>	CF-01 Security Management Plan is to be submitted with the proposal. Is the CF-01 Security Management Plan part of the 260 page limit of the Mission Suitability Volume?	Yes, DRD CF-01, <i>I3P Information Security Management Plan</i> , is required to be submitted with the proposal, as seen in Attachment I-02, <i>DPD</i> , page 9. The deliverable from this DRD is included in the Mission Suitability Volume page limit count in Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> .

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1	23	Attachment I-02, <i>DPD</i> , DRD MA-03, <i>Phase-In Plan</i>	DRD MA-03 Phase-In plan is to be submitted with the proposal. Is the DRD MA-03 Phase-In plan part of the 260 page limit of the Mission Suitability Volume?	Yes, DRD MA-03, <i>Phase-In Plan</i> , is required to be submitted with the proposal, as stated in Attachment I-02, <i>DPD</i> , page 10. The deliverable from this DRD is included in the Mission Suitability Volume page limit count in Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> .
1	24	Section III, <i>Instructions to Offerors</i> , Table III-1, <i>Proposal Arrangement</i> , and Table III-3, <i>Mission Suitability Volume Organization</i>	SA-01 Safety and Health Plan is to be submitted with the proposal. Is the SA-01 Safety and Health Plan part of the 260 page limit of the Mission Suitability Volume?	Yes, DRD SA-01, <i>Safety and Health Plan</i> , is required to be submitted with the proposal, as stated in Attachment I-02, <i>DPD</i> , page 11. The deliverable from this DRD is included in the Mission Suitability Volume page limit count in Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> .
1	25	Section III, <i>Instructions to Offerors</i> , Table III-1, <i>Proposal Arrangement</i> , and Table III-3, <i>Mission Suitability Volume Organization</i>	IT-07 Vendor Product Performance Specifications is to be submitted with the proposal. Is the IT-07 Vendor Product Performance Specifications part of the 260 page limit of the Mission Suitability Volume?	Yes, DRD IT-07, <i>Vendor Product Performance Specifications</i> , is required to be submitted with the proposal, as stated in Attachment I-02, <i>DPD</i> , page 11. The deliverable from this DRD is included in the Mission Suitability Volume page limit count in Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> .
1	26	Attachment I-2, <i>DPD</i> , DRD MA-01, <i>Management Plan</i>	MA-01 Management Plan is to be submitted with the proposal. Is the DRD MA-01 Management Plan part of the 260 page limit of the Mission Suitability Volume?	Yes, DRD MA-01, <i>Management Plan</i> , is required to be submitted with the proposal, as stated in Attachment I-02, <i>DPD</i> , page 10. The deliverable from this DRD is included in the Mission Suitability Volume page limit count in Section III, <i>Instructions to Offerors</i> , 13.0, Table III-1, <i>Proposal Arrangement</i> .

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1	27	Attachment I-1, <i>PWS</i> , Section 4.1.1(r). "Provide the ability to replicate a production server to the virtual test environment."	Is that just the ability to replicate the Exchange infrastructure such as Exchange server functional roles from a production to a virtual test environment? Is it a correct assumption that no production data such as AD DIT database, Global Address List, and mailbox stores is required to be replicated to the virtual test environment? What are the SAN and data requirements to build a test database to be applied to the test server?	<p>It is not just the ability to replicate the Exchange infrastructure. The virtual environment shall be used to simulate production services as listed in the NOMAD System Description document, as found in the I³P Technical Library for ACES.</p> <p>No production data is required in the virtual environment with the exception of the test user mailboxes.</p> <p>In addition to providing sufficient storage for the operating system and applications, the only other requirements are to host the test user mailboxes of up to 1GB.</p> <p>PWS Section 4.1.1.r has been revised to be consistent with these answers, as follows: "PWS 4.1.1 r. Provide the ability to simulate production services, as listed in NOMAD System Description Document (available in the I³P Technical Library for ACES), in a virtual environment for testing. Provide the capability to host up to 100 test accounts up to 1GB in size. Except for the test user mailboxes, all data shall be local to the virtual environment. Test user mailboxes shall be moved from the production mailbox server SAN subsystem to the virtual environment disk subsystem and back after testing is completed."</p>

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1	28	Section I, <i>Model Contract, 2.9, Retainage Pools and Performance Metrics ; Section 2.9(a); Attachment I-3, Retainage Pools and Performance Metrics, Section 1.3, Retainage Pool Retention Process</i>	<p>The Retainage Pools are developed by reducing the monthly invoice by 12%. With the current investment made by the contractor in capital equipment, this results in a significant reduction in cash flow, causing a decline in the financial performance of the contractor in terms of Internal Rate of Return and Net Present Value, both metrics that provide guidance to the viability of performing under this contract. As a result, the mitigation of this issue is to increase the profitability and thus increase the price to offset the decline in the financial performance.</p> <p>We recommend NASA pays the full cost of the invoice at the time of billing and then credit subsequent invoices once it is determined that a retainage objective is not met. Also, for the ACES Corrective Action Plan (ACAP) stemming from the MRP, if the Contractor fails to correct the performance deficiencies, the amount of the previous three (3) months of increased retainage pool withheld will be deducted from the Contractor's full invoice amount for the following month.</p> <p>2.9(a) implies that retainage fee will be taken out prior to validation of the performance metric and refers to Attachment I-3 Retainage Pools and Metrics.</p> <p>Section 1.3 of Attachment I-3 implies that retainage fee will be deducted from the following months invoice. The 1st reference implies they are taking the retainage fee out in advance and the 2nd reference implies that it is being taken out afterwards. Which is the correct interpretation?</p>	<p>The 12 percent is not retained on a monthly basis. The reference to the 12 percent in Section I, Model Contract, 2.9(a) establishes the total size of the retainage pools that will be processed in accordance with Attachment I-3, Retainage Pools and Performance Metrics, Section 1.3, Retainage Pool Retention Process, which states, "On a monthly basis, the Contractor shall invoice for the services provided. Payment will be made in accordance with the payment terms specified in FAR 52.212-4 (i), Payment. Once a retainage determination (either the MRP for that month, the PRP for the previous six (6) months, or the SBUP for the previous year) has been made, if there is an amount to be retained due to performance failure from one or more of the pools, that amount will be deducted from the Contractor's full invoice for the following month."</p>

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	2	was questio n 27 from Amend 1	Section I, <i>Model Contract</i> , 2.12, <i>Credit for Outages</i> . "A seat is considered down if any service associated with that seat, as defined by the PWS is unavailable. If the return to service period is exceeded the credit starts to take place with the next business day after the return to service has been missed. A credit equaled to one-thirtieth of the monthly seat invoice will be applied for each day that the seat is down."	This term demands a 100% SLA, with NASA deducting revenue from the contract for each day of failure beyond the SLA. The service levels as stated in Attachment 1-3, section 2.1.2-1 and 2.1.2-2 are in apparent conflict with this 100% SLA term. This provision penalizes the contractor for the same incident twice, once on the individual call and the other in the retainage pool evaluation. Would NASA consider removing this duplicate SLA disincentive term? We would recommend that you would maintain the retainage pool SLA and eliminate the 100% SLA which is not in line with commercial industry practices.

Answer
The RFP will remain as written.