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SECTION III
INSTRUCTIONS TO OFFERORS

1.0 **52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The Offeror is cautioned that the listed provisions may include blocks that must be completed by the Offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the Offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

Federal Acquisition Regulation (FAR) clauses:
https://www.acquisition.gov/browsefar

NASA FAR Supplement (NFS) clauses:
http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm

(End of provision)

2.0 **LISTING OF PROVISIONS INCORPORATED BY REFERENCE**

I. Federal Acquisition Regulation (48 CFR CHAPTER 1)

<table>
<thead>
<tr>
<th>Provision Number</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>52.212-1</td>
<td>Instructions to Offerors - Commercial Items</td>
<td>JAN 2017</td>
</tr>
</tbody>
</table>

Addendum to FAR 52.212-1:
Paragraph (b) is replaced by Proposal Preparation Instructions (Provision 13.0)
Paragraph (c) is replaced by Offer Acceptance Period (Provision 11.0)
Paragraph (e) is replaced by FAR 52.216-1 Type of Contract (Provision 5.0)
Paragraph (h) is replaced by FAR 52.216-1 Type of Contract (Provision 5.0)

<table>
<thead>
<tr>
<th>Provision Number</th>
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<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>52.204-7</td>
<td>System for Award Management</td>
<td>OCT 2016</td>
</tr>
<tr>
<td>52.204-16</td>
<td>Commercial and Government Entity Code Reporting</td>
<td>JUL 2016</td>
</tr>
<tr>
<td>52.204-17</td>
<td>Ownership or Control of Offeror</td>
<td>JUL 2016</td>
</tr>
<tr>
<td>52.204-22</td>
<td>Alternative Line Item Proposal</td>
<td>JAN 2017</td>
</tr>
<tr>
<td>52.214-34</td>
<td>Submission of Offers in The English Language</td>
<td>APR 1991</td>
</tr>
<tr>
<td>52.214-35</td>
<td>Submission of Offers in U.S. Currency</td>
<td>APR 1991</td>
</tr>
</tbody>
</table>
3.0 **52.215-20 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA (OCT 2010) -- ALTERNATE IV (OCT 2010)**

Replace the text of the basic provision with the following:

(a) Submission of cost or pricing data is not required.

(b) Provide pricing information described in Provision 13.3, Volume III: Price Proposal Instructions.

(End of provision)

4.0 **1852.245-80 GOVERNMENT PROPERTY MANAGEMENT INFORMATION (JAN 2011)**

   GOVERNMENT PROPERTY MANAGEMENT INFORMATION (JAN 2011)

   (a) The offeror shall identify the industry leading or voluntary consensus standards, and/or the industry leading practices, that it intends to employ for the management of Government property under any contract awarded from this solicitation.
(b) The offeror shall provide the date of its last Government property control system analysis along with its overall status, a summary of findings and recommendations, the status of any recommended corrective actions, the name of the Government activity that performed the analysis, and the latest available contact information for that activity.

(c) The offeror shall identify any property it intends to use in performance of this contract from the list of available Government property in the provision at 1852.245–81, List of Available Government Property.

(d) The offeror shall identify all Government property in its possession, provided under other Government contracts that it intends to use in the performance of this contract. The offeror shall also identify: The contract that provided the property, the responsible Contracting Officer, the dates during which the property will be available for use (including the first, last, and all intervening months), and, for any property that will be used concurrently in performing two or more contracts, the amounts of the respective uses in sufficient detail to support prorating the rent, the amount of rent that would otherwise be charged in accordance with FAR 52.245–9, Use and Charges (June 2007), and the contact information for the responsible Government Contracting Officer. The offeror shall provide proof that such use was authorized by the responsible Contracting Officer.

(e) The offeror shall disclose cost accounting practices that allow for direct charging of commercially available equipment, when commercially available equipment is to be used in performance of the contract and the equipment is not a deliverable.

(f) The offeror shall identify, in list form, any equipment that it intends to acquire and directly charge to the Government under this contract. The list shall include a description, manufacturer, model number (when available), quantity required, and estimated unit cost. Equipment approved as part of the award need not be requested under NFS clause 1852.245-70.

(g) The offeror shall disclose its intention to acquire any parts, supplies, materials or equipment, to fabricate an item of equipment for use under any contract resulting from this solicitation when that item of equipment—

Will be titled to the government under the provisions of the contract; is not included as a contract deliverable; and the Contractor intends to charge the costs of materials directly to the contract. The disclosure shall identify the end item or system and shall include all descriptive information, identification numbers (when available), quantities required and estimated costs.

(h) Existing Government property may be reviewed at the following locations, dates, and times: [Enter the appropriate information]

(End of provision)
5.0 **52.216-1 TYPE OF CONTRACT (APR 1984)**

The Government contemplates award of a single, Indefinite Delivery Indefinite Quantity, Firm-Fixed-Price and Fixed Price Level of Effort contract from this solicitation.

(End of provision)

6.0 **52.233-2 SERVICE OF PROTEST (SEP 2006)**

(a) Protests, as defined in section 31.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

NASA Shared Service Center (NSSC)  
Procurement Operations Division  
Attn: Lewis R. Hansen  
Building 1111 Room 292S  
Jerry Hlass Road  
Stennis Space Center, MS 39529-6000

(b) The copy of any protest shall be received in the office designated above within 1 day of filing a protest with the GAO.

(End of provision)

7.0 **1852.233-70 PROTESTS TO NASA (DEC 2015)**

(a) In lieu of a protest to the United States Government Accountability Office (GAO), bidders or Offerors may submit a protest under 48 CFR Part 33 ([FAR Part 33](#)) directly to the Contracting Officer for consideration by the Agency. Alternatively, bidders or Offerors may request an independent review by the Assistant Administrator for Procurement, who will serve as or designate the official responsible for conducting an independent review. Such reviews are separate and distinct from the Ombudsman Program described at §1815.7001.

(b) Bidders or Offerors shall specify whether they are submitting a protest to the Contracting Officer or requesting an independent review by the Assistant Administrator for Procurement.

(c) Protests to the Contracting Officer shall be submitted to the address or email specified in the solicitation (email is an acceptable means for submitting a protest to the Contracting Officer). Alternatively, requests for independent review by the Assistant Administrator for Procurement shall be addressed to the Assistant Administrator for Procurement, NASA Headquarters, Washington, D.C. 20546-0001.
8.0 PROPOSAL MARKING AND DELIVERY INSTRUCTIONS

(a) Methods of Proposal Delivery: Proposals shall be delivered to the designated proposal receiving office by one of the following methods:

- U.S. Postal Service
- Commercial Delivery Service
- Delivery by company employee or other individual agent

Regardless of the method of delivery chosen, the Offeror is responsible for delivery of the proposal to the designated receiving office no later than the date and time stated elsewhere in the solicitation.

(b) External Marking of Proposal Package(s): All proposal packages must be closed, sealed, and marked in large letters “PROPOSAL – DELIVER UNOPENED.” Proposal packages must include the solicitation number 80NSSC18R0002, the contract specialist’s name and phone number: Lewis R. Hansen, (228) 304-2496, and the Offeror’s name and address clearly marked on the outside of the package.

The Offeror shall include a notice on the cover of the proposal package as follows:

“NOTICE: THIS PROPOSAL MUST BE DELIVERED TO THE SPECIFIED ADDRESS NO LATER THAN (OFFEROR - ENTER DATE AND TIME).”

(c) Delivery Address: Proposals must be delivered to the address/location specified on the Standard Form 1449 of the solicitation.

Proposals submitted by commercial delivery services must be delivered to:

NASA/George C. Marshall Space Flight Center
Central Receiving, Building 4631, Saturn Road
Marshall Space Flight Center, AL 35812
Attn: Lewis R. Hansen

REISSUE TO: (DELIVER UNOPENED)
Mr. Lewis R. Hansen, Contracting Officer
Bldg. 4244, South Entrance Door-Area B
George C. Marshall Space Flight Center, AL 35812
RFP-80NSSC18R0002

Note: Proposals submitted by commercial delivery service will be received at the George C. Marshall Space Flight Center Central Receiving Facility. Delivery to the Central Receiving does not constitute delivery to the NEST Contracting Officer. Offerors shall notify the NEST
Contracting Officer in advance of sending a proposal via commercial delivery service and provide the method of shipment and a tracking number.

Proposals hand carried packages must be delivered to:

NASA/George C. Marshall Space Flight Center  
Attn: Lewis R. Hansen, Contracting Officer  
Bldg. 4244, South Entrance Door- Area B  
George C. Marshall Space Flight Center, AL 35812  
RFP-80NSSC18R0002

For hand-delivered proposal, the Offerors shall contact the Contracting Officer at least two (2) business days in advance to receive a scheduled delivery date and time. Offerors that require physical access to Redstone Arsenal/George C. Marshall Space Flight Center for unbadged delivery personnel to hand deliver the proposals shall notify lewis.r.hansen@nasa.gov via e-mail to provide the following data for badging and entry onto Redstone Arsenal/George C. Marshall Space Flight Center. The information required shall be provided at least two (2) business days prior to the required access date to allow this information to be inputted into the Visitor’s Management System (VMS) so you will have timely access.

Please provide the following information for all unbadged personnel requiring access to NASA/MSFC:

1. Full Name  
2. Driver’s License Number and State of Issuance  
3. Social Security Number  
4. Citizenship- Primary and/or Dual  
5. Company Name (Is company foreign-owned? Yes or No

This Personal Identifiable Information (PII) will be safeguarded/destroyed.

Proposal which are sent by commercial carriers are considered to be to be hand carried. Proposal received after the time date/time designated in provision 12.0 PROPOSAL PREPARATION INSTRUCTIONS (GENERAL), will be processed in accordance with FAR Clause 52.215-1, Instructions to Offerors – Competitive Acquisition

(End of provision)

9.0 COMMUNICATIONS REGARDING THIS SOLICITATION

(a) Questions or comments regarding this solicitation shall be submitted in writing to the Contracting Officer, Lewis R. Hansen, at lewis.r.hansen@nasa.gov.

(b) Questions or comments shall be submitted no later than February 12, 2018 – 5:00 pm Central Time, to allow for analysis and response before the due date for receipt of proposals.
(c) Questions or comments shall not be directed to the technical activity personnel.

(End of provision)

10.0 **OFFEROR ACCEPTANCE PERIOD**

FAR clause 52.212-1 (c), Period for Acceptance of Offers - Proposals submitted in response to this solicitation shall remain firm for at least 240 days after the date specified for receipt by the Government and shall contain a statement to this effect.

(End of provision)

11.0 **OPTIONS FOR ACES INCUMBENT OWNED ASSETS**

(a) The Offeror may choose from one of the two following options for provisioning assets (e.g., hardware and software) required to deliver the services delineated in the PWS.

- Option A - Acquisition of assets directly from the incumbent ACES Contractor
- Option B - Delivery of all new assets

Regardless of the option chosen, the Offeror shall ensure that all services dependent upon the assets (URL: https://www.nssc.nasa.gov/nest) continue without interruption. The following are specific requirements for each option:

(b) **Option A - Acquisition of assets directly from the incumbent Contractor:** The Offeror shall purchase the assets (URL: https://www.nssc.nasa.gov/nest) during phase-in to ensure services required continue without interruption on the effective date of the contract. On a per asset basis, the maximum residual value shall be no more than the asset transition value per the ACES DRD IT-06 Asset Transition Value Report found on the NEST website. (The most recent update of ACES DRD IT-06 is dated February 1, 2018. Those assets include but are not limited to:

1. Computers (e.g., Desktops and Laptops)
2. Cell phones, Smartphones, and Pagers
3. Printers and Multi-function Devices (MFDs)
4. Infrastructure servers, including software, owned by ACES (e.g., domain controllers and automated software update servers)

The Offeror shall inherit and support the remaining time to refresh of each asset acquired. The refresh of each acquired asset shall be in accordance with PWS Sections 10.1.4.5, 11.10 and 12.6.4.

(c) **Option B - Delivery of New Assets:** The Offeror shall deliver new assets in accordance with the following requirements:
1. The assets shall be certifiable as new and meet NASA-STD-2804x, NASA-STD-2805x, and Addendum 1 to Attachment I-1 Performance Work Station minimum configuration requirements.

2. The new assets shall replace existing ACES assets, be made operational in a manner consistent with PWS Sections 10.1.4.5, 11.10 and 12.6.4, and with installation completed during the phase-in period and before the implementation date.

3. Government continuity of services shall be assured and take precedence in device replacements.

4. Coordinate with the Government, current ACES Contractor, and Enterprise and Center IT Service Contractors, to prevent service interruption during the phase-in period.

5. The Offeror shall provide at the start of the phase-in period a detailed plan to accomplish the replacement of existing assets and coordinate with the incumbent Contractor to remove those existing assets. As a minimum, this plan shall include: (a) a week-by-week replacement schedule at the individual asset level, (b) a means to engage and address specific customer replacement requirements, (c) a means to address delays caused by Government mission requirements, and (d) contingency plan in case all assets are not fully refreshed by the effective date of the contract.

(d) For Option A or B, the Offeror shall have the ability to request the ACES enterprise software licenses be transferred at no cost.

(End of provision)

12.0 PROPOSAL PREPARATION INSTRUCTIONS (GENERAL)

(a) Proposal Arrangement: In providing these instructions, the Government will solicit only the information necessary to permit a comprehensive evaluation of the Offeror’s ability to perform the requirements of this procurement and to provide the Source Selection Authority with a thorough assessment from which to make a source selection decision. The Offeror’s proposal must:

- Demonstrate an understanding of the overall and specific requirements of the proposed contract;
- Convey the Offeror’s capabilities for executing that understanding into accomplishment;
- Provide, in detail, the plans, methods and risks for doing so; and
- Provide, as requested herein, the price associated with doing so.

The Offeror’s proposal shall be specific, detailed, and comprehensive enough to clearly and fully demonstrate an understanding of the requirements and the inherent risks associated with the objectives of this procurement. It is inadequate to simply state that the Offeror understands and will comply with the specifications, or to paraphrase the specifications such as: “standard procedures will be employed to…” or “well-known techniques will be used for…” The proposal shall explain comprehensively how the Offeror proposes to perform the PWS, as well as, the techniques and procedures the Offeror proposes to implement.
The four volumes identified in Table III-1 shall be separately bound in appropriately sized three-ring binders that permit the volume to lie flat when open. Staples shall not be used. A cover sheet shall be included on each binder, clearly marked with date of offer, volume number, title, copy number, RFP identification and the Offeror’s name. The same identifying data shall be placed on the spine of each binder. Information shall not be incorporated by reference. A suitable table of contents shall be provided with each volume for ready reference to sections, tables, and figures.
### TABLE III-1
PROPOSAL ARRANGEMENT

<table>
<thead>
<tr>
<th>Volume</th>
<th>Section</th>
<th>Title</th>
<th>Evaluation Factor</th>
<th>Evaluation Subfactor</th>
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<tr>
<td></td>
<td>MS-1</td>
<td>Technical Approach</td>
<td>Technical Approach</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MS-2</td>
<td>Program Management Approach</td>
<td>Management Approach</td>
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<tr>
<td></td>
<td>MS-3</td>
<td>Small Business Utilization</td>
<td>SB Utilization</td>
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<tr>
<td>Appendix</td>
<td></td>
<td>DRD MA-03, <em>Phase-in Plan</em></td>
<td>Mission Suitability</td>
<td></td>
<td>325</td>
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<tr>
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<td></td>
<td>DRD IT-04, <em>Technology Refresh Plan</em></td>
<td></td>
<td>Management Approach</td>
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<td>Section III Attachment-1, <em>Requirements Traceability Matrix Template</em></td>
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<td>Management Approach</td>
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<td>N/A</td>
<td>N/A</td>
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<td>DRD MA-09, Organizational Conflict of Interest Plan</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(b) Page Limitations and Formatting: Page limitations for each volume of the proposal are specified in Table III-1 above. All pages in each volume shall be numbered sequentially with Arabic numerals for contents subject to page limitations and lower case Roman numerals for title pages, tables of contents, and acronym lists. Offerors shall tab each section within each volume for ease of reference.

The Offeror shall complete and submit the cross-reference matrix (Section III Attachment-1, *Requirements Traceability Matrix Template*) as an attachment to this RFP. The title pages, table of contents, and cross-reference matrix are excluded from this page count limitation. Information other than what is requested in this solicitation will be subject to the overall page count limitation. Should Offerors choose to include an Executive Summary, it will be included in the
A page is defined as one side of a sheet, 8 ½” x 11”, with 1-inch margins on all sides, using Times New Roman font, not smaller than 12 point size, single line spacing, and in single column format. Twelve (12)-point Times New Roman font shall be utilized for all standard text with normal kerning (spacing between individual characters). All graphics, tables, charts, diagrams, figures, images, inserts, etc. shall be twelve (12)-point Times New Roman font. Foldouts count as an equivalent number of 8 ½” x 11” pages. The metric standard paper size most closely approximating the described standard 8 ½” x 11” size may also be used.

Do not use glossy paper or other material that makes the proposal difficult to read.

If final revisions are requested, separate page limitations will be specified in the Government’s request for that submission.

Pages submitted in excess of the limitations specified in this provision will not be evaluated by the Government and will be returned to the Offeror.

(c) Proposal Due Date and Copies: Proposal due dates are specified in Table III-2 below. Please note that the due date for Volume II, Past Performance is requested earlier than the remainder of the proposal.

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Vol</th>
<th>Title</th>
<th>Time Due</th>
<th>Delivery Location</th>
<th>Paper Copies</th>
<th>Electronic Copies</th>
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</thead>
<tbody>
<tr>
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<td>II</td>
<td>Past Performance Revisions</td>
<td>2:00 pm Central Time</td>
<td>MSFC (See Provision 8.0)</td>
<td>Original + 2 Copies</td>
<td>Original + 1 copy</td>
</tr>
<tr>
<td>4/3/18</td>
<td>I</td>
<td>Mission Suitability</td>
<td>2:00 pm Central Time</td>
<td>MSFC (See Provision 8.0)</td>
<td>Original + 2 Copies</td>
<td>Original + 1 copy</td>
</tr>
<tr>
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<td>III</td>
<td>Price</td>
<td>2:00 pm Central Time</td>
<td>MSFC (See Provision 8.0)</td>
<td>Original + 2 Copies</td>
<td>Original + 1 copy</td>
</tr>
<tr>
<td>4/3/18</td>
<td>IV</td>
<td>Signed Model Contract</td>
<td>2:00 pm Central Time</td>
<td>MSFC (See Provision 8.0)</td>
<td>Original + 2 Copies</td>
<td>Original + 1 copy</td>
</tr>
</tbody>
</table>

The required number of copies of each volume shall be uniquely marked for documentation control on the cover as Copy ____ of _____. The first copy of Volume I shall be marked as Copy 1 of 2, the second copy as Copy 2 of 2.

Electronic copies of the proposal shall be submitted on DVD-R. DVDs shall be organized in the same format as the hardcopy. All files shall be submitted in Microsoft Office Open XML file
format, such as Microsoft Word, Excel, etc. Further, the Microsoft Excel Cost Model shall be submitted in Microsoft Excel, and not in a scanned Microsoft Word or Adobe PDF file. Files shall not be password protected. Each DVD-R submitted shall be externally labeled indicating:

- The name of the Offeror;
- The solicitation number; and
- An indication of the files or range of files contained on the DVD-R.

If discrepancies are found between the DVD-R and hard copy proposals, the information contained within the DVD-R (Marked Original) takes precedence.

(d) **Period Covered by Procurement**: Offerors shall submit price proposals for each year of the procurement in accordance with Model Contract, section 4.2 *Period of Performance*. Detailed information on preparation of the price volume is contained in Provision 13.3, *Volume III: Price Proposal Instructions*.

12.1 **VOLUME I: MISSION SUITABILITY PROPOSAL INSTRUCTIONS**

The Mission Suitability Volume shall be organized in three sections as outlined in Table III-3. The information to be addressed in each section below.

<table>
<thead>
<tr>
<th>TABLE III-3 MISSION SUITABILITY VOLUME ORGANIZATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td>MS-1</td>
</tr>
<tr>
<td>MS-2</td>
</tr>
<tr>
<td>MS-3</td>
</tr>
</tbody>
</table>

**MS-1 – Technical Approach**

1. The Offeror's Technical Approach shall demonstrate an understanding of the requirements to successfully execute the PWS across all NASA locations. The Technical Approach shall address PWS Sections 4.0 - 13.0 in enough detail to clearly and fully demonstrate that the Offeror understands how to execute the requirements including the Offeror’s:

- Approach to develop end-user service requests in the service catalog that will provide a positive user experience.
- Approach that ensures all vulnerabilities are addressed (patching/configurations) or if they cannot be remediated within the specified time frame, then risk acceptance or POA&M documentation is complete.
- Approach that ensures all System Security Plans and associated requirements are up to date and have a valid authority to operate at all times.
- Approach to System Development Lifecycle (SDLC) tracking and updates of assets and systems, from procurement to retirement.
- Approach for configuration control of end user devices and end user device protection that balances the configuration control with NASA’s mission requirements.
- Approach for the execution and operations of ITIL processes in the delivery (initial and refresh), maintenance and support of all NEST devices and services that includes seamless integration between ESD Tier 0, Tier 1 and NEST Tier 2 support.
- Approach to providing NEST Tier 2 support
- Approach to providing Service Request Management.
- Approach to providing Knowledge Management.
- Approach for maintaining the ability to deliver services without interruption due to changes in supply chains.
- Operation, maintenance and decommissioning of legacy collaboration and messaging service while balancing the ability to provide functional support knowledge and subject matter expertise required to maintain and support O365 Enterprise Suite over the life of this contract.
- Approach in providing enterprise print services for mobile devices.
- Approach in providing a storefront deployment method for users to pick up new or refreshed mobile devices which are fully provisioned and usable as described in Attachment I-03 SLAs.
- Proposed additional service level agreements and performance metrics for implementing and sustaining competent, efficient, and effective support for all performance objectives of the PWS.

2. The Offeror shall identify the most significant technical risks. Risk factors may be those inherent in the work and/or unique to the Offeror's chosen approach. General areas of possible risk that are of concern to NASA are technical, schedule, cost, security (including personnel, information technology), export control and environmental risks. The identification of risks is the responsibility of the Offeror. The Offeror's discussion of a risk factor shall provide the Offeror's approach to managing the risk, the probability of the risk, impact and severity, time frame and risk acceptance or mitigation.

3. The Offeror shall describe any new or innovative methods, techniques or technologies. The Offeror shall fully describe each method, technique or technology and explain how they act the performance of the PWS under the proposed contract. Efficiencies and risks shall be quantified where possible.

**MS-2 – Program Management Approach**

1. The Offeror shall describe its management approach for organizing and managing the work under this contract in an effective and efficient manner while minimizing overall program risk and maximizing service delivery and customer satisfaction. As part of this discussion, the Offeror shall describe its approach for ensuring that the Agency and NEST goals, objectives, and characteristics of success are realized. The Offeror’s management approach shall include:
• The Offeror shall provide a detailed description of the responsibilities and authorities for management of this contract, from top-level through intermediate management to lower levels management. The Offeror shall include such elements as the span of control and lines of communication.

• The Offeror shall describe all interfaces with NASA personnel and subcontractors must be clearly delineated.

• The Offeror shall also discuss the processes for resolving priority conflicts for resources and functions within the organization.

• The Offeror shall provide their organizational structure and how it contributes to executing the required services; facilitating seamless service delivery with other Enterprise IT Service Contractors; integrating the various functions outlined in the PWS; ability to execute incident, problem and service management; assure overall control of the contract effort with minimal dependency on the Government; and support the Government’s organizational and governance structure.

• The Offeror shall describe the independence and degree of autonomy of the Program Manager, clearly stating the manager's reasons for and methods of accessing corporate officials and his/her control over essential resources/functions necessary to accomplish the work.

• The Offeror shall describe the Program Manager's support staff (delineating the span of control and duties of other personnel who have supervisory responsibilities) and demonstrate capability to operate as a team.

2. The Offeror shall describe its management approach for PWS 4.0 Transformation and Innovation to ensure infusion and reset/revision of expectations, services, service level agreements and performance measures that meet the changing IT needs balanced with advancement in industry IT. The Offeror shall describe their approach for adopting evolving business practices, industry standards, IT best practices, and performance standards.

3. In addition to the minimum essential critical positions required to meet all of the requirements of PWS Section 2.1.1, the Offeror may propose additional minimum essential critical positions. If proposed, the Offeror shall provide the rationale for identifying these positions as critical shall be provided, as well as a description for each position. The description shall include the position title, to whom the position reports, summary of duties and responsibilities, any specific requirements/certifications or licensing, and minimum education and minimum experience required for the position. In addition, Offerors shall provide written position qualifications for any additional labor categories envisioned for this requirement. Offerors shall address the minimum requirements in the position description, to include the necessary experience, summary of duties and responsibilities, specific requirements/certifications or licensing, minimum education and minimum experience required for the position. Each position qualification shall not exceed ½ page in length. All position qualifications will be incorporated into the resultant contract as Attachment 1-6, Labor Category Position Descriptions.

4. The Offeror shall provide a complete staffing approach that shows how it will fill the staff requirements. The staffing approach shall describe how the Offeror intends to staff this effort.
and how the approach will allow the Offeror to meet the future requirements (e.g., LOE Task orders, etc.) of this contract. The staffing approach shall include a comprehensive hiring plan which presents the expected number of personnel to be hired from incumbents (if any), those to be transferred from within the Offeror’s own organization, and those from other sources. The Offeror shall describe what effort will be undertaken to recruit staff not currently employed by the Offeror. Additionally, Offeror’s shall provide a backup plan that describes the approach the Offeror would take if its primary staffing approach was not successful. The staffing approach shall also include:

- Ability to retain a fully knowledgeable and trained workforce which is in place at contract start
- Sources for obtaining qualified applicants (e.g., existing corporate staff, incumbent personnel, college recruiting, employment services)
- Approach for staffing fluctuating workload requirements both upward and downward
- Ability to ensure that sufficient expertise exists (e.g., certifications and documented training)
- Proposed technician to device ratios for compute services (e.g., number of MAC certified technicians per number of MAC devices)
- Ability to ensure pre-employment screenings, security clearances, and badging requirements will be completed prior to contract start
- Percentage of qualified incumbent employees anticipated to be captured

5. The Offeror shall provide a Quality Assurance approach that shall identify the Offeror’s approach to ensuring quality services throughout the duration of the contract. Specifically, the Offeror shall identify the procedure(s) for continually monitoring, surveilling, identifying and correcting deficiencies and adherence to NASA technical standards. The approach shall provide data transparency for services and describe how the Offeror will use the data to improve services. The approach shall describe the Offeror's method (e.g., 100% inspection, planned sampling, random sampling, customer complaints, or incidental inspections, etc.) to determine whether performance requirements in the PWS and proposed by the Offeror are met. The Offeror shall delineate all service level agreements and performance metrics both required in the PWS as part of attachment I-3, Service Level Agreements. Each SLA/PM shall include SLA number, PWS activity, timeframe, measurement, target, and rational.

6. The Offeror shall describe its approach for transitioning services from the current ACES contract to this effort in accordance with DRD MA-03, Phase-In Plan. In addition, this section, shall address:

- Which asset transition option the Offeror chooses (Option A – Negotiate with the incumbent Contractors and purchase all of the existing ACES assets or Option B - Offer a 100% refresh of new equipment) and the rationale for choosing that option.
- The benefits and approach to mitigating any concerns/risks associated with the service transition option chosen.
- Any agreements already in place with the incumbent ACES Contractors for purchasing the existing ACES assets if Option A was chosen. If an agreement has not been negotiated, the timeline for doing so along with risks associated with the timeline.
• The Offeror’s Technology Refresh Plan in accordance with DRD IT-04, Technology Refresh Plan.

**MS-3 Small Business Utilization:**

All Offerors, except small businesses, shall complete the portion of the instructions under Small Business Subcontracting specific to the Small Business Subcontracting Plan. While small businesses are not required to submit Small Business Subcontracting Plans, they are required to indicate the amount of effort proposed to be performed by a small business either at the prime level or at the first-tier subcontract level.

All Offerors are required to respond to the Commitment to the Small Business Program.

(a) Small Business Subcontracting Plan

(1) Small Business Subcontracting Plan (the Plan) Required by the FAR:

(i) This solicitation contains FAR clause 52.219-9, Small Business Subcontracting Plan, Alternate II. The Plan described and required by the clause, including the associated subcontracting percentage goals and subcontracting dollars, shall be submitted with your proposal.

(ii) The Contracting Officer’s assessment of appropriate subcontracting goals for this acquisition, expressed as a percent of TOTAL CONTRACT VALUE (basic and all options combined), is as follows:

<table>
<thead>
<tr>
<th>Categories</th>
<th>% Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Businesses (SB)</td>
<td>36.00%</td>
</tr>
<tr>
<td>Small Disadvantaged Business Concerns (SDB)</td>
<td>5.00%</td>
</tr>
<tr>
<td>Women Owned Small Business Concerns (WOSB)</td>
<td>10.00%</td>
</tr>
<tr>
<td>HUBZone Small Business Concerns (HBZ)</td>
<td>6.00%</td>
</tr>
<tr>
<td>Veteran Owned Small Business Concerns (VOSB)</td>
<td>6.00%</td>
</tr>
<tr>
<td>Service-Disabled Veteran-Owned Small Business Concerns (SDVOSB)</td>
<td>5.00%</td>
</tr>
<tr>
<td>Historically Black Colleges and Universities (HBCU)/Minority Institutions (MI)</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

(iii) The numbers above reflect the Contracting Officer’s assessment of the appropriate subcontracting goals to be achieved at the completion of contract performance.

(iv) Offerors are encouraged to propose goals that are equivalent to or greater than those recommended by the Contracting Officer. However, Offerors must perform an independent assessment of the small business subcontracting opportunities.

(v) The Plan submitted with the proposal shall be incorporated in Section I as Attachment I-16, Small Business Subcontracting Plan, in the resulting
contract. The requirements in the Plan must flow down to first tier large business subcontracts expected to exceed $700,000.

(vi) Offerors are advised that a proposal will not be rejected solely because the submitted Plan does not meet the NASA recommended goals that are expressed in paragraph (a) (2) above in terms of percent of TOTAL CONTRACT VALUE (basic and all options and award term options combined). NASA will consider the amount of work being retained for performance by the prime contractor in-house when determining whether a subcontracting plan is acceptable. Offerors shall discuss the rationale for any goal proposed that is less than the Contracting Officer’s recommended goal in any category. In addition, the Offeror shall describe the efforts made to establish a goal for that category and what ongoing efforts, if any, the Offeror plans during performance to increase participation in that category.

(vii) In addition to submitting a Small Business Subcontracting Plan in accordance with Section I, FAR clause 52.219-9, Alternate II, Offerors shall complete Attachment I-16 (see above), Small Business Subcontracting Plan, which provides a breakdown of the Offeror’s proposed goals, by small business category, expressed in terms of both a percent of TOTAL CONTRACT VALUE and a percent of TOTAL SUBCONTRACT VALUE. Offerors shall modify the exhibit to show the proposed subcontracting goals for the basic contract requirement and each option and award term option separately.
Example of Subcontracting Goals, expressed in both contract value and subcontract value, for a contract proposed at $100M with estimated subcontracts of $50M:

<table>
<thead>
<tr>
<th>Business Category</th>
<th>Column A</th>
<th>Column B</th>
<th>Column C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal as Percent of Contract Value</td>
<td>Dollar Value to be subcontracted per Category</td>
<td>Goal as Percent of Subcontracting Value</td>
</tr>
<tr>
<td>Small Business Concerns</td>
<td>25 percent</td>
<td>$25,000,000</td>
<td>50 percent</td>
</tr>
<tr>
<td>Large Business Concerns</td>
<td>n/a</td>
<td>$25,000,000</td>
<td>50 percent</td>
</tr>
<tr>
<td>Total Dollars to be Subcontracted</td>
<td>n/a</td>
<td>$50,000,000</td>
<td>100 percent</td>
</tr>
</tbody>
</table>

The following small business subcategories do not necessarily add up to the percentage and dollar amount in the “Small Business Concerns” category above, since some small businesses do not fall into any of the subcategories below, while others will fall into more than one subcategory below.

<table>
<thead>
<tr>
<th>Subcategories of Small Business Concerns</th>
<th>Percentage</th>
<th>Dollar Value</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women Owned Small Business Concerns</td>
<td>9 percent</td>
<td>$9,000,000</td>
<td>18 percent</td>
</tr>
<tr>
<td>Small Disadvantaged Business Concerns</td>
<td>5.5 percent</td>
<td>$5,500,000</td>
<td>11 percent</td>
</tr>
<tr>
<td>Veteran Owned Small Business Concerns</td>
<td>2.5 percent</td>
<td>$2,500,000</td>
<td>5 percent</td>
</tr>
<tr>
<td>Service-Disabled Veteran-Owned Small Business Concerns</td>
<td>1.5 percent</td>
<td>$1,500,000</td>
<td>3 percent</td>
</tr>
<tr>
<td>HUBZone Small Business Concerns</td>
<td>1.5 percent</td>
<td>$1,500,000</td>
<td>3 percent</td>
</tr>
<tr>
<td>Historically Black Colleges and Universities/Minority Institutions</td>
<td>1.5 percent</td>
<td>$1,500,000</td>
<td>3 percent</td>
</tr>
</tbody>
</table>

It is recommended that Offerors first complete Column B by entering the dollar amount the Offeror proposes to subcontract to each business category and subcategory.
To complete Column A, divide the dollar amount in Column B by the total contract value.

To complete Column C, divide the corresponding amount in Column B by the amount in the “Total Dollars to be Subcontracted” cell in Column B.

Note: the “Total Dollars to be Subcontracted” amount in Column C will always be that category divided by itself (100 percent if any dollars are subcontracted).

(b) Commitment to the Small Business Program

(1) All Offerors shall briefly describe the contract work that will be performed by small businesses. Proposals should also identify any work to be subcontracted that is considered “high technology.” High Technology is defined as research and development efforts that are within or advance the state-of-the-art in technology.
discipline and are performed primarily by professional engineers, scientists, and highly skilled and trained technicians or specialists.

(2) If the subcontractor(s) is/are known, Offerors must connect the work to the subcontractor and specify the extent of commitment to use the subcontractor(s) (enforceable vs. non-enforceable commitments). (Small Business Offerors shall provide this information to the extent subcontracting opportunities exist in their approach to performing the requirement.)

(3) All Offerors shall provide information demonstrating the extent of commitment to utilize small business concerns and to support their development. Information provided shall include a brief description of established or planned procedures and organizational structure for Small Business outreach, assistance, participation in the Mentor Protégé program, counseling, market research and Small Business identification, and relevant purchasing procedures. For Other than Small (Large) Business Offerors, this information shall conform to applicable portions of the submitted Small Business Subcontracting Plan. Small Business Offerors shall provide this information to the extent sub subcontracting opportunities exist in their approach to performing the requirement.)

(End of provision)

12.2 VOLUME II: PAST PERFORMANCE PROPOSAL INSTRUCTIONS

(a) The Offerors shall furnish the information requested below for no more than five contracts (completed and ongoing) for similar efforts with a minimum average annual cost/price incurred of $35M within 5 years of the RFP release date. Offeror’s work shall include their work as a Prime Contractor or First Tier Subcontractor for work similar in size, scope, and complexity. Relevancy of past performance will also be assessed by considering (1) services performed comparable in content, (2) size and complexity of the contract, (3) subcontract management, and (4) customer relationship management.

If applicable, Offerors shall provide the experience or past performance of a parent or affiliated or predecessor company to an Offeror where the firm’s proposal demonstrates that the resources of the parent or affiliate or predecessor will affect the performance of the Offeror. The Offeror shall demonstrate that the resources of the parent or affiliate or predecessor company (its workforce, management, facilities or other resources) shall be provided or relied upon for contract performance such that the parent or affiliate or predecessor will have meaningful involvement in contract performance.

The Offeror shall provide a narrative summary of past experience on no more than five Government or commercial contracts that are relevant to this acquisition. The contracts cited must either still be active or physically completed within 5 years of the RFP release date. Consider both the nature and magnitude of these efforts as they relate specifically to this requirement and address the following items:
• Contract number to include task/delivery order number(s) awarded under IDIQ contracts, contract title, type of contract, original, current and final contract value, including all task orders relevant to the NEST solicitation.
• Contractor name, DUNS, CAGE, Product Service Code (PSC), and NAICS code.
• Customer’s name, address and telephone number of both the lead contractual and technical personnel (verify telephone numbers provided are current and correct).
• Date of contract, place(s) of performance and delivery dates or periods of performance.
• List of the top 5 primary functions provided by the Contractor.
• Relationship of this work to the work that will be performed under this contract and how it is specifically comparable. There shall be discernable links between this discussion and the PWS to be performed.
• Magnitude of the work directly accomplished by the company on the relevant contract in relation to the total effort.
• Whether this work required the Contractor to interact with other Contractors performing work supporting the same program (e.g. the NICS and EAST 2 contracts that support the Enterprise IT Services), how that integration of work was accomplished, and lessons learned.
• Method of acquisition: competitive or noncompetitive.
• Nature of award: initial or follow-on.
• Any major management or technical problems and how they were overcome. List any major deviations or waivers to technical requirements that were granted by the customer.
• Whether delivery was on time, and if not, why; adherence to program schedule; incentive performance (if applicable).
• Average number of personnel on the contract per year and percent of turnover of personnel per year.
• Details of any incidents, mishaps, accidents, or industrial illnesses. Explain positive safety performance.

(b) The Offeror shall list any Government contracts terminated (partial or complete) within 5 years of the RFP release date and basis for termination (convenience or default). Include the contract number, name, address, and telephone number of the terminating officer. Include contracts that were de-scoped by the customer because of performance or cost problems.

(c) The Government may contact organizations for which the company has previously performed work in order to obtain information of the company’s performance. In order to facilitate these checks, when completing the forms identified below, supply the name, address, telephone numbers, and e-mail addresses of customer’s technical managers and contracting officials most familiar with the contract for which the data is being provided. Offerors shall ensure that phone numbers and e-mail addresses provided for references are current and correct.

(d) The Offeror shall list any U.S. Government Accountability Office (U.S. GAO) or Inspector General (IG) audit reports and those decisions and/or findings. This shall be limited to no longer than three years after the completion of the contract, and the scope must be relevant to this acquisition.
(e) In accordance with FAR 15.305(a)(2), an Offeror may submit additional information, at its discretion, if the Offeror considers such information necessary to establish a record of relevant performance. The evaluation will be based on information provided by Offerors in its proposal, as well as any other information obtained independently by the Government.

(f) The Offeror shall provide the Past Performance Questionnaire (found as an Attachment III-2 - “Past Performance Questionnaire” to this RFP) for each contract reference identified in Section III, 12.2(a). The Past Performance Questionnaire shall be used to solicit assessments of the Offeror’s performance from previous or current customers. The Offeror shall instruct each of its references to return the questionnaire directly to the Contracting Officer in a sealed envelope, or e-mail as stated on the questionnaire. The Offeror shall include in its written proposal a list of those to whom the questionnaires were sent, including name of individual, current and verified phone number, organization, e-mail address, and contract number. The questionnaire is due to the Contracting Officer no later than the time and date specified in Table III-2, Proposal Due Date and Time for Past Performance.

12.3 VOLUME III: PRICE PROPOSAL INSTRUCTIONS

(a) **Introduction (P-1):** To ensure that the Government is able to perform a fair assessment of the proposed pricing, each Offeror is required to submit a price volume that is suitable for evaluation; however, this pricing data shall not be certified. Price proposals are very important in determining the Offerors comprehensive understanding of the PWS requirements and will be considered in evaluation Volume I (Mission Suitability), any supporting sections and the reasonableness of all proposed prices for all services.

A Price Volume that is suitable for evaluation shall:

- Comply with all applicable Department of Labor (DOL) Laws, including Fair Labor Standards Act (FSLA)
- Reflect evolving Federal, Agency, and Center policies, standards, and regulations
- Account for all resources necessary to successfully complete requirements of this RFP and include all necessary supporting rationale
- Provide traceability to the technical and management approaches proposed in Volume I, Mission Suitability
- Explain in your Basis of Estimate all details, including all pricing and estimating techniques and assumptions.
  - Disclose the basis of all projections, rates, ratios, percentages, and factors in sufficient detail to facilitate the Government’s understanding and ability to mathematically verify these estimating tools
- Comply with applicable Federal Acquisition Regulation (FAR) and NASA FAR Supplement (NFS)
- Provide a summary of the total firm fixed price for the entire contract for all years and all prices shall be provided in U.S. dollars ($).
- All proposed Fully Burdened Labor Rates will be incorporated into the contract and shall be used for all Task Order/ LOE Task Orders and shall remain in effect for the entire period of performance of this contract.
• Include and complete all templates required by the RFP
• Offerors shall submit all price data electronically in Microsoft Office applications (Word & Excel). All electronic files shall not contain hidden formulas, or tables, and shall not be locked or protected.
• The electronics files will be considered the official documentation in the event of any inconsistency between electronic data and hard copies.
• Each Offeror is cautioned to submit its most competitive Price Proposal as award may be made on Offerors initial proposal without discussions.

The Offeror’s price proposal shall be submitted in one volume labeled “Volume III, Price Proposal” and organized by section as follows:

<table>
<thead>
<tr>
<th>TABLE III-6</th>
<th>PRICE VOLUME ORGANIZATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section</td>
<td>Title</td>
</tr>
<tr>
<td>P-1</td>
<td>Narrative - Introduction</td>
</tr>
<tr>
<td>P-1A</td>
<td>Narrative - Pricing Assumptions &amp; Estimating Techniques</td>
</tr>
<tr>
<td>P-1B</td>
<td>Narrative – Phase-in</td>
</tr>
<tr>
<td>P-1C</td>
<td>Hardware and Software Platform Pricing</td>
</tr>
<tr>
<td>P-2</td>
<td>Pricing Template (Excel)</td>
</tr>
<tr>
<td>P-2A</td>
<td>Cost Summary</td>
</tr>
<tr>
<td>P-2B</td>
<td>Infrastructure Support Services</td>
</tr>
<tr>
<td>P-2C</td>
<td>Compute Services</td>
</tr>
<tr>
<td>P-2D</td>
<td>Mobile Services</td>
</tr>
<tr>
<td>P-2E</td>
<td>Print Services</td>
</tr>
<tr>
<td>P-2F</td>
<td>Enhanced Support Services</td>
</tr>
<tr>
<td>P-2G</td>
<td>IDIQ Task Support</td>
</tr>
<tr>
<td>P-2G1</td>
<td>MSFC Labor Rates</td>
</tr>
<tr>
<td>P-2H</td>
<td>Summary of PWS Labor</td>
</tr>
<tr>
<td>P-2I</td>
<td>Contract Labor Rates</td>
</tr>
<tr>
<td>P-2J</td>
<td>PWS Section 2.0 Labor</td>
</tr>
<tr>
<td>P-2K</td>
<td>PWS Section 3.0 Labor</td>
</tr>
<tr>
<td>P-2L</td>
<td>PWS Section 4.0 Labor</td>
</tr>
<tr>
<td>P-2M</td>
<td>PWS Section 5.0 Labor</td>
</tr>
<tr>
<td>P-2N</td>
<td>PWS Section 6.0 Labor</td>
</tr>
<tr>
<td>P-2O</td>
<td>PWS Section 7.0 Labor</td>
</tr>
<tr>
<td>P-2P</td>
<td>PWS Section 8.0 Labor</td>
</tr>
<tr>
<td>P-2Q</td>
<td>PWS Section 9.0 Labor</td>
</tr>
<tr>
<td>P-2R</td>
<td>PWS Section 10.0 Labor</td>
</tr>
<tr>
<td>P-2S</td>
<td>PWS Section 11.0 Labor</td>
</tr>
<tr>
<td>P-2T</td>
<td>PWS Section 12.0 Labor</td>
</tr>
<tr>
<td>P-2X</td>
<td>Phase-in Plan Cost</td>
</tr>
</tbody>
</table>
(b) **Pricing Assumptions & Estimating Techniques (P-1A):** In this section of the narrative, the Offeror shall provide the pricing and explain in detail all estimating techniques. The proposal shall disclose the basis of all projections, rates, ratios, percentages, and factors in sufficient detail to facilitate the Government’s understanding and ability to mathematically verify these estimating tools.

The Offeror shall also complete and include Table III-7A and Table III-7B in this section of the Pricing Volume. Table III-7A provides a mechanism to discern the major elements of cost that comprise the unit price of the service devices. Table III-7B provides a mechanism to discern the major elements of cost that comprise the annual price for each service.

### TABLE III-7A

**MAJOR ELEMENTS OF COST COMPRISING UNIT DEVICE PRICES**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Service</strong></td>
<td><strong>Hardware</strong></td>
<td><strong>Software</strong></td>
<td><strong>Labor</strong></td>
<td><strong>Profit</strong></td>
<td><strong>Total</strong></td>
<td><strong>Does the ratio change by more than 10% in Years 2-10?</strong></td>
</tr>
<tr>
<td>Example</td>
<td>20.3%</td>
<td>19.5%</td>
<td>49.7%</td>
<td>10.5%</td>
<td>100%</td>
<td>Yes</td>
</tr>
<tr>
<td>Computing</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Cellular</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>Yes</td>
</tr>
<tr>
<td>Smartphone</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Tablet</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>Yes</td>
</tr>
<tr>
<td>Pager</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Network Printer</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>Yes</td>
</tr>
<tr>
<td>MFD</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>No</td>
</tr>
<tr>
<td>Mobile Hotspot</td>
<td>%</td>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Instructions for Completing Table III-7A**

General: In calculating the ratio (percentages) between the major elements of cost, consider only Contract Year 1 prices for each type of device identified in Column A. The ratios for a particular type of device shall consider all individual offerings within that service type and represent a blended ratio that is representative of the total offerings within that particular device type. Do not add additional types of devices to the table or individual offerings within a particular device category. This is a blended ratio representative of all offerings within a particular device type.

Column A: More detailed descriptions, specifications and service levels corresponding with each device type identified in column A of Table IIIA-7 are provided Sections 9-12 of the PWS.

Column B: Complete the green highlighted cells for each service type identifying the percentage of the total unit price that can be allocated to the cost of the associated hardware. Percentages shall be to one significant digit (e.g. 23.5%). Hardware costs include the purchase price of the device, administrative costs of your purchasing and accounting staff, and material handling charges.
Column C: Complete the green highlighted cells for each service type identifying the percentage of the total unit price that can be allocated to the cost of the associated software. Percentages shall be to one significant digit (e.g. 23.5%). Software costs include the purchase price of the software licenses, administrative costs of your purchasing and accounting staff, and material handling charges.

Column D: Complete the green highlighted cells for each device type identifying the percentage of the total unit price that can be allocated to the cost of the associated labor. Percentages shall be to one significant digit (e.g. 23.5%). Labor costs include labor required to perform hardware and software installation, asset management, IT security, configuration management, Tier 2 and 3 help desk, break/fix/replacement, refresh, and contract reporting.

Column E: Complete the green highlighted cells for each service type identifying the percentage of the total unit price that can be allocated to profit. Percentages shall be to one significant digit (e.g. 23.5%).

Column F: The percentages entered into Columns B-E shall total to 100%

Column G: Check “Yes” or “No” as appropriate. Based on the prices proposed in Contract Years 2-10 for individuals offerings within a particular service type, do the percentages of the major elements of cost change more than ten (10) percentage points from those specified in the table during Contract Years 2-10, i.e. on a year by year basis. Data in Columns B-F is based on prices for Contract Year 1 only. For example, if Labor changed from 49.7% to 60.1% in any one year, “Yes” shall be checked. Offerors shall provide an explanation if the percentages of major cost element changes by more than 10% for CY 1 through CYs 2-10"

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Hardware</th>
<th>Software</th>
<th>Labor</th>
<th>Profit</th>
<th>Total</th>
<th>Does the ratio change by more than 10% in Years 2-10?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td>20.3%</td>
<td>19.5%</td>
<td>49.7%</td>
<td>10.5%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>Program, Contract and General Requirements (PWS Sections 2 - 3)</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS 4.0 Transformation and Innovation</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS 5.0 Security Management</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS 6.0 Service Management</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS 7.0 Integration Services</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 8.1 E-mail/Calendaring (NOMAD), LFT, Proofpoint, Skype</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td>PWS Section 9.1 Domain Administration</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.2 Software Management</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.3 Anti-Virus/Anti-Malware</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.4 Data at Rest Encryption and Key Escrow</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.5 Backup and Restore</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.6 IT Support Remote Connectivity</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.7 Mobile Device Management</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.8 Print Infrastructure</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>PWS Section 9.9 Two-Factor Authentication Service Distribution</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>100%</td>
<td>□ Yes □ No</td>
</tr>
</tbody>
</table>

*Instructions for Completing Table III-7B*

**General:** In calculating the ratio (percentages) between the major elements of cost, consider only Contract Year 1 prices for each base service identified in Column A.

**Column A:** Detailed descriptions of each base service and service levels can be found in referenced section of the PWS. The Base Services Bundle is a sum of all the Individual Components. However, the Base Services Bundle shall include any additional discount providing the Government obtains the component services as a bundled offering.

**Column B:** Complete the green highlighted cells for each base service identifying the percentage of the total annual price that can be allocated to the cost of the associated hardware necessary to perform the service. Percentages shall be to one significant digit (e.g. 23.5%). Hardware costs include the purchase price of the device, administrative costs of your purchasing and accounting staff, and material handling charges.
Column C: Complete the green highlighted cells for each base service identifying the percentage of the total annual price that can be allocated to the cost of the associated hardware necessary to perform the service. Percentages shall be to one significant digit (e.g. 23.5%). Software costs include the purchase price of the software licenses, administrative costs of your purchasing and accounting staff, and material handling charges.

Column D: Complete the green highlighted cells for each base service identifying the percentage of the total annual price that can be allocated to the cost of the associated labor necessary to perform the service. Percentages shall be to one significant digit (e.g. 23.5%).

Column E: Complete the green highlighted cells for each device type identifying the percentage of the total annual price that can be allocated to profit. Percentages shall be to one significant digit (e.g. 23.5%).

Column F: The percentages entered into Columns B-E shall total to 100%

Column G: Check “Yes” or “No” as appropriate. Based on the prices proposed in Contract Years 2-10 for individuals offerings within a particular service type, do the percentages of the major elements of cost change more than ten (10) percentage points from those specified in the table during Contract Years 2-10, i.e. on a year by year basis. Data in Columns B-F is based on prices for Contract Year 1 only. For example, if Labor changed from 49.7% to 60.1% in any one year, “Yes” shall be checked. Offerors shall provide an explanation if the percentages of major cost element changes by more than 10% for CY 1 through CYs 2-10”

(c) Phase-In (P-1B): Offerors shall propose the total firm-fixed-price associated with the 90-day phase-in period, which will be performed under a separate, firm-fixed-price Purchase Order.

In the narrative section of this volume, the Offeror shall provide the following information relative to all non-recurring phase-in prices by service area and in total regardless of when the phase-in activity occurs:

- Identify labor categories, number of hours, fully burdened labor rates
- Significant non-labor resources (materials/supplies, equipment, travel, other)
- Costs of acquiring ACES incumbent owned assets
- Narrative Basis of Estimate (BoE)

(d) Hardware and Software Platform Pricing (P-1C): Hardware and software platform pricing needs to account for changing requirements regarding NASA-STD-2804, NASA-STD-2805 and Addendum 1 to Attachment I-1 Performance Work Station minimum configuration requirements. As defined in the PWS, the use of the “x” in the RFP is deliberate to indicate that NASA-STD-2804 and NASA-STD-2805 are revised on an ongoing basis (projected to be twice annually) and that the requirements for the device definitions will change accordingly.

(e) Pricing Template (Excel) (P-2): The Offeror shall complete the Excel Pricing Model in accordance I-10, Pricing Template. Please see Attachment I-10, Pricing Templates for specific
instructions to complete the tabs in the templates. CAUTIONARY NOTE: If the Offeror proposes additional critical positions (Ref PWS 2.1.1) you are required to add the additional labor categories in Attachment I-7, Fully Burdened Labor Rates and Attachment I-10, Pricing Template under the applicable tabs for pricing purposes. The Government intends to use Microsoft Excel 2016 on a personal computer running Microsoft Windows 10 to aid in the evaluation of the Price volume. In addition to the hardcopy requirements of Provision 13.0, Proposal Preparation Instructions (General), each Offeror is required to submit its Excel Pricing Model and any other electronic cost data, including formulas, on a DVD-R (Original and Copy 1). The files/workbooks shall not be password protected nor contain macros or hidden cells. Formulas or worksheets shall not be linked to any files not included on the DVD-R. Each DVD-R shall have an external label affixed indicating the:

- Name of the Offeror
- Solicitation number
- Original or Copy 1
- File/Workbook Names

Note 1: Total quantities for all price model tabs represent the total quantities for the platforms of that device.

Note 2: The cost of any data center services or consumables required to deliver a particular NEST service shall be included in the price of that service. In particular:

- All consumables (e.g., batteries over the usable life of the system) used in the delivery of the Laptop/Lightweight Laptop/Tablet Computing devices (PWS Section 10.0) shall be included in the price for those.
- All consumables (e.g., batteries over the usable life of the system) used in the delivery of the mobile devices (PWS Section 11.0) shall be included in the price for those devices.
- For NEST Data Center Services that are located in a NASA-owned data center, facility costs (i.e., HVAC, power, network, and square footage) shall not be included in the pricing for the associated.

(f) **Summary (P-2A):** This template uses embedded formulas and links to the other templates to calculate an Offeror’s total proposed price for each of the ten (10) contract years. The Offeror’s overall price calculated by this template will be reported to the Source Selection Authority. There are no cells for the Offeror to complete on this template.

(g) **Infrastructure Support Services (P-2B):** This template is used to capture the proposed annual price of each of the specified Infrastructure Support Services offerings for all ten years of the contract. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template is prohibited.

(h) **Compute Services (P-2C):** This template is used to capture the proposed monthly unit price for each of the Compute Service offerings for all ten years of the contract. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template are prohibited. The Government has entered the expected quantities of each service offering that it anticipates purchasing during each contract year. These quantities are “good
faith” estimates and will be used for price evaluation and selection purposes only. The Government is not obligated to purchase these quantities during actual contract performance.

(i) **Mobile Services (P-2D):** This template is used to capture the proposed monthly unit price for each of the Mobile Service offerings for all ten (10) years of the contract. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template are prohibited. The Government has entered the expected quantities of each service offering that it anticipates purchasing during each contract year. These quantities are “good faith” estimates and will be used for price evaluation and selection purposes only. The Government is not obligated to purchase these quantities during actual contract performance.

(j) **Print Services (P-2E):** This template is used to capture the proposed monthly unit price for each of the Print Service offerings for all ten years of the contract. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template are prohibited. The Government has entered the expected quantities of each service offering that it anticipates purchasing during each contract year. These quantities are “good faith” estimates and will be used for price evaluation and selection purposes only. The Government is not obligated to purchase these quantities during actual contract performance.

(k) **Enhanced Support Services (P-2F):** This template is used to capture the proposed daily and monthly rate of each of the specified Enhanced Support Services offerings for all ten years of the contract. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template is prohibited.

(l) **IDIQ Task Order (P-2G):** This template is used to capture the proposed IDIQ Task order cost. The fully burdened labor rate for all ten years of the contract based on Marshall Space Flight Center rates, in Attachment I-7, Fully Burdened Labor Rates. This is a Government calculated IDIQ Task Order price and is used for evaluation purposes only. The Offeror shall only enter pricing data into the green highlighted cells. Alterations to any other cell within the template is prohibited. The Government has entered the expected labor hours of labor categories that it anticipates purchasing during each contract year. These quantities are “good faith” estimates and will be used for price evaluation purposes only. The Government is not obligated to purchase these quantities during actual contract performance. (Note: The Offerors proposed IDIQ Fully Burdened Labor Rates in Attachment, I-7 is incorporated as part of the Model Contract and these FFP rates will be used by the Contractor/ Government to price future IDIQ Task Orders.)

(m) **MSFC Labor Rates (P-2G1):** This template uses embedded formulas and links to the other templates to calculate an Offeror’s PWS labor rates for each of the ten (10) contract years. The Offeror shall enter the contract year one fully burdened hourly rate for each position and the escalation rates for contract years two through ten. Alterations to any other cell within the template is prohibited. The Offeror shall use the fully burdened labor rates for the MSFC location.

(n) **Summary of PWS Labor (P-2H):** This template uses embedded formulas and links to the other templates to calculate an Offeror’s PWS labor total for each of the ten (10) contract
years. The Offeror’s overall price calculated by this template will be reported to the Source Selection Authority. There are no cells for the Offeror to complete on this template.

(o) **Contract Labor Rates (P-2I):** This template uses embedded formulas and links to the other templates to calculate an Offeror’s PWS labor rates for each of the ten (10) contract years. The Offeror shall enter the contract year one fully burdened hourly rate for each position and the escalation rates for contract years two through ten. Alterations to any other cell within the template is prohibited. The Offeror shall use the fully burdened labor rates for the Contract Labor Rates.

(p) **PWS Section 2.0-12.0 (Tabs P-2J thru P-2T):** These templates are used to capture the proposed labor costs for PWS sections 2.0 thru 12.0. The fully burdened labor rate for all ten years of the contract based shall be based on Template (P-2I). The Offeror shall only enter data into the green highlighted cells for proposed hours for each labor categories supporting the specific PWS requirements. Alterations to any other cell within the template is prohibited. The Offeror shall use the fully burdened labor rates for the Contract Labor Rates.

(q) **Phase-in Costs (Tab P-2X):** This template is used to capture the proposed Phase-in costs. The offeror shall enter the proposed labor hours, total labor cost, other direct costs (ODC). Alterations to any other cell within the template is prohibited.

### 12.4 VOLUME IV: MODEL CONTRACT INSTRUCTIONS

ALL information relating to the Model Contract shall be included in Volume IV. Offerors shall submit the following:

a) Signed copies of the SF-1449 and SF-30(s)

b) Model Contract

c) Completed Attachment I-7, *Fully Burdened Labor Rates Template*

d) Completed Attachment I-9, *CLIN Pricing Template*

e) DRD MA-09 Organizational Conflict of Interest Plan

f) Section II 52.212-3 Representations and Certifications

g) Summary of Exceptions

h) Phase-In Services. In accordance with Section 12.3(c) above, the Offeror shall provide a one-time cost for phase-in services. This will include all expenses (e.g., travel, labor, per diem) associated with the phase-in services, including travel and the phase-in plan. Phase-In services will be ordered via a separate purchase order. The performance period under the resultant contract will begin upon completion of the Phase-In Purchase Order.
i) Travel: Travel will be ordered and funded by the Government, when required. Travel is only reimbursable for Government directed requirements. For proposal preparation purposes, routine travel in support of program and contract management responsibilities shall be considered when developing the fixed unit prices and fixed labor rates. Travel related to the Phase-In Services will not be reimbursed separately and shall be included as part of the Phase-In Price.

j) Financial Capability: In this section of the narrative, the Offeror shall provide an external weblink or a hardcopy of its audited financial statements, specifically Balance Statement, Income Statement and Cash Flow Statement and accompanying notes for the last two fiscal years. In addition, the Offeror shall provide information documenting the amount of established and/or available credit, the financial institution extending the line and the dollar amount (if any) presently in use. At the offeror’s discretion, additional information demonstrating the financial capability of the firm to perform this contract may be included.

(End of provision)

13.0 ORGANIZATIONAL CONFLICT OF INTEREST

Notice of Potential Organizational Conflicts of Interest

a) Notice. The Contracting Officer has determined that this acquisition may give rise to an organizational conflict of interest (OCI). Accordingly, the attention of prospective Offerors is invited to FAR Subpart 9.5 --Organizational Conflicts of Interest. The Contracting Officer shall not award a contract until NASA determines any conflict of interest is reasonably resolved. The Contracting Officer has the sole authority to determine whether an organizational conflict of interest exists and to determine whether the organizational conflict of interest has been reasonably resolved. The OCI plan will not be evaluated as part of Mission Suitability. However, before being eligible to receive an award, the Offeror shall submit an acceptable OCI plan (including mitigation plans for any identified OCIs). As such, the Government may communicate with any Offeror at any time during the evaluation process concerning its OCI plan.

b) Description of Potential Conflict.

(1) Unequal access to information. Access to "nonpublic information" as part of the performance of the Acquisition Support Services contract could provide the contractor a competitive advantage in a later competition for another NASA contract. Such an advantage could easily be perceived as unfair by a competing vendor who is not given similar access to the relevant information.

(2) Impaired Objectivity. Contracts for the evaluation of offers for products or services shall not be awarded to a contractor that will evaluate its own offers for products or services, or those of a competitor, without proper safeguards to ensure objectivity to protect the Government’s interests.

(3) Biased ground rules. The contractor in the course of performance under the Acquisition Support Services Contract, may in some fashion establish
important "ground rules" for another NASA contract, where the same contractor may be a competitor. For example, the Acquisition Support Services Contractor may be involved in the drafting of a statement of work, specification, or evaluation criteria for a future NASA procurement. This could slant key aspects of a procurement in its own favor, to the unfair disadvantage of competing vendors.

c) Responsibility of Offeror. (1) Applying the principles of FAR Subpart 9.5, each Offeror shall assess whether there is an organizational conflict of interest associated with the proposal it submits. The Offeror must explain the actions it intends to use to resolve any organizational conflicts of interest it finds in the Government's assessment and its own assessment. If its proposed resolution involves a proposed limitation on future contracting, the Offeror shall include the clause at NFS 1852.209-71 entitled —Limitation of Future Contracting— in its proposal. If the proposed resolution involves use of mitigation techniques, the Offeror shall include the special clause entitled —Mitigation of Organizational Conflicts of Interest in its proposal. Offerors may include the clause at NFS 1852.209-71 as well as a mitigation plan when their proposed resolution involves both techniques to address conflicts.

d) Offerors are encouraged to inform the Contracting Officer of any potential conflicts of interest, including those involving contracts with other Government organizations, in their proposal. The contracting officer will use this information to determine whether resolution of those conflicts will be required.

e) If the Offeror's proposed action to resolve an organizational conflict of interest is not acceptable, the Contracting Officer will notify the Offeror, providing the reasons why its proposed resolution is not considered acceptable and allow the Offeror a reasonable opportunity to respond before making a final decision on the organizational conflict of interest.

f) Representation. By submission of its offer, the Offeror represents, to the best of its knowledge and belief, that—
   (1) There are no relevant facts that could give rise to an OCI, as defined in FAR Part 2; or
   (2) The Offeror has disclosed all relevant information regarding any actual or potential conflicts of interest.

g) Termination for default. If the successful Offeror was aware, or should have been aware, of an OCI before award of this contract and did not fully disclose that conflict to the Contracting Officer, the Government may terminate the contract for default.

h) Waiver. The agency reserves the right to waive the requirements of FAR 9.5, in accordance with FAR 9.503 Alternate I.

(End of clause)

14.0 ACCESS TO REFERENCE INFORMATION
(a) Information on the ACES program can be obtained by accessing the website at https://www.nssc.nasa.gov/nest. Information available includes:

- Most recent redacted copy of the ACES conformed contract
- ACES Contractor and points of contact
- ACES Background and Historical Information

(b) Information on NEST can be obtained by accessing the NEST website at https://www.nssc.nasa.gov/nest. Information available includes:

- Program information
- Technical Library
- Draft RFP and Industry Day questions and answers
- Industry Day Presentation
- Interested Parties List

(c) Information on Enterprise Services & Integration (ES&I) can be obtained by accessing the ES&I website at https://www.nasa.gov/content/enterprise-service-and-integration-esi-division.

(d) All applicable or referenced technical documents; NASA and Center level directives; and NASA and Center level policy documents cited in this solicitation are either attached or can be accessed online. Attachment I-12, List of Applicable Documents, of the model contract provides a consolidated listing of NASA and Center level directives and policy documents that will need to be used by the successful Offeror during contract performance. Access to these directives and policy documents is through the NASA Online Directives Information System (NODIS) Library at URL: https://nodis3.gsfc.nasa.gov/. Those directives not accessible through NODIS can be viewed at https://www.nssc.nasa.gov/nest. NODIS also contains useful links to:

- Internal Governing Requirements
- Other Internal Requirements
- Initiatives, Reports, and Plans
- External Governing Requirements
- Presidential Initiatives

(e) Acquisition regulations can be accessed at:

- Federal Acquisition Regulation (FAR), URL: https://www.acquisition.gov/browsefar
- NASA FAR Supplement, URL: https://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm

(End of provision)

15.0 SUMMARY OF EXCEPTIONS
Offerors are to clearly detail any exceptions taken and the rationale for the exceptions taken to the RFP in this section. Please note that exceptions taken to the RFP may render the Offeror’s proposal unacceptable to the Government. Exceptions to the NEST RRP should be submitted with Volume IV Model Contract.

(End of provision)

16.0 ALTERNATE PROPOSALS

Offerors may submit proposals that depart from stated requirements. Such proposals shall clearly identify why the acceptance of the proposal would be advantageous to the Government. Any deviations from the terms and conditions of the solicitation, as well as the comparative advantage to the Government, shall be clearly identified and explicitly defined. The Government reserves the right to amend the solicitation to allow all Offerors an opportunity to submit revised proposals based on the revised requirements.

(End of provision)

17.0 52.227-15 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER (DEC 2007)

(a) This solicitation sets forth the Government’s known delivery requirements for data (as defined in the clause at 52.227-14, Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at 52.227-16, if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at 52.227-14 included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor’s facility.

(b) By completing the remainder of this paragraph, the Offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [Offeror check appropriate block]—

[ ] (1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

[ ] (2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows: to be filled in by Offeror
(c) Any identification of limited rights data or restricted computer software in the Offeror’s response is not determinative of the status of the data should a contract be awarded to the Offeror.

(End of provision)

[End of section]