Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
1	Could we extend the Employee listing to 60 days rather than the 10 days after contract award	DRFP I-2 DRDs	Attachment I-3	DRD MA-04	The DRD states the initial submission is due 10 calendar days after the effective date of the contract. That is in addition to the 90 days after the phase-in period begins when the contractor will be interviewing and hiring for the NEST contract.
2	$50M minimum may deter some proposals – is this number flexible?	DRFP 52.212-1 Section III	Past Performance Proposal Instructions	20	NASA anticipates the annual spend on NEST to exceed $100M annually. NASA expects offerors to have perfomed on contracts of similar size, scope, and complexity within the past 3 years as a prime or 1st tier subcontractor.
3	Need assets in Bidders Library. estimating $200 - 250M upfront cost and only initial 2-year base. This is a short period to make this type of investment for only 2 years. Need access to ServiceNow to estimate and price current and future materials. Need asset info in bidder's library.	DRFP Bidders Library			Quantities and device types of contractor provided assets will be available in the Bidders Libraries. The Government does not intend to grant access to ServiceNow to Offerors.
4	Time between release of RFP and proposals being received?	DRFP 52.212-1 Section III	52.212-1 - Instruction to Offerors	11	Past Performance will be due approximately 30 days after the RFP is posted on FBO. Proposals will be due approximately 45 days after the RFP is posted on FBO. Actual dues dates for RFP questions, past performance, and proposals will be included in the Instructions to Offerors for the RFP.
5	Technology gets cheaper and more expensive each year. E.g., Macbook was increased by $400. How do we offer Cheapest price when technology prices are increasing?	DRFP Model Contract Section I	Section 13.3.a		NASA will incorporate FAR Clause 52.216-2 Economic Price Adjustment Standard Supplies or FAR Clause 52.216-3 Economic Price Adjustment Semistandard Supplies into the Model Contract.
6	SB% - 36% - this is a large %; is this contract wide?; must all contract $ flow through SBs? This may impede the ability to get the lowest price with SB company overhead $ tacked on. Can this be applied to the total contract value for services only and not hardware?	DRFP I-16 Small Business Subcontracting Plan	MS-4 Subcontracting Plan	17	Market Research has revealed there are numerous small businesses that are interested in subcontracting opportunites for NEST. The Government is aware of the company overhead costs that may be tacked on. Because of this, the Government will require that 36% of all contract dollars will flow through small business.
7	Helpdesk - not sure exactly about physical or virtual tier 2. Would we be required to have a physical helpdesk? Would that be a NASA facility or contractor provided facility?	DRFP Miscellaneous			The Government is relying on industry to propose the best solution for delivering Tier 2 support.
8	Ebanking model use of cloud, what were you thinking? May have a chart or 2 for industry day brief.	PWS Overview			The PWS and Attachment I-24 Glossary of Terms will be updated to provide an ebanking use explanation.

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9	In Attachment I-10, there are three hidden worksheets contained in the file, named “T Computing Seat”, “IUP Labor Rates”, and “ACES Product Catalog”. Can the Government confirm if these hidden worksheets were included erroneously, or if the hidden worksheets are for use as a part of the I-10 pricing template? If hidden sheets or hidden rows/columns exist in other sheets can the Government confirm the intent of those if they exist?	DRFP I-10 Pricing Template	Attachment I-10 (Pricing Template)	Pricing Template	The Government has deleted all hidden worksheets in Attachment I-10, and/or will lock any hidden cells if required by the Government for the Pricing Templates. Attachment I-10 will be revised in the final RFP.
10	Attachment I-10 requests price buildup information for labor rates including both direct and indirect costs while the DRFP price evaluation is based on 52.121-2 Commercial Items and price reasonableness. In order to simplify the proposal evaluation process, we request the detailed labor rate information requirement be removed since neither price or cost realism is not part of the price evaluation.	DRFP I-10 Pricing Template	Attachment I-10 (Pricing Template) tabs “Contract Level Labo		For "Exempt" employees, Offerors will only be required to provide a Fully Burdened Labor Rate by labor catagory by contract year, including any escalation. For "Non-Exempt" Labor catagories, the Offeror will be required to submit both the base labor rates plus a summary of the total indirect costs for a Fully Burden Labor Rate by labor catagory by contract year. Indirect cost will NOT be required to be broken down by specific indirect elements. (e.g.fringe, G&A etc) These rates are subject to change based on updates in the Wage Determination by the US Department of Labor. Please review Attachment I-07 and Attachment I-10 in the final RFP for any updates.
11	We request for evaluation purposes that NASA provide the quantity for each CLIN in order to accurately estimate the total evaluated price. (e.g., tab ‘Infrastructure Support Services’, Column C; ‘Compute Services’, Column C).	DRFP I-10 Pricing Template	Attachment I-10 (Pricing Template)		An update is required to Attachment I-10 to the final RFP; however, Background and Historical will need to be added to the Bidder's LIbrary in B & H. Estimated quantities have been added to ATT I-10 for pricing and evaluation purposes. The estimated quanitites do not constitute a firm requirement on the pat of the Government and actual ordered quanties may vary.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
12	The price template requires one price per year per labor category. However, there are multiple sites listed in Attachment I-7. Is the intent to include an average that covers all of the sites listed in Attachment I-7 in the I-10 price template?	DRFP I-10 Pricing Template	Attachment I-10 Perf Site Labor Rates FBLR – SCA and Attachm		The Government intends to modify Attachment I-10, Pricing Template, to remove the Contract Level labor Rate Tab with the release of the final Request for Proposal (RFP). In additon, Attachment I-7, Fully Burdened Labor Rate, schedule will also be updated in the release with the the RFP.
13	The price template requires one price per year per labor category. Will bidders be allowed to adjust rates for different locations or only be allowed one rate per category per year?	DRFP I-10 Pricing Template	Attachment I-10 Contract Level Labor Rates FBLR		The Government intends to modify Attachment I-10, Pricing Template, to remove the Contract Level labor Rate Tab with the release of the final Request for Proposal (RFP). In additon, Attachment I-7, Fully Burdened Labor Rate, schedule will also be updated in the release with the the RFP. Offerors will be able to adjust labor rates for each service site based on companies compenstation structure and geographical locations.
14	Table 1.1-2 Service Delivery Metric SLA Targets SLA target SD-7 lists an SLA as “Satisfied (>90%). The Calculation Formula on Page 4 says “Number of customer satisfaction surveys meeting “Very Satisfied”…” Should the calculation use Satisfied instead of Very Satisfied?	DRFP I-3 SLAs	Attachment I-3 Service Level Agreements, Pages 3-4		90% of all returned customer satisfaction surveys must be rated "Very Satisfied" in order to meet the SLA.
15	What location should the bidders assume for completing the KSC – TAL tab?	DRFP I-7 Fully Burdened Labor Rates	Attachment I-7 Fully Burdened Labor Rates Tab KSC - TAL		References to TAL sites will be removed from the PWS and Attachment I-7 in the final RFP.
16	Can the Government provide the current configurations and current deployed quantities for the hardware and software required to be priced in the subscription CLINs?	DRFP I-9 CLIN Pricing	Attachment I-9 (CLIN Pricing)		Quantities of current services will be provided in the Bidder's Library.
17	Can the Government provide quantities for all licenses to be provide by the Contractor?	DRFP I-25 List of Licenses	Attachment I-25 (List of Licenses)		NASA is working to provide software quantities to the Bidder's Library or Attachment I-25.
18	We recommend that the past performance references be limited to the specific Bidding Entity that is submitting the RFP response to this procurement. This ensures the organization that will deliver the services is the same organization that performed the services for the referenced contract.	DRFP 52.212-1 Section III	Section III: Past Performance Proposal Instructions	Page III-20, Section 13.2, Volume II:	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.

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19	There is substantial amount of work that is covered by the Department of Labor, Service Contract Act (SCA). As evidence of the vendor's commitment to the spirit of this requirement we recommend prime contractors must disclose if they have ever been found to be in non-compliance with SCA minimum wages and benefits and if so, what was the remediation.	DRFP 52.212-1 Section III	Section 13.2, Volume II: Past Performance Propo	Page III-20	The Government intends to follow FAR 15.305 Proposal Evaluation and NFS 1815.305 Proposal Evaluation.
20	The RFP states 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. Where on Attachment I-10 are the bidders to add their Phase in Costs?	DRFP 52.212-1 Section III	Page III-27, Section 13.3 (d) Phase-In (P-1C) & Attachment I		A new Tab will be added in Attachment I-10, Pricing Template for Offerors to price Phase-In costs for the Phase-in Task Order.
21	Under a), the RFP indicates "Completed Attachment 1-10, Pricing Template with sufficient detail to support and explain all proposed costs, giving figures and narrative explanation." Is this request duplicative of what is required in Section 13.3 Volume III Price Proposal Instructions? What additional information is expected in this section that would not be required in Section 13.3?	DRFP 52.212-1 Section III	Section III: Model Contract Instructions	Page III-28, Section 13.4 Volume III:	The Government will review both Attachment I-10, Pricing Template instructions and Section 13.3 Volume III Price Proposal Instructions and either eliminate any duplicative language and/or reference the other document to ensure consistency and clear instructions.
22	The Government indicates there is an existing ServiceNow implementation in place. Can the Government provide details for existing business workflows relating to how ServiceNow is currently used, and how the Government anticipates it will be used for tracking invoiced items, and what interfaces are available for reporting purposes relating to invoicing? This question is intended to determine level of effort required to integrate with the Agency's existing ServiceNow implementation for the purposes of meeting invoicing requirements.	DRFP Model Contract Section I	ii. …ServiceNow ticket number	Page 4 Section 3) ii	There will be no electronic interfaces. The NEST contractor will be provisioned to work directly in ServiceNow where they can view reports, create reports and create dashboards for the purpose of tracking invoiced items. For invoice submittal instructions, reference Section 1.2 of the Model Contract.
23	The Government indicates that the contractor shall provide the Agency "summary and individual worksheets for each Center to the Contracting Officer (CO)", however section 1.2.3.i-iii of the same page does not identify these as part of the invoicing worksheets. Can the Government clarify if items identified in section 1.2.4 on PDF page 6 are part of the monthly invoice package? If the Government response is in the affirmative, can the Gov't clarify the contents of item in 1.2.4 on PDF page 6? Is item identified in 1.2.4 intended to provide each Center a breakdown of their specific costs by Center, similar to an invoice, but for informational purposes only?	DRFP Model Contract Section I	Section 1.2.4	Page 4	Paragraph 1.2.4 of the DRFP has been removed from the Addenda to 52.212-4.

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24	The Government indicates that the Contractor is responsible for the costs associated with loss or destruction of devices, with some opportunity for compensation for losses over 0.50% of the rolling 12 month invoice amount for all services provided. Given that the costs of losses associated with devices could represent substantial expense to the contractor, can the Government describe what policies, physical controls, and other methods the Government may use to enforce proper stewardship of devices in the custody of authorized users? Additionally, can the Government consider that limiting allowed losses per user could improve the Contractors ability to more accurately price services. Lastly, can the Government define what constitutes success in being able to "substantiate the nature of the loss and the reimbursement costs"?	DRFP Model Contract Section I	Section 2.4(c)	Page 14	The offerors should consider this when submitting their pricing for compute, mobile, and print services. The Government policy NPD 2540.1 addresses personal use of Information Technology. Additionally, as long as the threshold of losses is less than 0.50% in a given 12 month period the nature of the loss or repeated losses by a single end-user is not relevant. Lastly, to substantiate the nature of a loss, the contractor will need to display the loss was due to mishandling by the end-user and is not due to a defect.
25	The Government indicates all user orders for NEST services will be placed through the ESRS. In order to accurately price and design a solution, can the Government provide details regarding the nature of the ESRS system, including architecture, interface specifications, and other data which would be relevant in designing automated systems to interface with ESRS? Requested information would support understanding the level of effort required to design and build interfaces for automating provisioning of services from the ESRS system. Additionally, as a follow on question, if the ESRS system is a ServiceNow based system, any details relating to the versions, custom development, platforms, existing API's, or other details would provide improved ability to assess the level of effort required for the performance of the work.	DRFP Model Contract Section I	Section 3.2	Page 15	The PWS Section 3.2 requires that the Contractor work directly in ServiceNow. No interfaces to external systems will be supported by the Government. Contractor staff will be provisioned with the necessary fulfillment roles in order to allow them to work request tasks submitted by users.
26	The Government indicates that the Technology Infusion and Transformation Plan will be developed in accordance with NPR 7120.7. Can the Government provide examples of 3 efforts or projects of similar scale and scope from within the past 5 years , including the process and frequency of completion of 7120.7 requirements? Additionally, can the Government describe average timelines for satisfaction of 7120.7 requirements on 3 past projects of similar scale and scope?	DRFP Model Contract Section I	Section 3.6	Page 18,	OCIO projects managed under NPR 7120.7 vary in their complexity, budget, and the number of other associated OCIO Programs involved (Security, Communications, Applications, etc.). These tasks are transformational in nature and the Government is relying on industry to propose the best solutions for delivering innovation.
27	The Government defines Residual Value as ATV=(C/R)*(R-D). R is defined as "the Refresh Cycle". Can the Government clarify if the meaning of Refresh Cycle is a numeric value/representation the number of months at which a device is replaced per the Refresh Cycle?	DRFP Model Contract Section I	Section 4.6(C)2	Page 24	The Government clarifies the meaning of Refresh Cycle to mean a numeric value that represents the number of months during which a device is replaced per the Refresh Cycle. The refresh cycle will vary for compute, mobile, and print services. The Government will add the definition of Refresh Cycle in Attachment I-24 Glossary of Terms.

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28	Section 6.3 indicates that Contractor staff may require "up to" Secret security clearance to perform work on the NEST contract. Can the Government clarify and detail the security clearance requirements for staff working on the NEST contract? In addition, can the Government provide specifics around citizenship requirements of Contractor staff working on the NEST contract, as well as if all work must be performed within the geographical boundaries of the United States (for instance, no work may be offshored to a non-US location)?	DRFP Model Contract Section I	Section 6.3	Page 37	The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Goverenment anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance.The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a requirement for access to classified national security information.
29	In Section 6.5.a, the Government directs the Contractor to "enter into Associate Contractor Agreements". Can the Government provide an example of such an agreement which is currently in force, and if these agreements have financial components, as section 6.5(g) seems to indicate there is a financial component to such an agreement?	DRFP Model Contract Section I	Section 6.5(a) (Associate Contractor Agreements)	Page 38	Associate Contractor Agreements will be negotiated between the NEST contractor and the contractors identified in the Model Contract, Section 6.5. List of contractors to be added in the RFP. The costs of preparing and administering ACAs should be included in the contractor pricing for PWS Section 3.0 Contract Management. The Government will not release the current ACAs as they may include proprietary information.
30	Section 6-1 contains all SLA performance metrics and additional SLA metrics are contained in Table 1.1-2. Can the Government provide additional information so that the bidder may understand the relationship of the Surveillance Matrix on page 265 and the SLA metrics starting on Page 171? If redundancy or duplicity exists, can the Government confirm which (or both) of these are evaluator criteria?	DRFP I-20 QASP	Section 6.1	Page 265,	It is the Government intent that the performance metrics listed in Attachment I-3, Service Level Agreements, specifically, 1.0 Metrics and Service Level Agreements will be the same performance metrics included in Attachment I-20, Quality Assurance Surveillance Plan, specifically, 6.0 Survelliance Marix. 1/29/2018 Per OGC recomendation, the Surveliance matrix (SLA) has been removed from ATT I-20 and the SLA's are only referenced.
31	Table III-2 there may be a typographical error. Currently the proposal due dates and times reflect "3/15/10" in the last three rows of the table. Can the Government clarify if this is an error, and if the intent of the table was to show dates of 3/15/2018 in the last three rows of the table?		Page 295, Table III-2		The dates in Table III-2 were updated to reflect the correct year.

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32	The Government indicates a desire for reduced unit costs year over year. Third party suppliers (such as Apple) hold substantial influence in market prices, and as an example Apple Iphone prices have increased dramatically over past years. Can the Government provide some accommodation or provision to address and provide relief in cases where product vendors increase prices over the life of the contract, or provide direction on alternatives for decreasing contract costs when faced with increased per unit costs of certain hardware or software?	DRFP Model Contract Section I	Section 13.3.a	Page 306	NASA will incorporate FAR Clause 52.216-2 Economic Price Adjustment Standard Supplies or FAR Clause 52.216-3 Economic Price Adjustment Semi-standard Supplies into the Model Contract.
33	The Government cites use of NASA-STD-2804 and NASA-STD-2805. Can the Government please describe in greater details the process of development and finalization of 2804/2805 standards, and provide the 5 most recent standards, along with their effective dates? In addition, can the Government provide visibility into the Contractor's as well as third party vendor roles in development of 2804 and 2805 standards?	DRFP 52.212-1 Section III	Cost Pricing 13.3 g Item (e)	Page 311	The 2804 / 2805 standards are developed twice annually in the Spring and Fall. Current and past versions will be made available in the Bidder's Library. The standards are developed with input from industry, including vendors, and NASA EUS Contractors. The review cycle begins with solicitations for inputs, followed by in informal draft, formal draft, and final approval reviews. The NASA CIO is the approval authority for the standards.
34	Sections 3 and 4 indicate major changes to end user services delivery through implementation of virtual desktop and use of off device data storage. Does the Government anticipate introduction of new SLA requirements specific to these service offerings, and if so can the Government share those SLA requirements (even if only notional)? Additionally, should the Contractor implement off-device data storage as indicated in section 4, should the contractor assume the same "backup and restore" requirements exist for that data, or will new requirements result due to the change in the nature of the storage (for instance rather than a nightly backup, perhaps a cloud based realtime mirror of the data geographically distributed across cloud providers may be in order)?	DRFP RTOs	Sections 3 & 4	Page 321	New services such as VDI would be developed in partnership between NASA and the NEST contractor. Technical, Business, and Contractual concerns would be addressed during the Service Design phase with contractor input. New technologies such as VDI would impact data storage and backup methodologies, and may require negotiation of additonal SLAs.

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35	Several objectives (including Objective #'s 3, 5, 6, and 9) contain no detail, while other objectives in the same list do contain detail. Can the Government provide additional detail for Objectives 3, 5, 6, and 9 to better assist the prospective Contractor in accurately developing a response?	PWS Overview	Section 1.2.3	PWS Page 6	The PWS will be revised to provide the contractor additional detail for the objectives.
36	"The Contractor shall provide all resources…" Please clarify resources and tools that exist that Contractor would not provide such as existing ITSM (SNOW) or CDM tools.	PWS Overview	Section 1.4	PWS Page 7	The Government will provide clarification within the PWS.
37	The Government indicates additional "performance sites" may be identified through "contract execution". Can the Government clarify the intent of this statement, and confirm that no additional work performance locations will be added without the opportunity for a review of increased costs to the contractor, and appropriate contract modification?	PWS Overview	Section 1.5	PWS Page 7	Additional performance sites may only be added via bi-lateral contract modification in accordance with FAR Clause 52.212-4 (C)
38	Table 1.5-1 NASA Service Performance Sites lists Primary Sites with associated sites indented below the primary. Immediately after the table there is a statement "Hereafter and throughout the PWS, "Center(s)" will refer to NASA Center(s) and associated facilities." Does the reference to "NASA Center(s)" refer to the primary sites, primary and secondary sites, or just those sites with Center in their title?	PWS Overview	PWS Pages 7-8, Section 1.5 Service Locations		The statement "NASA Center(s)" refers to the service locations the NEST services shall be performed.
39	The Government indicates a letter will define the role of Government supplied Communications POC. Can the Government provide the expected contents of that letter and define the responsibility of the Communications POC, so that the bidder may accurately identify its required responsibilities in interfacing with the Government supplied Communications POC?	PWS Program Mgmt	Section 2.2.1.B	PWS Page 10	The PWS will be revised to provide more clarification.
40	What is the frequency of regular stakeholder meetings?	PWS Program Mgmt	Section 2.2.1.e	PWS Page 10	PWS will be modified to clarify expectations for frequency of stakeholder meetings.
41	"The Contractor shall provide a corresponding technical contact for each Center for the major technical portions of the Contract." Does the reference to "each Center" refer to the primary sites listed in Table 1.5 and "Main Campuses" as listed in Attachment I-4 (Government Provided Facilities)? Or are technical contacts required in each Main Campus and Remote Location as listed in the attachment?	PWS Program Mgmt	Section 2.2.1 CRM Requirements b.	PWS Page 10	Requirements for the CRM will be reviewed and revised as necessary and updated prior to release of the RFP. CRM was removed from the PWS per EUSO. CRM will be Govt Retained Positions.
42	"…the Contractor shall specifically: participate in regular stakeholder meetings." A) Can the government please provide the frequency of these meetings? B) Are these meeting for the program overall or at each Center?	PWS Contract Mgmt	Section 2.2.1 CRM Requirements e.	PWS Page 10	Requirements for the CRM will be reviewed and revised as necessary and updated prior to release of the RFP.

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43	Please further clarify 'Contract Changes' as referenced.	PWS Program Mgmt	Section 2.2.2.b.ii	PWS Page 11	The PWS has been revised to provide clarification.
44	For direct, targeted communication to specific user groups (e.g., all Mac users), does NASA presently maintain end-user demographical information in a NASA ITSM or NASA CRM tool?	PWS Program Mgmt	Section 2.2.2.c 5th bullet	PWS Page 11	The current ACES contractor provides end user demographic information.
45	The Government has requested outreach programs which include road shows, open houses, and expositions. The ending sentence indicates the requirement is "no less than once per year and may be virtual" however the opening sentence reads "at all Centers/Facilities". Can the Government clarify the schedule and frequency of these events discretely for each event type, and which events may be conducted virtually? Understanding the spirit of the section is to increase EUSO integration and information sharing, clarification here in terms of the language will assist in accurately pricing and designing a solution to meet the Government's needs.	PWS Program Mgmt	Section G	PWS Page 11	PWS will be modified to clarify expectations for frequency of stakeholder meetings.
46	The Government has indicated a desire to staff a specific ratio of Microsoft Certified technicians. Microsoft Certified Professional (MCP) is a term which encompasses various Microsoft certifications. Can the Government clarify if any MCP certification (such as MTA or MCSE) meets the requirement, or provide a schedule of Microsoft certifications the Government requires? Additionally, in the same section, there is no requirement for RedHat certifications. May the bidder assume there is no requirement for RedHat certifications of Contractor staff?	PWS Program Mgmt	Section 2.4.e.i	PWS Page 14	The Goverment has reviewed the PWS requirements at PWS 2.4, Training and Certification, paragraph (e) and plans to remove the specified minimal staffing ratios as indicated for all Microsoft and Apple service technicians. The Offerors will be required to propose an adequate staffing approach to fully satisfy all services. The Government will then evauate the Offerors proposed staffing approach in accordance with the Evaluation Plan. The RFP will be updated to reflect these anticipated changes.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
					The Goverment has reviewed the PWS requirements at PWS 2.4, Training and Certification, paragraph (e) and plans to remove the specified minimal staffing ratios as indicated for all Microsoft and Apple service technicians. The Offerors will be required to propose an adequate staffing approach to fully satisfy all services. The Government will then evauate the Offerors proposed staffing approach in accordance with the Evaluation Plan.
47	The Government indicates Mac technicians should be “Apple (Mac) Certified Technicians (ACT)”. Is it the intent of the Government that this is represented as what Apple identifies as an ACMT 2017, or are other certifications acceptable (e.g., ACIT 2017)?	PWS Program Mgmt	Section 2.4.e.ii	PWS Page 14	1/29/18- OEM requirements was deleted from the PWS.
					The Goverment has reviewed the PWS requirements at PWS 2.4, Training and Certification, paragraph (e) and plans to remove the specified minimal staffing ratios as indicated for all Microsoft and Apple service technicians. The Offerors will be required to propose an adequate staffing approach to fully satisfy all services. The Government will then evauate the Offerors proposed staffing approach in accordance with the Evaluation Plan.
48	The Government indicates the ratio of Apple technicians is based on “all Apple devices”. Should the contractor calculate this to include all Apple Iphone’s and Ipads as part of the wireless agreement as part of “all Apple Devices”? For instance, if a Center has 150 Apple workstations, but 1000 Apple Iphones, would the total calculation for the technical ratio be based on 1150 Apple devices, or 150 Apple devices?	PWS Program Mgmt	Section 2.4.e.ii	PWS Page 14	OEM requirements were deleted.
49	Please clarify the scope of the training referenced in this section. Does the training apply to contractor technicians only or all training, including end-users?	PWS Program Mgmt	Section 2.4 f	PWS Page 14	The scope for PWS Section 2.4.f, Training and Certification applies only to the Contractor employees. The scope for PWS Section 2.4, Training and Certification covers both end user training and the contractor technician certified training as outlined in part (e) of Section 2.4.
50	Is the intent to augment an existing NASA educational system with end user training/certs or a new system to be procured as part of this contract?	PWS Program Mgmt	General	PWS Page 14	The requirement is for Offerors to provide information as instructed in Attachment I-2, DRD MA-04 Employee Listing, address the training certifications.

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51	The Government indicates all WAN services must be purchased via the existing NICS contract. In the event the Contractor solution requires unique connectivity solutions to various cloud providers such as MTIPS/TIC connections to Azure or Amazon Web Services, what provisions are there within the NIC offerings to support these types of network connections? Additionally, for pricing purposes, can the Government provide a detailed schedule with pricing of these NICS services offering so that the Contractor may accurately price its solution?	PWS Program Mgmt	Section 2.8.1	PWS Page 16	Any unique network requirements required by the NEST contractor shall be provisioned by the existing NICS contract. The Government is unable to provide pricing for NICS services as that information is proprietary.
52	Will EAST-2 contractor be responsible for developing, providing, and maintaining end user training and end user documentation for EAST-2 software?	PWS Program Mgmt	PWS Page 16, Section 2.8.2	Page 16 of 65	The NEST Contractor will not be required to develop, provide or maintain end-user training and or end user documentation for EAST-2 managed software. Training will be required for NEST.
53	What is the current CDM phase for NASA CDM?	PWS Security Mgmt	Section 5.2 k	PWS Page 26	NASA CDM is currently in Phase 1.
54	What is the Tier 1 call volume during standard business hours? Outside of standard business hours? Are there SLAs? When and what are the durations for Peak Seasons? Additionally, could NASA provide historical Service Desk call/ticket data including: The monthly average of service ticket requests for Tier 2 during normal business hours & outside of normal business hours The peak amount of monthly service ticket requests for Tier 2 during normal business hours & outside of normal business hours The monthly average of service ticket escalation from Tier 1 to Tier 2 during normal business hours & outside of normal business hours The monthly average service ticket escalation from Tier 2 to Tier 3 during normal business hours & outside of normal business hours The peak amount of monthly service ticket escalations from Tier 1 to Tier 2 during normal business hours & outside of normal business hours The peak amount of monthly service ticket escalations from Tier 2 to Tier 3 during normal business hours & outside of normal business hours Any calendar periods historically known to have increased service desk requests or tickets	PWS Service Mgmt	PWS Page 29, Section 6.1 & 6.2		Please see the Background & Historical information provided in the Bidder's Library.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
55	What is the Tier 2 call volume during standard business hours? Outside of standard business hours? Are there SLAs? When and what are the durations for Peak Seasons? Are there any NASA SLA requirements for the Tier 2 help desk under the NEST Service Management services, such as average speed to answer (ASA) and first response resolution percentage (FRR)?	PWS Service Mgmt	Section 6.2	PWS Page 30	Please refer to the Background & Historical information provided in the Bidder's Library and the SLA's in Attachment I-3.
56	The Government indicates a requirement for 24/7 Tier 2 support. Does this requirement mean full levels of staffing, or does the Government intend for an extended response time and reduced Tier 2 staffing level outside of normal business hours? Does the Government require each Center to maintain a dedicated off hours Tier 2 staff, or may one center provide after hours coverage for other Centers with callout for staff if hands on work is required? Can the Government clarify the level of after hours staff requirements, response time, and if "callout" is an option, so that the bidder may accurately allocate resources to meet the Government requirement?	PWS Service Mgmt	Section 6.2 f.i, and f.ii	PWS Page 30	NASA is relying on industry to propose the best solution for delivering Tier 2 support.
57	The Government indicates enhanced support for VIP staff. Can the Government provide a count of VIP staff, broken down by Center, so that the contractor may anticipate the level of support resources required for VIP engagement? Additionally, can the Government identify any additional requirements for support of VIP personnel?	PWS Service Mgmt	Section 6.4.2 and VIP matrix Page 80	PWS Page 33	Please see the Background & Historical information provided in the Bidder's Library. All requirements will be identified within the PWS.
58	"The Contractor shall provide walk up support for resolution of incidents." Is walk up support only required in Main Campus areas as defined by Attachment I-4 (Government Provided Facilities) or is Walk Up support also required for remote locations?	PWS Integration	Section 6.4.3 Walk up Support, a.	PWS Page 33	The Government will identify the Centers and associated facilities that will require walk-up support.
59	The Government indicates asset tagging characteristics, but characteristics unique to mobile devices such as IMEI are not explicitly defined. Is it the intent of the Government to use IMEI or other unique mobile identifiers to manage mobile device assets, and do existing Government solutions support mobile asset identifiers such as IMEI, etc?	PWS Integration	Section 6.6.c	PWS Page 34	The Government will update PWS Section 6.6.c to add IMEI as a minimum field for tracking and management of all service assets.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
60	To assist in developing a Capacity Management Plan for NASA under the NEST contract, will NASA provide historical quantity data for the Contractor to produce a more accurate capacity trend analysis? Such historical quantity data should specifically encompass the following areas: Service Management Collaboration and O365 Services Compute Services Mobile Services Print Services	PWS Service Mgmt	PWS Page 35, Section 6.9 & Attachment I-2		The government will provide historical quantity data in the Bidders Library.
61	The Government indicates "the Contractor shall provide collaboration and messaging services to support sustaining operations…". For clarity, given the NEST DRFP discusses the need for collaboration toolsets, can the Government clarify if there is an expectation for the Contractor to provide licensure and operating cost coverage for products such as Microsoft O365, Skype, Microsoft Teams, or other collaboration tools used by NASA staff? Additionally, can the Government clarify the definition of Collaboration and Messaging services as stated in this PWS section?	PWS Collaboration & O365, DRFP I-24 Glossary of Terms	Section 8.0.b	PWS Page 36	The Government will be responsible for Microsoft O365 Licenses. See Attachment I-24 Definition of Terms for Collaboration and Messaging.
62	The Government indicates the contractor will support an O365 implementation. Can the Government clarify the role of the contractor in the Microsoft O365 implementation? For instance, is the NEST Contractor responsible for any component of implementation or design of an O365 solution, for any training or go-live support, or any other O365 implementation activity?	PWS Collaboration & O365	Section 8.2.a	PWS Page 38	The Government requires the contractor support O365 services as determined in PWS Section 8.2. The Government intends to have O365 elements listed in PWS Section 8.2.1 (c) operational before contract award. Implementation of new O365 capabilities per PWS Section 8.3 will be in accordance with EUSO Project implementation details via FFP LOE task order.
63	The Government indicates the contractor shall support "e-discovery requests". Can the Government clarify the Contractor's degree of responsibility and liability in light of use of third party products such as Microsoft OneDrive or other systems which are not directly administered or managed by the Contractor? Is it the intent of the Government that the NEST Contractor will support document recovery from its systems and backups with no liability for the effectiveness of third party products or their ability to meet e-discovery requirements?	PWS Collaboration & O365	Section 8.2.1.U	PWS Page 39	The NEST contractor will support processing e-discovery requests. This includes restoring data as requested. The Government recognizes that the tools provided are Microsoft developed and managed tools so the Government will have to work through the overall responsibility model as the O365 project progresses. This information will not be available prior to RFP release.

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64	What is the D/R Model for NASA? For example, Active/Stand-By, Cloud-based, etc.? This information is necessary to provide data center services in accordance with NASA's overall D/R plan.	PWS Infrastructure Operations	Section 9.0	PWS Page 40	This question is unclear. Please clarify and resubmit.
65	The Government may have a typographical error in the bulleted list which is out of sequence showing "a, b, a, b, c, d….".	PWS Infrastructure Operations	Section 9.0	PWS Page 40	The Government will reindex PWS Section 9.0.
66	The Government indicates that the 60 month refresh requirement may be waived for virtualized or cloud based infrastructure used to support NEST operated end user systems. Given that virtualized hosts running in hypervisor environments such as VMWare do require physical hardware, is it the intent of the Government that any hardware used to operate virtualized hosts is not subject to a 60 months refresh, and may be refreshed at the discretion of the Contractor?	PWS Infrastructure Operations	Section 9.0.g	PWS Page 40	The contractor shall refresh all physical infrastructure servers on a 60 month refresh cycle.
67	The Government identifies various operating systems requiring DAR encryption. The Government has specified versions for Microsoft Windows environments as Windows 7 and Windows 10, but has not specified versions for MacOS, or a specific type of Linux (or version). Can the Government clarify the currently in use versions of the MacOS requiring encryption, as well as specify what types and versions of Linux (e.g., RHEL6, RHEL7, Ubuntu, CentOS, etc) must be supported by a DAR encryption product?	PWS Infrastructure Operations	Section 9.4.b	PWS Page 41	Windows 10, macOS 10.12, and Red Hat Linux Enterprise (RHEL) 7 are the default operating systems for Agency end users as of the Spring 2017 Release of NASA-STD-2804. The specific version callouts for Windows 7 and 10 are due to the differing configurations for each. NASA expects to continue use of FileVault on MacOS systems for future versions.
68	The Government indicated the Contractor shall provide "monitoring of Whole Disk Encryption of all Agency Devices". Android and iOS are not listed in the bulleted list in section 9.4.b preceding this statement. Can the Government clarify if there is a requirement to encrypt Android devices (such as through dm-crypt) or if mobile devices (Android and iOS) DAR will be managed through the Mobile Device Management solution?	PWS Infrastructure Operations	Section 9.4.c	PWS Page 41	Section 9.4 is in reference to Compute devices. Android and iOS devices will be managed through the Mobile Device Management solution.
69	Are there sufficient licenses of Autonomy Connected Backup to support anticipated growth through the duration of the NEST contract?	PWS Infrastructure Operations	Section 9.5 g	PWS Page 42	Transition of in-use licenses and scaling to NEST requirements is the responsibility of the NEST contractor.
70	Does the Government intend the Contractor will provide backup specific to end user devices and to infrastructure operated by the Contractor, but those backups will not extend beyond end user devices? Can the Government clarify that backup and restore services under NEST will not include other server/infrastructure environments not in scope of the NEST delivery contract? (for instance, the Contractor will not be required to provide backup solutions for NASA financial applications housed on centralized servers, or other non-NEST related backups)	PWS Infrastructure Operations	Sections 9.5.a-b, and h	PWS Page 42	Section 9.5, Backup and Restore, is specific to backup and restoration of end-user clients. The NEST contractor is also reponsible for backup and recovery of enabling infrastructure for services delivered under the NEST contract. PWS modifications are required to clarify scope.

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71	Can the Government clarify the specific type of Linux platforms to be supported (e.g., RHEL, Ubuntu, CentOS, or all Linux platforms)?	PWS Infrastructure Operations	Section 9.5.h	PWS Page 42	Red Hat Linux is expected to be the only Linux distribution supported via standard orderable services via the ESRS. The current version specified in the Spring 2017 version of NASA-STD-2804 is Red Hat Enterprise 7.
72	Can the Government clarify if expanded support for backup and restore of mobile devices (Android and iOS) should be included or if a contract modification would be executed if that expansion were desired by the Agency? Clarification of this point will ensure accurate pricing for any backup and restore solution.	PWS Infrastructure Operations	Section 9.5.h	PWS Page 42	Client backup solutions for Mobile Devices (Smart Phones, iPads) are not expected. NASA is assuming that NASA data is being accessed only via the MDM solution, with data not resident on the device. If desired, additional services would be added via bi-lateral contract modification.
73	Are there sufficient licenses of Bomgar to support anticipated growth through the duration of the NEST contract?	PWS Infrastructure Operations	Section 9.6 b	PWS Page 42	Transition of in-use licenses and scaling to NEST requirements is the responsibility of the NEST contractor.
74	As Section 12.12 identifies green and energy conservation requirements for Print Services under the NEST contract, are there similar green and energy conservation requirements for Compute Services under the NEST contract?	PWS Compute Services	PWS Page 44, Section 10.0		The model contract requires computers to be EPEAT registered via reference to 48 CFR 52.223-16, Acquisition of Epeat®-Registered Personal Computer Products. NASA-STD-2805 requires EPEAT Gold registration, as well as requirements for enabling power and consumable saving settings on Computers and Print Devices.
75	Can the Government provide clarification related to devices deemed “loaner pool devices”? Is the intent that each Center will order a number of loaner pool devices in a quantity deemed necessary by the NASA staff per Center, and that those devices ordered through ESRS are billable to NASA while in storage as unused loaner pool devices? Additionally, can the Government provide clarification with regard to the nature of loaner pool devices versus temporary devices?	PWS Compute Services	Section 10.1.15.1	PWS Page 48	It is the Government's intent to order services with loaner pool management to meet infrequent organizational requirements, that when pooled, justify the expense of the subscribed service. Services subscribed to the loaner pool management option are billable whether in use, or in storage, until unsubscribed by the customer. Temporary Services differ in that they are expected to be utilized by a single indivual for the duration of the requirement, such as a summer intern.

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76	Can the Government provide a complete list of "non-core software" which must be supported under the requirement contained in 10.1.2.3.b of the DRFP? If no list of discrete software items is able to be defined, can the Government provide visibility into any limitations to non-core software? DRFP Attachment I-25 contains software licensure listings--is Attachment I-25 relevant to the definition of "non-core software" and if so can the Government describe this relationship of Attachment I-25 to "non-core software"? This will aid in accurate architecture and planning for engineering, testing, deploying, maintaining, and securing third party software.	PWS Compute Services	Section 10.1.2.3 & Attachment I-25	PWS Page 49	The incumbent contractor provides Managed Software Services for Microsoft Project, Visio, and Acrobat. These titles are expected to continue into the NEST contract and be transitioned from the incumbent without interuption to the end-user. The government intends Section 10.1.2.3 to include additional software titles based on analysis of the user environment, as well as technical and business justification for Enterprise management.
77	Can NASA provide the quantities of end user mobile devices for: iOS, Windows, and Android smartphones Standard cellular devices iOS, Windows, and Android tablets	PWS Mobile Services	PWS Page 51, Section 11.0		The Government will provide via the Bidders Library a copy of the current Mobile posture at the Agency.
78	Is the expectation of the Government that the contractor will enable printing using existing MDM software already in place, or will additional VPN or other methods be required to enable printing from mobile devices to the secure NASA network? If additional devices, hardware, software or other tools are required to enable printing from mobile devices to printing resources on the secure NASA network, are costs associated with that enablement expected to be built into the pricing proposal?	PWS Mobile Services	PWS Page 52, Section 11.3.e		NASA is relying on industry to propose the best solution for delivering this transformational service. Costs for the enablement of mobile printing is expected to be built into the pricing proposal.
79	Can the Government provide details on the scope of database administration services? Is it the Government's intent to have available basic and advanced database services for use by the Agency on a special needs basis for only EUSO related systems or does is it the Government's intent that these Enhanced Services could be utilized to support NASA applications (e.g., financial applications, mission applications, etc.)? In any case, is it the intent of the Government that these "enhanced services" would be billable on a case by case basis as needed, or is it expected that these services would not introduce additional billing and would be provided under the NEST contract at no additional cost?	PWS Enhanced Support Services	Section 13.0.i-j	PWS Page 64	Enhanced Support Services can be ordered to support any NASA application. Enhanced Support Services are orderable under the ESRS system and billed accordingly.

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80	In order to remove any potential ambiguities within the solicitation, and to ensure an equal evaluation of all bidders, will the Government please specifically identify the critical positions required to be designated as “key personnel” and the required and/or desired qualifications for each “critical position/key personnel” to include education, experience, and relevant certifications? Leaving the number and function of “critical positions/key personnel” open to each offeror’s discretion can create ambiguity within the solicitation and result in unequal evaluations of proposals versus a fair and equitable evaluation of each proposal against clearly defined requirements.	DRFP 52.212-1 Section III	MS-2 Program Management Approach Subfactors 6,7,8,9; Page IV	Page III-13	The Government does not plan to include the Key Personnel clause in the NEST solicitation. Offerors' shall propose minimum essential critical positions in accordance with Section III, Instructions to Offerors.
81	Will the Government please further refine its requirements for critical positions/key personnel to require both resumes and signed letters of commitment for all proposed critical positions/key personnel? This will ensure an equal evaluation of all bidders and reduce risk to NASA by enabling a complete evaluation of actual named personnel proposed to perform the work required by their positions.	DRFP 52.212-1 Section III	MS-2 Management Approach Subfactor IV-6,7,8,9;	Page III-13	The Government will not require key personnel under this procurement. Offeror's shall propose minimum essential critical positions in accordance with 52.212-1 Instructions to Offerors, paragraph 13.1 MS-2 Management Approach 5.
82	Will the Government please consider refining the requirements for critical positions/key personnel to only include personnel currently within the active employment of the prime offeror at proposal submission, while excluding so called “contingent hires” and/or sub-contractor critical position/key personnel since even major subcontractors will not hold privity of contract with NASA. By requiring only critical position/key personnel bid directly by the prime offeror and in the prime offeror’s current employment, NASA will be able to avoid both the risk of “bait and switch” resumes at proposal submission, but also, and more importantly, have the assurance of a fair evaluation and the post award performance of the personnel that were actually bid and evaluated.	DRFP 52.212-1 Section III	MS-2 Management Approach Subfactor IV-6,7,8,9;	Page III-13	The Government will not require key personnel under this procurement. Offeror's shall propose minimum essential critical positions in accordance with 52.212-1 Instructions to Offerors, paragraph 13.1 MS-2 Management Approach 5.
83	Will the Government please require that all offerors certify that each person named to a critical position/key personnel be required to perform within the designated position for at least 24 months after contract award? This will ensure that NASA reduces performance risk with the knowledge that the personnel submitted and evaluated will actually be the personnel performing the work for the critical first performance period of the contract.	DRFP 52.212-1 Section III	MS-2 Program Management Approach Subfactors 6,7	Page III-15	The Government will not require key personnel under this procurement. Offeror's shall propose minimum essential critical positions in accordance with 52.212-1 Instructions to Offerors, paragraph 13.1 MS-2 Management Approach 5.

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84	In order to ensure that each offeror truly has a complete understanding of the NEST project and can be evaluated equally and fairly, will the Government please consider conducting live orals presentations and/or demonstrations with the bidders' proposed critical position/key personnel as an important phase of the solicitation process? Live orals presentations will enable NASA to fully understand what each offeror is proposing, while also ensuring that each offeror has a direct and complete understanding of the target environment from the offeror's critical position/key personnel that would actually be performing the work.	DRFP 52.212-1 Section III	MS-2 Program Management Approach Subfactors 6,7	Page III-15	As prescribed in the FAR Clause 52.212-1, Instructions to Offerors - Commercial Items, the Government intends to make an award based on initial proposals, without discussions. Should it be determined that discussions are required and the consequential establishment of a competitive range is necessary, only the most highly rated proposals will be included in the competitive range.
85	Will the Government please confirm that all work to be performed by all contractor personnel must be accomplished by US citizens only? This will enhance the security of NASA and its mission throughout the life of the contract.	DRFP 52.212-1 Section III	MS-2 Program Management Approach Subfactors 6,7	Page III-15	It is not the Government's position to determine the personnel proposed by Offerors. However, bidding companies should be mindful that all personnel performing work on this contract must be able to successfully pass the appropriate background checks.
86	Since the referenced requirement and associated evaluation is for the ability to provide cleared personnel, would the Government please identify which positions require clearances, where are the NASA locations that require support from cleared personnel, and the level of clearances required for each position and associated location? This detailed information will remove any potential ambiguity from the solicitation and enable the Government to conduct a fair and complete evaluation of all offerors' proposals and approaches against equal requirements.	DRFP 52.212-1 Section III	Pages III-15, MS-2 Program Management Approach Subfactor 10;		The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Goverenment anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance.The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a bona-fide requirement for access to classified national security information.
87	Will the Government please confirm that all work to be performed under this contract must only be done within the confines of the 50 United States, Puerto Rico, or only US territories and that no work of any kind can be performed "off-shore" except as may be required to support authorized international travel? This will enhance the security of NASA and its mission throughout the life of the contract.	DRFP 52.212-1 Section III	MS-2 Program Management Approach Subfactors 6,7	Page III-13;	Work will be performed at the Performance sites identified in PWS Section 1.5, Service Locations. Exception would be for remote support of International travel.
88	Can the Government provide configurations and quantities of current Contractor provided assets?	DRFP Bidders Library	MS-3 Service Transition	Page III-17	Quantities of current services will be provided in the Bidder's Library

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89	Because of the multibillion dollar ceiling associated with this solicitation, and to enhance the outreach to the many highly qualified and capable small businesses currently supporting the Federal Government in general and NASA in particular, would the Government consider separating NEST into parallel large and small business solicitations such that, based on the geographic nature of the requirements, support for designated sites and locations could be conducted under a separate but parallel small business solicitation while other locations and/or enterprise-wide functions could be accomplished on the large business track? This parallel small business solicitation approach would ensure that qualified small businesses would benefit directly from additional major prime contract opportunities with NASA to the betterment of the outreach to all socio-economic business designations.	DRFP 52.212-1 Section III	MS-4 Subcontracting Plan	Page III-17	The Governments acquisition strategy is to award a single integrated contract.
90	Will the Government please provide a “percentage of TCV” or other clear definition as to what is the threshold/definition for a “major sub-contractor” as used within the past performance instructions. Because of the high evaluation weight of Past Performance, a clear and consistent Government definition as to what constitutes a “major subcontractor” will remove any potential ambiguity from the solicitation and aid in the fair and equal evaluation of all bidders’ past performance.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Pa	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
91	Will the Government please provide a specific requirement for the number of past performances to be submitted versus “up to 5” in order to remove any potential ambiguity from the solicitation and to ensure a fair and equal evaluation of all offerors’ proposals? For example, there is a major difference in assessing the risk and performance for an offeror that can be evaluated against 5 past performances and an offeror that can only be evaluated against a single past performance.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Pa	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
92	Will the Government please consider requiring that more than half of the past performances that an offeror submits are from the prime offeror itself? This will provide the Government the assurance that the prime bidder is organizationally capable in contracts of similar scope and complexity and not simply relying on its sub-contractors while possessing no real knowledge or experience in the requirements itself.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Pa	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
93	For past performance submissions from major subcontractors, will the Government please consider limiting the sub-contractor past performance to not more than 1 per major sub-contractor? This will reduce risk to NASA and ensure that the prime offeror is organizationally capable of performing the required work and is not overly reliant on a single sub-contractor that would not hold privity of contract with NASA.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Pa	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.

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94	In allowing for major sub-contractors to submit past performance, would the Government please consider providing higher evaluation for past performances submitted by the prime offeror, versus past performances submitted by its proposed sub-contractors? This would reduce the risk of performance to the Government by ensuring that the bidding prime offeror possesses the organizationally capability to actually perform the work, and would not put NASA in a position where it was overly reliant on work performed by a subcontractor that would not hold privity of contract with NASA post-award.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Past Performan	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
95	In order to expand the outreach to additional capable firms within the industry, both large and small, would the Government consider lowering the contract past performance minimum from $50M annually as currently stated to $20M annually for comparable work? A contract generating annual cost/price of $20M for end user support is significant and would still provide NASA a comparable indicator of success while enhancing competition to a wider pool of qualified firms with the expected outcome of additional cost-savings to the Government based on the expanded competition from a larger pool of capable bidders.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Past Performanc	Page III-20,	The minimum cost for Past Performance has been revised to $35M annually for similar work, size and complexity.
96	Will the Government please consider further defining the requirement for submitted past performances, whether from the prime offeror or major sub-contractors, as to only being acceptable where the prime offeror or sub-contractor was performing the referenced past performance work as the direct holder of the prime contract under which the submitted past performance work was performed? This would ensure a fair and equal evaluation of all submissions, while reducing risk to NASA, since comparable work performed as a prime contractor is more relevant and verifiable than work performed as a sub-contractor.	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Page IV 10-12, Past Performanc	Page III-20	Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
97	Will the Government please consider requiring that the past performance submissions be due not later than the same date/time deadline that proposals are due to enable offerors the necessary time to engage with their reference clients to submit the required documentation in an accurate manner, thus ensuring NASA a more complete and thorough evaluation?	DRFP 52.212-1 Section III	13.2 Past Performance Volume; Past Performance Factor	Page III-20, Page IV 10	Past Performance will be due 30 calendar days after issuance of the RFP.
98	Because of the size, complexity, and criticality of the NASA environment; past history and related experience suggests that in order to provide the NASA user community with the smoothest possible experience, a phase-in period of between 120-180 days would be more advantageous to the Government. Accordingly, would the Government consider increasing the phase-in period from 90 days to 120-180?	DRFP 52.212-2 Section IV	MS-3 Management Approach Subfactor-Service Transition	Page IV-9	The Phase-in Period will remain at 90 days.

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99	1) What is the process for small businesses to get on the IDIQ if we are just interested in 1 or 2 components? 2) Can you please guide us through that process?	DRFP Miscellaneous			Interested small businesses will need to seek partnering opportunities with the potential offerors. A list of Interested Parties who attended NEST Industry Day can be found on the NEST web page located at https://www.nssc.nasa.gov/nest
100	1- Attachment I-11: will NASA provide a description of what each server is used for, a complete listing of all software and version on each server, and provide the associated security plan(s)?		Attachment I-11		NASA is working with the incumbent contractor to provide system identification.
101	2- Will NASA provide complete list of seats including core image(s), complete listing of ACES & user unique software, Security plan(s), and backups for all seats?	PWS Compute Services	5.11 Asset Ownership		There is one ACES security plan for ACES-provided end user devices across the Enterprise. This will be available for the NEST contractor. Listings of current ACES Services will be provided in the Bidder's Library. NASA intends to specifify software only to the level for which the NEST contractor is accountable. Additional non-supported software is expected to be present in the environment.
102	3- Will NASA provide historical detail on early refreshes including seat type, number of months in service, Center, organization, and reason for refresh.	PWS Compute Services			Historical data available will be provided in the Bidder's Library.
103	4- Will NASA provide existing “end user” and “Training & Certification” documentation and tools including current on-line capabilities provided by the existing contractor?	PWS Program Mgmt	2.2.3 End User Documentation & 2.4 Training & Certification	13-14 of 65	This question is unclear; please clarify and resubmit.
104	Will the contractor be responsible for replacing all seats during phase in if they choose to replace seats vice transitioning current ACES seats?	PWS Program Mgmt	2.7 Contract Phase In		Offerors' should propose their option in accordance with 52.212-1 Instructions to Offerors, Section 12.0 "Options for ACES Incumbent Owned Assets".
105	6- Will NASA provide the plan, process, and schedule for the implementation of O365?	PWS T & I	4 Transformation and Innovation		The O365 Project will not have detailed plans, process and schedule information available by the release date of the RFP.
106	Will NASA provide the current security ‘scorecard’ and list of vulnerabilities for the servers, and end user devices the NEST contractor will be responsible for?	PWS Security Mgmt	5.0 Security Management		IT Security "scorecard" information will be available to the successful offeror from NASA's Continuous Diagnostics and Mitigation (CDM) toolset and will be the authoritative source for vulnerability information for all applicable IT devices.

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107	Will NASA provide current versions of operating plans and standard operating procedures of “Existing Capabilities".	PWS Collaboration & O365	8.1 Operations of Existing Capabilities		Offeror should refer to bidders library for historical and information on existing services and capabilities.
108	9- Is it NASA’s expectation that the data center services provided by NEST be located on-site at NASA Center(s) or at the contractor’s facilities?	PWS Infrastructure Operations	9.0 Infrastructure Operations		Physical Data Center Infrastructure will be housed only in NASA Data Centers. NASA expects Cloud Services employed to be Fed-Ramp authorized.
109	10- Will NASA provide a complete list of seats & users with elevated privileges e.g. admin rights on their device, and which users will remain authorized to retain those privileges?	PWS Infrastructure Operations	9.7 Least Privilege Management		Information will be made available in the Bidder's Library
110	11- Will NASA provide a current list of M2M wireless devices in use and where they are deployed as well as a forecast for future deployments?	PWS Mobile Services	11.11 Machine-to-Machine Wireless Interface		The Government will provide via the Bidders Library a copy of the current M2M posture at the Agency including Center deployment location. Forecast will not be provided as there is no anticipation of increased volume.
111	12 - Will NASA provide a hosting service in a NASA Data Center for the hardware and software to be provided by the contractor to provide Infrastructure Service? If so, please describe the location(s) and capabilities that will be provided.	PWS Infrastructure Operations	PWS Section 9		The list of Government Provided Facilities in Attachment I-4 describes the locations and space provided by the Government for data center hosting.
112	Will NASA provide a hosting service in a NASA Data Center for the hardware and software to be provided by the contractor to provide Infrastructure Service? If so, please describe the location(s) and capabilities that will be provided.	PWS Infrastructure Operations	PWS Section 9.a and Section 9.b		The list of Government Provided Facilities in Attachment I-4 will be revised to reflect NASA Data Center services provided by the Government.
113	14 - What existing systems will the Contractor have to maintain as “identified in section X.X, Client Operations…”?	PWS Infrastructure Operations	PWS Section 9.a and Section 9.b		Specific tools currently in use have been listed in Sections 9.1-9.9 (Infrastructure). Client Management tools are also listed in Attachment I-25, List of Licenses. However, deployed tools may change over time as the environment evolves.
114	Will NASA provide a list of “NASA’s client management tools” and “devices and software provisioned by NASA or other NASA contractors”.	DRFP Bidders Library, DRFP 52.212-1 Section III	Section III – Instructions to Offerors, Provision 12(c) Opti		Attachment I-25 includes separate tabs for "Client Software Licenses" and "Infrastructure Licenses". Client Management tools are listed on the "Infrastructure Licenses"tab. NASA will review PWS section 9.0, Infrastructure Operations, for clarity regarding "devices and software provisioned by NASA or other NASA contractors”.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
115	16 - Since the current contractor owns the hardware and software, will NASA require the incumbent contractor to transfer data to the NEST contractor's devices during phase-in, or will the NEST contractor have access to backups or the existing system for the transfer of users' data?	PWS Infrastructure Operations	PWS Section 9		Transition of end-user data to replacement devices is the responsibility of the NEST contractor. See Section III, Instructions to Offerors, section 12, and references to PWS Sections 10.1.1.4.5(b) (Compute), 11.10 (Mobile) and 12.19.5 (Print).
116	Can only the prime offeror submit past performances? If not, do sub-contractors or team members have to have a minimum amount of proposed work to submit a past performance?	DRFP 52.212-1 Section III	13.2 VOLUME II: PAST PERFORMANCE PROPOSAL INSTRUCTIONS		Only the Prime Offeror will be evaluated for past performance. Revisions have been made to Section III 13.2 Past Performance.
117	When does the government anticipate having the bidders library open for offerors to review?	DRFP Miscellaneous	N/A	N/A	The government anticipates having the bidders library open for offerors to review on or before December 15th, 2017.
118	Could you please further define the requirement for Tier 2 Help Desk Support, can this support be provided at the location of our choosing or does NASA provide a site for these services?	PWS Service Mgmt	N/A	N/A	The Government is relying on industry to propose the best solution for delivering Tier 2 support.
119	The Draft RFP states, "Tiers - Tier 0 = Self-Service, Tier 1 = ESD support, Tier 2 = NEST support, Tier 3 = NEST vendor or civil servant support." Could the government please clarify if civil servants are currently providing Tier 3 support and if so, can the government provide further information?	DRFP I-24 Glossary of Terms	Attachment I-24	7	Civil servants provide, alongside contractors, Tier 3 support for services such as Identity Credential and Access Management, change requests, any issues that are inherently governmental, complaints, FOIA requests, etc.
120	Will the government provide additional information on the proprietary licenses in use? The purpose of this information is to be able to correctly identify any replacement software necessary to perform the work.	PWS Infrastructure Operations	Attachment I-25		License classification can be found in Attachment I-25. Quantities of deployments are expected to be added. Additional information required must be specified via additional question submission.
121	Has the Incumbent asserted any copyright any software hardware, or other functions for the ACES to date per the requirements of the Data Rights Clauses? If so can they be listed as a separate attachment?	DRFP Miscellaneous	N/A	N/A	The Government is not aware of any copyrights asserted by the incumbent.
122	Can the government please clarify what are the cost components in a single ATV asset?	DRFP I-10 Pricing Template	ATV Option A	24	The formula for calcualting the ATV for a single asset can be found in Model Contract Section 6.11.
123	It appears Clause 52.222-41 Service Contract Labor Standards (SCA) applies to this effort. Can the government confirm that SCA infact applies to this effort? Is so, will Wage Determination be provided as a separated exhibit?		Clause 52.222-41	9	Service Contract Labor Standards will be applicabe to the NEST Contract. The Government will include a copy of the most recent Department of Labor Wage Determination for all performance sites listed in PWS Section 1.5 and will include them in Attachment I-5 when releasing the RFP.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
124	If SCA applies, will a separate list be provided of incumbent employees upon award to allow of compliance of 52.222-41 for successor contracts?	DRFP Model Contract Section I	52.212-5 SCA Clauses	N/A	A separate list of incumbent employees will not be provided by the Government.
125	Can the Government clarify if there are any Collective Bargaining Agreements (CBA) in place today?	DRFP Model Contract Section I		N/A	There are no Collective Bargaining Agreements (CBA) in place with the current ACES contractor.
126	Table III-2 shows the anticipated proposal due dates in 2010, does the government mean for these to be due on those dates in 2018?		Section III	III-11	The dates in Table III-2 were updated to reflect the correct year
127	Would the government allow offers to respond in 60 days?	DRFP 52.212-1 Section III	Proposal due dates	III-11	Past Performance will be due approximately 30 days after the RFP is posted on FBO. Proposals will be due approximately 45 days after the RFP is posted on FBO. Actual due dates for RFP questions, past pefromance, and proposals will be included in the Instructions to Offerors for the RFP.
128	Can the government further define “Ebanking Model”?		Enclosure 1	1	The PWS and Attachment I-24 Glossary of Terms will be updated to provide an ebanking use explanation.
129	The DRD Requirements List (table) requires that the Safety and Health plan be submitted with the proposal and updated within 10 days after affect of the contract. DRD SA-01 requires submission of the Safety and Health Plan 30 days after contract award. Was it the Governments intent to have the Safety and Health Plan submitted after contract award since it is not evaluated in Section M?	DRFP I-2 DRDs	I - Attachment I-2 Data Requirements List/DRD SA-01 - Data R	10 of 5635 of 56	The table of contents for the Data Procurement Documents has been updated to reflect the initial submission of DRD SA-01.
130	What are the NAICS code(s) for this solicitation?	DRFP Model Contract Section I	52.212-3 Offers Representations and Certifications - Commerc	4	The government has determined NAICS 541512 is the appropriate NAICS code for the NEST acquisition. This will be updated on the SF-1449
131	The sections states "The Mission Suitability Volume shall be organized in ten sections as outlined in Table III-3, The information to be addressed in each section is identified in Paragraphs (a) - (j) below". Currently there are only six sections in table III-3 and there are no paragraphs provided as (a) - (j). Is it the Governments intent to add the referenced sections and paragraphs to the final RFP?		III - Instructions to Offerors - 13.1 Instructions to Offero	III-12	The Instructions to Offerors will be updated to reflect the appropriate number of sections.
132	Will the government please consider excluding the acronym list from page count?		III - Instructions to Offerors - 13 (b) Page Limitations and	III-10	The proposal page limitation shall include the acronym list.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
133	DRFP states 60 month refresh cycle for physical servers, however, List of government property mostly contains servers from 60+ month.. Are we expected to price refresh for those servers in bid?		I - Attachment I-1 - PWS, 9.0 Infrastructure Operations - Le	40 of 65	The Government is reviewing utilization of government furnished equipment to confirm use and identify associated systems.
134	Table III-3 list MS-4 as the Phase-In Plan, however the text below it shows MS-4 as the Subcontracting Plan. Please confirm that the Phase-In Plan is part of MS-3 Service Transition along with DRD IT-04 Technology Refresh Plan		III - Instructions to Offerors - 13.1 Mission Suitability Pr	III-12/13	Table III-3 will be modified to reflect appropriate sections in the RFP.
135	#5 states: "The offeror shall identify its minimum essential critical positions required to meet all of the requirements of the PWS" and #6 states "The Offeror shall identify additional minimum essential critical positions over and above key personnel required to meet all of the requirements of the PWS". Key Personnel are not referenced elsewhere in the RFP. Will additional information be provided about Key Personnel requirements, and will the Govt. please clarify the differences in the requirements of essential critical positions referenced in #5 and #6.		III - Instructions to Offerors - 13.1 MS-2 Program Managemen	III-14/15	Section III, Instructions to Offerors, 13.1, will be revised to clarify the requirement.
136	There are no places to account for pricing of PWS Sections 4 and 7. Are they to be assumed as part of the labor rates for future FFP LOE?	DRFP I-10 Pricing Template	Attach I-10 Pricing Template - Attach I-10 Pricing Template	All	The Government will add CLINS for Transformation and Innovation section of the PWS.
137	The phase-in is defined as a separate FFP task order but is not included in the pricing template. Please clarify how it is to be provided from a pricing perspective.		III - Instruction to Offerors - 13.3 - D pricing	III-27	A new tab will be added to Attachment I-10, Pricing Template. Vinay completed this and it is in the pricing templates.
138	Has a plan been established for the transition from NOMAD to O365? If so, will the Government please provide along with any additional information that is available on the future project delivery of O365/SharePoint so that an accurate phasing of costs for support can be included in the pricing template?	DRFP I-10 Pricing Template	Attach I-10 Pricing Template - Infrastructure Services - CLI	N/A	O365 Project information will not be available at the time of RFP release. PWS Section 8.2 delineates the O365 components that are in CLIN I-2.
139	Where should scope associated with PWS section 9.0 be included from a pricing perspective given other 9.X sections are explicitly called out as separate line items?	DRFP I-10 Pricing Template	Attach I-10 Pricing Template - Attach I-10 Pricing Template	N/A	Updates to Attachment I-9 are required to specify CLIN pricing for section 9.0.
140	PWS Section 11.1 for maximizing cellular services does not fit under any of the line items on the mobile tab for the pricing template. Is there any guidance on where this scope should fall from a pricing? perspective?	PWS Mobile Services	Attach I-10 Pricing Template - Attach I-10 Pricing Template	N/A	PWS Section 11.1 (a) will be removed and subsequent paragraphs will be renumbered.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
141	The DRFP is broken out in main Sections I, III and IV. Will government please clarify if there will be a Section II and what that Section II may contain?	DRFP Miscellaneous	General - General	N/A	Section II will include FAR Clause 52.212-3 Offeror Representations and Certifications Commercial Items. In the DRFP this is titled as 52.212-3 (Reps and Certs)
142	Will programming "scripts" that reside on ACES servers be made available during Phase In?		I - Attachment I-1 - PWS, Phase In - General		Scripts considered to be a part of the operational environment are expected to be available for review and coordination with the incumbent at phase-in.
143	Is OCI plan due at proposal submission or after award, as needed? Please clarify reference to Section III, 14.0, (d) (3). If it is due with the proposal submission, where does it go within the Volumes?		I - Attachment I -2 - Data Requirements List/DRD - Organizat	24 of 56	DRD MA-09, the OCI Plan shall be submitted with proposal in Volume I Appendix.
144	Please clarify the numbering of this section - appears there are 2 (d) and (e) subsections		III - Instructions to Offerors - 14.0 Organizational Confli	III-30	The Instructions to Offerors will be revised to clarify the numbering.
145	"Incident Response for VIP user are always considered Priority 1 (Response: half hour; Resolution: 2 hours)." What is the number of VIPs per Center?	PWS Service Mgmt	I - Attachment I-1 - PWS, Service Management - 6.4 (j)	32 of 65	The Government will provide historical VIP information in the Bidder's Library.
146	"The Contractor SACM plan shall cover configuration identification, control,";for all new/modified hardware, firrmware, software";.of contractor managed assets" Is NEST required to meet this requirement for all NEST assets or for all contractor assets (e.g., NEST, EAST-2, etc.)?	PWS Service Mgmt	I - Attachment I-1 - PWS, Service Management - 6.6 (a)	33 of 65	The PWS will be updated to reflect a clarification of the requirement.
147	Several Section 6 paragraphs states: "The Contractor shall design and implement in coordination and with the approval of the EUSO an ITIL Based [Problem, Capacity, Availability, etc.] process". Will the NEST contractor be granted administrative access to the ServiceNow environments to support these requirements?	PWS Service Mgmt	I - Attachment I-1 - PWS, Service Management - 6.8 (a), 6.9	35 of 65	The NSSC administrators will execute code changes in ServiceNow in order to implement any changes required in support of the contract by the NEST contractor.
148	"The Contractor shall adjust equipment availability based on projected future volume of temporary device requests" Can NASA provide the past temporary device usage and/or projected volume information?	PWS Compute Services	I - Attachment I-1 - PWS, Compute Services - 10.1.1.6 (c) Te	49 of 65	Reports will be made available in the Bidder's Library.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
149	The NEST Contractor will be responsible for the ownership of support of critical and optional software components (e.g., operating system, Microsoft Project). Section III 12 (e) states that "the NEST Contractor shall have the ability to request the ACES enterprise software licenses be transferred at no cost." Can NASA provide a list of the ACES enterprise software that can be transferred at no cost?	PWS Compute Services	I - Attachment I-1 - PWS, Compute Services and III - Instruc	49 of 65 and III-8	The licenses listed in Attachment I-25 shall be transferred to the successful offeror at no cost in accordance with ACES Model Contract Section 4.5 Aset Transition from ACES contract to successor contractry.
150	Will the current Knowledge Articles (KAs) be made available prior to Phase-In?		I - Attachment I-1 - PWS, Knowledge Management - 6.5 a, b, a	33 of 65	All existing Knowledge Articles (KAs) will be made available to the successful offeror during contract phase-in.
151	When will a list of government owned equipment maintenance agreements be provided to bidders?	DRFP I-11 List of Gov't Furnished Prop	I - Attachment I-1 - PWS, Maintenance Service Agreement for	59 of 65	No maintenance agreements should be assumed to be in place for items listed on Attachement I-11.
152	Will a draft and/or final ATVR be provided for all HW/SW/other applicable devices owned by the current ACE incumbent?	DRFP Model Contract Section I	I - 4.6 - Asset Transition from NEST Contract to Successor C	23 and III-7	As of September 29, 2017 the estimated Assest Transition Value for all contractor owned (leased) equipment is approximately $56M. This estimated ATV will adjust monthly due to ongoing refreshes for compute and print services. There is no ATV value for software licenses or mobile services.
153	Can we provide an Option C where we procure a portion of the ATVR hardware/software from the incumbent and combine with a refresh plan for older models instead of 100% refresh in Option B?	DRFP 52.212-1 Section III	III - Instruction to Offerors - MS-3-Service Transition, B	III-17	Additional options for Section III, 12.0 Options for ACES Incumbent Owned Assets are not permissible under this procurement.
154	When will the current list of ACAs currently in place be provided to bidders?	DRFP Model Contract Section I	I - 6.5 ASSOCIATE CONTRACTOR AGREEMENTS (ACA) - a	38	The Government will provide a list of contracts in Model Contract Section 6.5 in which the NEST contractor will be required to establish an Associate Contractor Agreement. The Government will not release the current ACAs as they may include proprietary information.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
155	How will the new contractor transition team members be granted security clearance / access to the various sites to conduct transitions? Will there be an expedited/waiver security clearance process used by NASA?	DRFP Model Contract Section I	I - 6.6 ACCESS TO NASA INSTALLATIONS - a, b, c	39 and 40	NASA does not grant "waivers" for access to classified information. The contractor is responsible for having the requisite facility security clearance (FCL) and designated cleared personnel for those functions requiring access to classified information at the time of contract stand-up or intiaition of a task order requiring clearances. For those personnel not requiring access to classified information in support of this contract, they will be processed as long term visitors and receive the appropriate credentials to access NASA facilities.
156	DRFP states that the Government will perform a price analysis in accordance with FAR 15.305 and 15.404-1 (b) and (g). In the price model, offerors are to provide details of the build up of their fully burdened labor rates, including salary, fringe, overhead and profit, as well as a breakout of the proposed CLIN pricing by major elements of cost and profit. This detail is inconsistent with the identified subparagraphs of 15.401, and seems more appropriate for analysis in accordance with 15.401(c) or (d). While use of a cost realism analysis is unusual for a fixed price offer, 15.401(d)(3) suggests this is appropriate when there are quality concerns, or past experience indicates that contractors' proposed costs have resulted in quality or service shortfalls.	DRFP 52.212-2 Section IV	IV - Evaluation Factors for Award - iii - Price	IV-12	For Exempt employees, offerors will only be required to provide Fully Burden Labor Rates. For Non-Exempt employees, offerors will be required to provide base labor rates in order for the Contractting Officer to verfiy compliance with the Service Contract Act Labor Standards. Offerors will be requested to provide price elements of Core and Device services to include cost percentage % of hardware, software, labor, and profit.
157	DRFP states that Government price analysis will determine whether unbalanced pricing exists among the option prices and the Phase-In price. While this is an important focus for the Government, as stated elsewhere in the DRFP, unbalanced pricing can exist when any CLIN is significantly overstated or understated. Recommend the Government update the evaluation criteria to make it clear that unbalanced pricing may make an offer unacceptable, and this assessment is not limited to a comparison of the option and phase in prices.	DRFP 52.212-2 Section IV	IV - Evaluation Factors for Award - iii - Price	IV-12	Evaluation criteria will be updated to clarify method of price evaluation.
158	The RFP provided attachments clearly indicate which Labor Categories are FLSA exempt, and which are subject to the SCA. Please confirm that this determination cannot be changed by the offeror, and labor categories indicated as exempt in the RFP cannot be mapped to an hourly position by the offeror.	DRFP I-6 Labor Categories	I - Attachment I-6 - Labor Categories and Position Descripti	1	The FLSA exempt and non-exempt labor categories included in Attachment I-6 have been determined by the Government and cannot be changed by the offerors.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
					The purpose of Attachment I-7 is to provide the Fully Burdened Labor Rates that will be used by the Government when executing individual Task Orders on a Firm Fixed Price completion basis and/or Firm Fixed Price Level Of Effort Task Orders.
159	How will the Government evaluate the Fully Burdened Labor Rates? Will they be included in the Total Price used for evaluation and determining the most advantageous offer?	DRFP I-7 Fully Burdened Labor Rates	IV - Evaluation Factors for Award - iii - Price	IV-12	Attachment I-10 (Pricing Template) will be utilized for price evaluation.
160	Attachment I-10 requires fully burdened labor rates and build-up for each year of performance for Non-Exempt/SCA labor. Is it the Government's expectation that DOL provided Wage Determined rates are escalated each year? If so, will equitable adjustments be allowable with DOL WD revisions?	DRFP I-10 Pricing Template	Attachment I-10 Pricing Template - Tab - Perf Site Labor Rat		It is the Government's expectation that DOL provided Wage Determinations will be updated per the Price Adjustment clause FAR 52.222-44.
161	Attachment I-10 requires fully burdened labor rates and build-up for each year of performance for Non-Exempt/SCA labor. Is it the Government's expectation that DOL provided Wage Determined rates be held constant for each year of performance and only updated via an equitable adjustment when DOL issues a WD revision?	DRFP I-10 Pricing Template	Attachment I-10 Pricing Template - Tab - Perf Site Labor Rat		It is the Government's expectation that DOL provided Wage Determinations will be updated per the Price Adjustment clause FAR 52.222-44.
162	Section 9.0c states that proposals must be delivered to the address/location specified on SF 1449 which is at Stennis Space Center, MS and immediately below this statement, there is a different address to deliver proposals submitted via commercial delivery service or hand carried packages to an address in Huntsville, AL. Please provide the preferred delivery address.		III - Instruction to Offerors - 9.0 - Proposal Marking and D	III-6	Section 9.0 will be changed to resolve the conflict and add the delivery address.
163	Contractor is expected to maintain Anti-virus licenses. When can we expect to see licensing counts for Anti-virus software as well as other ACES maintained licenses		I - Attachment I-1 - PWS, Infrastructure Operations - 9.3 An	41 of 65	Volume of licenses is expected to be added to Attachment I-25, List of Licenses.
164	The model contract instructions appear to be related to the Price Proposal. Are there other elements of the model contract i.e.: SF 1449 etc. the government would like to see in this volume?	DRFP 52.212-1 Section III	III - Instruction to Offerors - 13.4 Volume IV: Model Contra	III-28	This question is unclear. Please clarify and resubmit.
165	Please clarify the expected RTO timelines. For #1, is the 120 days included in Phase-In period or first base year of PoP?	DRFP RTOs	Enclosure 1 - RTOs for End User Services Transformation - N/	4 of 5	Requirement will be incorporated into the PWS Section 4.0.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
166	Please clarify the expected RTO timelines. For #2-5, please clarify the intent of "within 60-90 days of the resulting roadmap". E.g. does NASA desire transformation implementation within the first 6 months of contract start in 2018?	DRFP RTOs	Enclosure 1 - RTOs for End User Services Transformation - N/	4 of 5	Clarification of the requirement will be incorporated into the PWS.
167	Please clarify "For areas that NASA does not specify a tool, the Contractor shall propose a solution." - Will NASA be providing tool specifications at this time?	DRFP RTOs	Enclosure 1 - RTOs for End User Services Transformation - N/	5 of 5	The Government has clarified this requirement. Please refer to the RFP.
168	Will NASA be providing the VDI use cases referenced?	DRFP RTOs	Enclosure 1 - RTOs for End User Services Transformation - N/	4 of 5	The Government is currently working through the details of the VDI Project and details will not be available by the release date of the RFP.
169	What services has or will Microsoft Consulting Services provide as part of the O365 procurement? Will they provide email migration, for example?	PWS Collaboration & O365	I - Attachment I-1 - PWS, Transformation and Innovation - 4	20 of 65	This question is unclear. Please clarify and resubmit.
170	Does NASA require a DOD 5015.02 certified records management solution? How are records currently managed and in what solution? Will records need to be migrated from any legacy solutions into MS O365? Where are Vital records currently managed? Is NASA implementing CAPSTONE for email records management. How is that currently being implemented?	PWS Contract Mgmt	I - Attachment I-1 - PWS, Contract Management - 3.3 Records	18 of 65	NASA records management requirements are directed via NPD 1440.6 and NPR 1441.1.
171	What aspects of change management with O365 are expected to be managed by the contractor given Microsoft pushes out changes automatically.	PWS Collaboration & O365	I - Attachment I-1 - PWS, Service Management - 6.7 Change	35 of 65	The NEST contractor is responsible for ensuring operations of O365 Services. Offerors shall propose their change management process in accordance with Section III - Instruction to Offerors.
172	Can you provide the NASA cloud and/ or hybrid governance plan? How would the governance plan be enforced?	PWS T & I, DRFP Bidders Library	I - Attachment I-1 - PWS, Collaboration and O365 Services -	37 of 65	The governance plan is not anticipated to be available prior to RFP release.
173	What is NASA's planned vision for hybrid cloud structure? (e.g., O365/Azure Gov O365/AWS)?	PWS Collaboration & O365, DRFP Bidders Library	I - Attachment I-1 - PWS, Infrastructure Operations - 9	40 of 65	The Governments vision for hybrid cloud structure is not anticipated to be available prior to RFP release.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
174	What are the back-up and recovery requirements for O365? What is the related SLA?	PWS Collaboration & O365	I - Attachment I-1 - PWS, Collaboration and O365 Services -	39 of 65	The Government is currently working through the details of the backup and recovery requirements for the O365 environment. Support and SLA details for O365 will not be available at the time of RFP release.
175	How is NASA mobile access to contact managed and secured? (e.g. Mobile Content Management MCM)	PWS Mobile Services	I - Attachment I-1 - PWS, Mobile Services - 11.9 Mobile De	54 of 65	The question is unclear. Please clarify and resubmit.
176	The RFP requires a task plan "Within 10 calendar days after receipt of the Contracting Officer's request". Because this can result in due dates on weekend days, would the Government consider 10 working days instead of 10 calendar days?	DRFP Model Contract Section I	Section I – Model Contract, Para. 3.4, Task Ordering Procedu	Page 16	The Government will modify the Model Contract reference to read "within Ten (10) business days after reciept of the Contracting Officer's request".
177	The RFP requires the contractor to provide acknowledgement of receipt to the CO within 1 calendar day. Because this can result in due dates on weekend days, would the Government consider changing the requirement to 1 business day?	DRFP Model Contract Section I	Section I – Model Contract, Para. 3.4(e)	Page 17	Model Contract will be updated to change to business days.
178	Please clarify, should the Offeror's solution be limited to currently approved COTS products? Is NASA open to adding COTS products to their approved list?	PWS Overview	Attachment I-01, PWS 1.2.3, Objective 8	Page 6 of 65	The Government will allow the addition of COTS products through its review and approval process that includes IT Security and compliance as outlined within NASA Interim Directive (NID) 7150.113 and NASA Procedural Requirement (NPR) 7150.2.
179	Item d. references the ESD Portal. Is the Offeror responsible for establishing the portal, or does it already exist?	PWS Service Mgmt	Attachment I-01, PWS 2.2	Page 10 of 65	The portal already exists.
180	PWS 2.4 Training and Certification is priced in CLIN G-1 as a Core service. We recommend that some training services be separately priced or bundled with other CLINs. In particular: End-user familiarization training (2.4.b) should be included in the CLIN where the device is acquired, Training courses (2.4.c) should be separately priced based on course duration and delivery method.	PWS Contract Mgmt	Attachment I-01, PWS 2.4 and Attachment I-9 (CLIN Pricing)	Page 14 of 6	Updates are required to I-9, CLIN Pricing, to clarify pricing for providing these certified technicians, and end-user training.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
					Device counts will be provided in the Bidder's library.
181	Certified MCP technicians are required for each 400 MCP devices and Certified MAC technicians are required for each 250 MAC devices at each center. Please provide the counts of the equipment in each center?		Attachment I-01, PWS 2.4	Page 14 of 65	The Goverment has reviewed the PWS requirements at PWS 2.4, Training and Certification, paragraph (e) and plans to remove the specified minimal staffing ratios as indicated for all Microsoft and Apple service technicians. The Offerors will be required to propose an adequate staffing approach to fully satisfy all services. The Government will then evauate the Offerors proposed staffing approach in accordance with the Evaluation Plan.
182	PWS section 4.0 is not listed in Attachment I-9, column H for pricing. Because the scope, nature of the work, and level of effort cannot be reasonably estimated at this time, can the government confirm that this will be separately priced as a task order after award?	DRFP I-9 CLIN Pricing	Attachment I-01, PWS 4.0 and Attachment I-9 (CLIN Pricing)	I-01, Page 20 of 65	The Government will add CLINS for the Transformation and Innovation Section of the PWS
183	We believe that only one ATO is pending. Will the government confirm this and also provide information on anticipated timing of ATO approval?	DRFP I-8 ATO	Attachment I-01, PWS 5.3.i.iii	Page 25 of 65	This question is unclear. Please clarify and resubmit.
184	Please provide historical contact volumes for the Tier 2 Help Desk.	PWS Service Mgmt	Attachment I-01, PWS 6.2	Page 29 of 65	Please see the Background & Historical information provided in the Bidder's Library.
185	Please provide historical volumes for the different types of service requests supported. What types of requests are currently automated (0 touch)? Are these included in any historical volumes to be provided?	PWS Service Mgmt	Attachment I-01, PWS 6.3	Page 30 or 65	Please see the Background & Historical information provided in the Bidder's Library. Currently the only zero-touch requests are very low volume, having to do with provisioning visibility entitlements in the catalog and updating three non-LDAP fields on the user records in ServiceNow.
186	Please provide historical volumes for Priority 1, 2, 3, and 4 incidents.	PWS Service Mgmt	Attachment I-01, PWS 6.4	Page 31 of 65	Please refer to the Background & Historical information provided in the Bidder's Library.
187	The requirement states, “The NEST Contractor is a primary service provider for Tier 2 and lower support and shall be required to support all EUSO systems/ issues for both business and mission in support of Incident Management.” What, if any overlap exists between the requirement for Tier 0/1 incident management support and that provided by the NSSC contractor?	PWS Service Mgmt	Attachment I-01, PWS 6.4.a	Page 31 of 65	The word "lower" is being changed to "higher" in the next version of the PWS. There is no overlap with the Tier 0/1 support provided by the NSSC contractor.
188	Please confirm that “other off-site/near-site end users” includes users at the Remote Locations identified in Attachment I-4, GPF tab, columns G-J.	DRFP I-4 Gov't Provided Facilities	Attachment I-01, PWS 6.4.1 and Attachment I-4 (Government Pr	I-01, Page 32 of 65	The Government can confirm that “other off-site/near-site end users” includes users at the Remote Locations identified in Attachment I-4, GPF tab, columns G-J.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
189	PWS 7.0 is not included in Attachment I-9. Please confirm that any integration projects required to meet PWS 7.0 requirements will be a separately priced task order after contract award.		Attachment I-01, PWS 7.0 and Attachment I-9 (CLIN Pricing)	I-01, Page 36 of 65	PWS and/or updates to Attachment I-9 will be made to clarify.
190	Please confirm that the services and material offerors should include in CLINs I-2 and I-3 are limited to Office 365 implementation.	PWS Collaboration & O365	Attachment I-01, PWS 8.2 – 8.3 and Attachment I-9 (CLIN Pric	Pages 38 – 40 of 65	CLIN I-2 is for Office 365 services. CLIN I -3 is for Domain Administration per PWS Section 9.1 which includes all Microsoft active directory services required for NEST services.
191	Is there a difference between a List of Government Furnished Software and List of Licenses? See page 45 of RFP Section 1 and actual Attachment I-25	DRFP I-25 List of Licenses	Section I-01 (page 45) and Attachment I-25	I-01, Page 45 of 65	The Model Contract, Section 8.0 List of Attachments will update the description for Attachment I-25, List of Licenses.
192	The PWS requires that the contractor perform physical moves. Please confirm that moves are priced in the Compute Managed Hardware CLINs C-4 through C-15 and C-51 through C-53. Also, please provide the expected number of moves to be included for each type of move:· Move to a new location within the same building· Move to a new building on the same campus · Move to a different campus. In order to obtain the best hardware pricing, we recommend that NASA price moves separately from the hardware. Pricing should distinguish between the move types identified above and between individual and project moves.		Attachment I-01, PWS 10.1.1.4.3 and Attachment I-9 (CLIN Pri	I-01, Page 46 of 65	Attachment I-9, CLIN Pricing, will be updated to clarify PWS elements to be included. NASA will consider separating move requirements into a cost per move structure. Reports of moves and move quantities by system will be provided in the Bidder's library. The vast majority of moves are within the Center, however, moves between Centers also occur.
193	DRD MA-01, Management Plan is required to be submitted with the proposal. Is this supposed to be an Appendix to Volume I? And, is the page count outside of the page count for Volume I?	DRFP 52.212-2 Section IV	Attachment I-2, Data Requirements List	Page 9 of 56	DRD MA-01, Management Plan is no longer required to be submitted with proposal. The initial submission will be reflected in Attachment I-2.
194	The DRD states the Management Plan is to be submitted with the proposal. Can Government confirm the Management Plan will go in the Mission Suitability Volume and is it exempt from the page count? Or should it be included in the Model Contract (Volume IV)?	DRFP 52.212-2 Section IV	Attachment I-2, Data Requirements List	Page 9 of 56	Management Plan is part of RFP Attachment I-19. DRD MA-01 is part of I-19 response and will be counted in overall 300 page count limit for Volume I. The Management Plan will be evaluated as part of Mission Suitability and counted in the overall 300 page count.
195	In the Attachment I-2 table and in Attachment I-18, the Safety and Health Plan (SA-01) is required to be submitted with the proposal. However, in the DRD-SA-01, initial submission is required 30 calendar days after contract phase-in begins. Please confirm that Safety and Health Plan is to be submitted 30 calendar days after the contract phase-in begins.	DRFP I-2 DRDs	Attachment I-2, DRD No. SA-01, and Attachment I-18	Page 10 of 56, Page 35 of 56, & Page 1 of 1	The table of contents for the Data Procurement Documents has been updated to reflect the initial submission of DRD SA-01.

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196	This table indicates that the SA-01, Safety and Health Plan is required to be submitted with the proposal; however, the associated DRD-SA-01 states that the initial submission is 30 calendar days after contract phase-in begins. Please confirm that the Safety and Health Plan is to be submitted 30 calendar days after contract phase-in begins.	DRFP I-2 DRDs	Attachment I-2, Data Requirements List Table & DRD-SA-01, Sa	Page 10 of 56 and Page 35 of 56	The table of contents for the Data Procurement Documents has been updated to reflect the initial submission of DRD SA-01.
197	The DRD states the Safety and Health Plan is to be submitted with the proposal but does not specify where it is to be placed in the proposal? Due to its importance, we assume that this plan should be included in Volume I-Mission Suitability, exempt from page count. Can the government confirm this?	DRFP I-2 DRDs	Attachment I-2, Data Requirements List Table & DRD-SA-01, Sa	Page 10 of 56 and Page 35 of 56	The table of contents for the Data Procurement Documents has been updated to reflect the initial submission of DRD SA-01.
198	IT-07, Vendor Product Performance Specifications is required to be submitted with the proposal. However, no guidance is provided within Section III, Instructions to Offerors, as to where this is supposed to be presented in the proposal. Due to its relevance to the offeror's technical solution, we assume this should be included in Volume I-Mission Suitability, exempt from page count. Can the government confirm this?	DRFP 52.212-1 Section III	Attachment I-2, Data Requirements List and DRD-IT-07	Page 11 of 56 and Page 46 of 56	The Government will update Section III, Instructions to Offerors, in regards to DRD IT-07.
199	Phase in Plan – DRFP instructions state to describe the plan, but the DRD states the actual plan is to be submitted with the proposal. Will the Government confirm that the Phase in Plan is to be submitted with the proposal and exempt from page count for Volume I?	DRFP I-15 Phase-In Plan	Attachment 2, DRD-MA-03, Phase-In Plan & Section III13.1, MS	Page 15 of 56 Page III-17	The Phase-In Plan will be submitted with the proposal and willl be included in the page count.
200	Under DRD No. MA-04, Para 15.3.f states "Non-disclosure agreements for all on-site and off-site Contractor and sub-contractor employees in the initial report and updates on those employees who have left and joined the Contract in the last reporting period." Is there a requirement for individual NDAs? Would the Government provide the NDA as part of the RFP?	DRFP I-2 DRDs	Attachment I-2, DRD-MA-04	Page 17 of 56	The government will provide an NDA template to the successful offeror prior to contract phase-in.
201	DRD-T-07, Item 15.4 states that "subsequent to initial submission with the proposal, the Contractor shall submit a format, for Government approval." This is confusing. Please clarify if this is correct that the Contractor is to do this before proposal submission?	DRFP I-2 DRDs	Attachment I-2, DRD-T-07, Item 15.4 Format	Page 46 of 56	The Government will provide a format template for submission of DRD IT-07.
202	Section II is skipped or is missing in the Draft. Is this a numbering error or is there a Section II?		Section II		52.212-3 (Reps and Certs) will be renumbered as Section II when the RFP is posted on FBO.
203	The proposal is to be marked for delivery to Lewis Hansen at MSFC. Mr. Hansen works in Stennis, MS. Will Mr. Hansen be there to receive documents? If not, who will be receiving the proposals?	DRFP Miscellaneous	Section III, 9.0, Proposal Delivery Instructions	Page III-6	The NEST Contracting Officer will be onsite at MSFC to receive the proposals on the dates and times idetified in the Instructions to Offerors.
204	URL https://nssc.nasa.gov/nest cannot be reached. Can the Government please provide the asset file(s)?	DRFP Miscellaneous	Section III, 12.0 (a)	Page III-7	The correct web link is https://www.nssc.nasa.gov/nest

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205	Please provide specifics of what is included in the unit asset transition value for each item, e.g., hardware, OS, any other software licenses or maintenance and remaining term, warranty or pre-paid maintenance services and remaining term, etc. This information is required so offerors do not “double count” by charging for an item or service that is already bundled into an asset value.	PWS Print Services	Section III, 12.0 (b)	Page III-7	The government will not be able to provide specifics at the requested level of detail, as these assets (devices) are owned and/or leased by the incumbent contractor.
206	Because of the upfront investment required for non-incumbents, the asset options presented potentially offer the incumbent a significant cost advantage. These options also discourage the incoming contractor from expediting the transformation to the end user environment that NASA envisions, since this would require a second investment before costs of the first have been recovered.Would the Government consider purchasing the incumbent-owned equipment and providing it to the incoming contractor as GFE? This would reduce the Government’s cost, expedite the move to a virtualized environment, and level the playing field for non-incumbent offerors.	PWS Print Services	Section III, 12.0 (a, b, c)	Page III-7	The Government will not consider purchasing the incumbent-owned equipment and providing it to the incoming contractor as GFE.
207	If the government plans to purchase the incumbent-owned equipment and provide this to the NEST contractor as GFE, we assume that an audit to confirm the accuracy of asset information in the ITSM will not be required by the NEST contractor.However, if NASA will require the NEST contractor to purchase the incumbent-owned equipment, the new contractor will have to perform an exhaustive audit of asset inventory, location, and status at each center. Because this would be a one-time event, the costs for this audit should not be included in per-unit pricing. Can the government confirm that a separate CLIN be included in the final RFP for this inventory audit and that this be specified as a plug ODC to address the lack of insight offerors have of the inventory and to mitigate the unfair competitive advantage in pricing that the incumbent would have because the incumbent already manages these assets.Does the Government expect the incoming contractor to perform a wall-to-wall inventory to tag existing assets or to correct existing asset data?	DRFP 52.212-1 Section III	Section III, 12.0 (d) and PWS 6.6	Pages III-8 and III-33	NASA will consider the suggestion regarding separate CLIN for inventory audit. NASA expects the incoming contractor to perform an inventory of existing asset data.
208	Please provide a list of the ACES enterprise software licenses that can be transferred.	DRFP I-25 List of Licenses	Section III, 12.0(e)	Page III-8	The licenses listed in Attachment I-25 shall be transferred to the successful offeror at no cost in accordance with ACES Model Contract Section 4.5 Aset Transition from ACES contract to successor contract

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209	Under Page Limitations and Formatting, it states that the contractor shall complete and submit the cross-reference matrix as provided as an attachment to this RFP. PWS Crosswalk Matrix. Can the Government please provide the Crosswalk Matrix attachment?		Section III. 13.0 Proposal Prep Instructions, (b) Page Limit	Page III-10	The PWS Crosswalk Matrix will be included with the RFP as an attachment.
210	Table III-1 sets the page limit for the Past Performance volume at 15 pages. However, Section 13.2 details the information that should be included for up to five projects. In particular, it states that the "Relationship of this work to the work that will be performed under this contract and how it is specifically comparable. There should be discernable links between this discussion and the PWS to be performed." There are 19 PWS elements that have to be addressed. Consequently, the page count to be able to provide the required level of detail for each PWS element is not sufficient. In addition, in the Past Performance volume, we have to also a list of Government contracts that have been terminated, provide US GAO or IG Audit Reports and their findings, and list the recipients of each Past Performance Questionnaire. Please consider providing additional page count for the past performance write-up sand the remainder of the requirements being outside of page count.		III.13(a), Table III-1	Page III-10	The Past Performance page limitation will be increased to 25 pages.
211	The RFP states that "electronic copies of the proposal shall be submitted on DVD." Then at the end of that section, it talks about "files contained on the CD-R." Please confirm the media for electronic files submission.		III.13(c)	Page III-11	The required media format will be clarified in the Instructions to Offerors.
212	In these tables and in Section 13.1, the sections of Volume I-Mission Suitability are listed; however, the listings are not consistent, e.g., Table III-1 lists Section M-4 as SB Participation and Section M-5 as SDB Participation. Table III-3 lists Section MS-5 as Subcontracting Plan and MS-6 as SDB Participation. But, in the paragraphs that follow providing details as to what should be included in these sections, Section MS-4, Subcontracting Plan details what should be included in that section. Please clarify the subsections to be contained in Volume I. Also, Tables III-1 & III-3 states that Section MS-3 is Service Transition and details are provided as to what should be addressed in that section; however, Table III-3 includes a Section MS-4 entitled Phase-In Plan. Please clarify if the Phase-In Plan is different and separate from the Service Transition. Also, in other sections of the draft RFP Phase-In is used for transition. Please clarify the terminology for this effort, i.e., either Phase-In or Transition.		III, Table III-1, III, Table III-3, III.13.1	Page III-10, Page III-12, Pages III-13 - 20	Table III-3 was in error and will be updated in the RFP.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
213	In Table III-1, Volume I has 5 sections, i.e., MS-1 – MS-5 but under Para. 13.1 Volume I, there are 6 sections: MS-1 – MS-6. Table III-1 does not contain the Phase In Plan (MS-4). Is this an oversight or can the Government please clarify how the Volume I is to be sectioned?		III, Table III-1III, Table III-3, III.13.1	Page III-10, Page III-12, Pages III-13 - 20	Table III-1 is in error and will be updated in the Section II, Instruction to Offerors
214	Table III-1 indicates there is a MS-5 – SDB Participation, but there are no instructions or requirements provided in Section III.13.1. Is there a requirement for SDB in this solicitation?	DRFP 52.212-1 Section III	Section III.13.1, Table III-3	Page III-10	Table III-1 will be updated in the Instructions to Offerors.
215	Under Table III-2, the due dates are in the past. What will be the due dates for each section of proposal?		Section III.13.0, Table III-2	Page III-11	The dates will be corrected for the RFP.
216	Could the Government provide a definition of Critical Personnel as opposed to Key Personnel? Are there any requirements for Key Personnel?		Section III. 13.1, MS-2 – Program Management Approach, Para.	Pages III-14 & III-15	Critical Personnel will be identified in PWS Section 2.0 Program Management and/or PWS Section 3.0 Contract Management. Critical Personnel may also be identified by an asterisk * in Attachment I-7 "Labor Category Position Descriptions" An example of Critical Personnel are the Program Manager, Contracts Manager, IT Security Manager, Deployment Manager, Operations Manager, and Center Operations Managers. The Government does not intend to include a Key Personnel clause in the NEST contract.
217	Will the Government consider moving the Total Compensation Plan to Volume III-Price?		Section III, 13.1, MS-2 – Program Management Approach, Para.	Page III-16	The Government intends to evaluate Total Compensation Plans are part of the Technical Approach.
218	The IT Security Management Plan is to be included with the Mission Suitability Volume. Is the IT Security Management Plan exempt from page count? Where in the volume should it go?		Section III, 13.1, MS-2 – Program Management Approach, Para.	Page III-16	The IT Security Management Plan will not be required for submission with the proposal. The initial submission will be reflected in Attachment I-2.
219	The Small Business Plan is to be included in the Mission Suitability Volume.Under Table III-3, MS-4 is the Phase In Plan, but on Page III-17, MS-4 is the Subcontracting Plan. Which one is MS-4? Is the SBP exempt from the page count?	DRFP I-16 Small Business Subcontracting Plan	Section III, 13.1, MS-4 – Subcontracting Plan	Page III-17	Table III-3 was in error and will be updated in the RFP

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
					Subcontracting will be evaluated as part of Mission Suitability. The Subcontracting Plan must be included in Volume IV.
220	Would Government consider moving the SBP to the cost volume given that it contains pricing data (TCV)? Is the SBP to be incorporated in both Volume I (Mission Suitability) as well as Volume IV (Model Contract)? Is the SBP exempt from the page count?	DRFP I-16 Small Business Subcontracting Plan	Section III, 13.1, MS-4 Subcontracting Plan	Page III-17	The Subcontracting Plan is subject to the page limitation.
221	DRFP states ALL pricing data to be in Volume IV- Model Contract then what is the Pricing Volume for? Are bidders to duplicate pricing documents from the pricing volume into the Model Contract volume?	DRFP I-10 Pricing Template	Section III.13.4, Volume IV: Model Contract Instructions	Page III-28	Section III, Instructions to Offerors will be revised to provide clarfication on the information that needs to be placed within Volume III and Volume IV.
222	The information requested to be included in Volume IV: Model Contract appears to be pricing data that typically would be part of Volume III. Please clarify what should be included in Volume IV for the Model Contract.	DRFP Model Contract Section I	III.13.4 Volume IV: Model Contract Instructions	Pages III-28 thru -29	Section III, Instructions to Offerors will be revised to provide clarfication on the information that needs to be placed within Volume III and Volume IV.
223	Section III.13.4 contains more instructions about pricing information that should be included in Volume III-Price Proposal. Please clarify if all of this information should be included as part of Volume III. If so, then please clarify what should be included in Volume IV for the Model Contract.	DRFP Model Contract Section I	III.13.4, Volume IV: Model Contract Instructions	Page III-28	The Government will update Section III, Instructions to Offerors, to clarify what is required in Volume III and Volume IV.
224	Please indicate which volume of the proposal should contain the OCI Plan.		III.14.0 Organizational Conflict of Interest	Pages III-29 & -30	The OCI Plan shall be included as part of the Model Contract (Volume IV) as attachment I-22 OCI Plan.
225	There are two documents, i.e., the Reps and Certs and the BOM format, that do not appear to be specific to the draft RFP instructions. Can the Government confirm that the completed documents are to be put in Volume III –Price?	DRFP 52.212-1 Section III	Following after Section IV		The Instructions to Offerors will be revised to clarify where the Reps and Certs and the BOM format need to be submitted.
226	Please provide the number of end user desktop/laptop devices and printers to be supported at each location.	DRFP I-4 Gov't Provided Facilities	Attachment I-4 (Government Provided Facilities)		The Government will provide specific device numbers within the Bidders Library.
227	The MSFC tab in Attachment I-4 is a list of offices. What does this list represent?	DRFP I-4 Gov't Provided Facilities	Attachment I-4 (Government Provided Facilities)		Attachment I-4 will be revised to provide clarification.
228	The attachment identifies two Cost Types: Core and Subscription. Please provide the contract type (FFP, FUP, Level of Effort, etc.) and term (annual, monthly, etc.) for each Cost Type (or CLIN, if applicable).	DRFP I-9 CLIN Pricing	Attachment I-9 (CLIN Pricing)		Attachment I-9 to be updated to clarify.

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229	Please provide the function for each server included in the attachment, e.g., email, DMNS, etc.	DRFP I-11 List of Gov't Furnished Prop	Attachment I-11 (List of Government Property)		The Government is working with the incumbent contractor to confirm system identification and will provide via updates to I-11 or in the Bidder's library.
230	The useful life of a server is typically 3 to 5 years. However, 53 of the 58 servers included in Attachment I-11 are more than 5 years old, and 22 are more than 10 years old. Please provide an updated attachment that includes only those servers that are currently in use.	DRFP I-11 List of Gov't Furnished Prop	Attachment I-11 (List of Government Property)		The Government is reviewing utilization of government furnished equipment to confirm use and identify associated systems.
231	The DD-254 states that personnel security clearances will be issued only to those who have justifiable need, which is reasonable. However, it also states that personnel that have access to NASA information or systems are required to possess and maintain a Secret-level clearance, which could apply to virtually all contractor personnel, which we do not believe to be reasonable or warranted . Can the government please confirm that the majority of contractor duties can be performed after favorable adjudication of an NACI?	DRFP I-13 DD Form 254	Attachment I-13, DD 254	248	The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Government anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance. The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a bona-fide requirement for access to classified national security information.
232	In Attachment I-20 there is a holding place for the QASP, yet there is a QASP attached. Is the QASP attached be the one going forward?	DRFP I-20 QASP	Attachment I-20 & Section I.8.0, List of Attachments	I-20 and Section I, Page 45	Yes, however please review the final RFP for any updates
233	The list of PWS elements in Section IV of the PPQ differ somewhat from the PWS elements contained in Attachment I-1. The Government should consider updating Section IV of the PPQ to correspond directly to the most current version of the PWS.	DRFP Past Performance Questionnaire	Enclosure 2, PPQ, Section IV and Attachment I-1, PWS		The Government will finalize the Past Performance Questionnaire to reflect final version of the PWS.
234	The tabs for “Compute Services,” “Mobile Service,” “Print Services,” and “Enhanced Support Services” are priced monthly, but are never annualized in the Attachment J-10. Will the Government be adjusting the template to annualize these prices for evaluation purposes?	DRFP I-10 Pricing Template	Attachment I-10		Attachment I-10 has been revised to include monthly and annual prices.
235	Is it possible that Tier 1 Help Desk will become part of NEST?				Tier 1 Help Desk will continue to be maintained as a part of the Enterprise Service Desk Contract.
236	Will the NEST seat and mobile devices scope expand to include/replace the current non-ACES GFE devices?				This contract allows for the expansion of end user services devices.
237	Will implementaion of O365 by the imcumbant, lengthen the solicitation process?				The implementation of O365 will not lengthen the solicitation process.
238	Will the awardees have access to the current incumbants asset management system to extract current seat and mobile inventory?				The Government will provide asset information in the Bidders Library.

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239	Will NASA consider increasing the Small Business the small business evaluation to 200 instead of 100? This will provide more incentives to the use of small businesses.				The current evaluation factors for small business will remain the same.
240	Does NASA envision the industry partner providing a full VDI solution as part of NEST?				Yes, please refer to PWS section 4.0 and enclosure 1 to the Instructions to Offerors (RTOs)
241	Does NASA procure HW and SW licenses separate from the NEST contract? For example, Microsoft licensing might be purchased from other government contracts				NEST will not be the sole provider for HW and SW licenses for NASA
242	In order to support personnel who are stationed OCONUS, does NASA procure voice and data plans from oversea carriers or does NASA simply utilize international roaming charges from CONUS based carriers?				NASA currently uses CONUS based carriers for international services.
243	In regards to past performance. How far back will past performances be accepted?				Reference section 3 Instructions to Offerors, subparagraph 13.2. The Government will evaluate past performance in accordance with section 4, evaluation criteria.
244	In regards to past performance. How will the Government handle past performances?				Reference section 3 Instructions to Offerors, subparagraph 13.2. The Government will evaluate past performance in accordance with section 4, evaluation criteria.
245	Can you provide an approximate value of the inventory that the winning vendor may purchase?				As of September 29, 2017 the estimated value of the compute, print and infrastructure hardware is $56M.
246	A 45 day proposal submission period 1/29 - 3/15 is not sufficient duration for the complexity and value of this NEST. Recommend proposal period be extended to 90 days at a minimum to avoid risk.				The Government does not intend to extend the proposal period past 45 days.
247	For Tier 1 and Tier 2 help desk support, will you allow a "work at home" model?				First of all, Tier 1 is not part of the NEST PWS. The Government is relying on industry to propose the best solution for delivering Tier 2 location support.
248	Would the Government consider basing small business goals off of labor dollars as opposed to total contract value given the large value of procurement dollars for products or consider eliminating the HW device procurement from small business goals?				Small business subcontracting goals will be based off total contract value.
249	Whom is performing the work now?				Enterprise Services LLC, a subsidiary of DXC
250	Have you thought about putting print services on its own? Print services managed by a prime is no different than what was done before.				Yes and the acquisition strategy was to award a contract to a single integrated contract.
251	There was mention of local "help desk". Overall, is the NASA vision that all Service Desk agents would work from a central location (or if considering business continuity)?				The Government is relying on industry to propose the best solution for delivering Tier 2 location support.

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252	12.0 Printer Services Device Quantities. Has an assessment been performed? There is almost no CLIN-specific or current in-place device info presented in the draft, will this be in the final?				Quantities of contractor provided and government owned devices will be available in the Bidders Libraries prior to RFP release.
253	Is NASA intent to continue to use its existing Service Now infrastructure? If so, is it the standard cloud based service offering from Service Now?	PWS Service Mgmt			The Government will continue to use its existing Service Now infrastructure which is a standard, cloud based, service offering.
254	Will NASA have any small business goals for 8(a)?				No. See Section III, Instruction to Offerors, MS-4 Sub-contracting plan.
255	What NASA systems already in place will be required to have knowledge on?				This question is unclear. Please clarify and resubmit before the deadline.
256	What happens if the prime earns a score of 90 in regards to option periods?				Scoring and the consideration for award of any Award Term Option will be implemented in accordance with the requirements identified in Attachment I-08, Award Term Option Plan. Specifically see "APPENDIX A" "Notes 1) ATO 1 rating period - The rating period to earn an opportunity for the first ATO spans three years (the initial base period plus year 1 of Option 1). The rating will consist of three 12-month ratings. The Contractor must have an average score of 91 or higher over the three-year period to be considered for ATO 1."
257	How many companies are going to be considered for this contract?				This question is unclear. Please clarify and resubmit.
258	What is the actual refresh cycle for all refresh devices 48 or 60 days?				This question is unclear. Please clarify and resubmit.
259	User flexibility and tighter cyber security especially as related to "least privilige access" and limited/restricted elevated priviliges on assigned devices e.g. admin rights on laptops provides challenges in meeting end user expectations how does EUSO with contractor support plan to balance or manage those expectations and contractor evaluations.				The Government expects the offerors to provide the approach within their proposal that meets the requirements of PWS Section 5.2 Security Management in executing the contract and in delivery of services.
260	There was mention of local "help desks." Overall, is the NASA vision that all serviceable agents would work from a central location (or 2 if considering business continuity)? If so, can agents be 100% located at Industry Partner facilities?				The Government is relying on industry to propose the best solution for delivering Tier 2 support.

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261	When will we see CLIN specific hardware specs and requirements? The current Draft is extremely vague. I.e. ppm, epeat, specific functionalities/specs.				NASA-STD-2805, Minimum Hardware Specifications, will be made available in the Bidder's Library. Print specifications will be added to an addendum to the RFP or additional standards.
262	To ensure a seamless transition, will the Government consider increasing the duration of the phase-in period from the current 90 days in the draft to a longer duration? A longer transition time would increase the liklihood of customer and end-user satisfaction while reducing performance risk to the benefit of Govt and industry.	DRFP I-14 Phase-In Schedule			The Phase-in period is aligned with the end of the current contract period of performance.
263	Topic Mobile. Will a vendor be able to purchase, on behalf of the government (via the government's voice and data plans e.g. Carrier BPAs/GSA FSS/wireless contract vehicles) data and voice services in order to support task 11.1c, 11.5c, 11.7, all of 11.8 and 11.11?	DRFP Model Contract Section I			The Government intends to modify the Model Contract to add clause 52.251-1 Government Supply Sources (Apr 2012) to allow the successful offeror authorization to utilize the Solutions for Enterprise Wide Procurement (SEWP), General Services Administration Federal Strategic Sourcing Initiative (FSSI), Abilty One (NIB).
264	Why not bid specific Task orders? It seems this is a re-bid of ACES, if historical performance is a key indicator of future performance, why bid this the same way?	DRFP Miscellaneous			The acquisition strategy was to award a contract to a single integrated contract.
265	Has an organization maturity assessment been performed? These assessments help contractors determine required staffing mix.				This question is unclear. Please clarify and resubmit before the deadline.
266	For small business compliance throughout the contract, would you consider making small business points 10 vs 5 as stated?				The current evaluation factors for small business will remain the same.
267	Battery life for all portable devices should be called out	PWS Compute Services, PWS Mobile Services			The Government will not set expectations for battery life.
268	12.0 Printer Services. Has there been a moratorium placed on adding new devices under ACES?	PWS Print Services			The government has not placed a moratorium on ordering new devices under ACES.
269	12.0 Printer Services. What is to keep HP from renewing leases replacing equipment over the next year? This strategy would make it financially difficult for a new provider (to take over new devices).	PWS Print Services			Device management is at the discretion of the ACES Contractor.
270	Under what section(s) does mobile and/or omnichannel software develoment fall?				This question is unclear. Please clarify and resubmit.
271	NASA should specify the service level required as mobile technology continues to evolve. Requirements for 3G, 4G, LTE or emerging 5G should be specified to ensure NASA equilizes all bids.				The Government has specified minimum hardware configuration for mobile devices in NASA-STD-2805.
272	NASA should ensure support for any proposed devices by requiring OS be updated for the specified source period of the device.				The OS standards are defined in NASA STD-2804 and updated as required by IT Security.

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273	What has NASA learned in previous contracts of ODIN and ACES that has affected the requirements in NEST good and bad?				The ODIN contract was a Center-based Delivery Order type arrangement and the ACES contract was the first Enterprise-wide contract. With consolidation you may lose some flexibility; however, you gain effiency through standarization. The goal of the NEST contract is to establish a working partnership to provide excellent service to all end-users in a secure environment.
274	NASA should define what constitues a complete product by calling out what is expected as part of the package. For example, battery, charger, earphones, mobile charger are possible required accessories. Often potential options include cases, screen protectors, etc.	PWS Mobile Services			Accessories to be included with Mobile devices are defined in sections 11.2 (b), 11.3 (b) and 11.4 (b) of the PWS.
275	Will NASA require bidders to show proof of manufacturer/vendor authorization to resell and support that product?				The suggestion will be considered by the NASA team however this requirement is not currently included in the Draft RFP.
276	This vendor requests that NASA equalize offers by being more specific about OS versions or at least limit offers to current versions of OS as to ensure offerors are offering current and equal products.	DRFP Bidders Library			Software versions approved for use are captured in NASA-STD-2804, Minimum Interoperability Software Suite, which will be made available in the Bidder's Library.
277	How do you define effectiveness/value?				This question is unclear. Please clarify and resubmit.
278	What will be your pricing model?				As indicated in the Draft RFP and highlighted at Industry Day, this will be a FAR Part 12, Commercial Items Acquisition, using the procedures in FAR Part 15, Subpart 15.404-1(b). In accordance with FAR Part 12 procedures, and specifically FAR 12.209, a determination of price reasonableness will be established by the Contracting Officer.
279	Will the NEST contract increase the number of mobile devices managed as compared to ACES?				The Government is unable to determine at this time an anticipated increase in the number of mobile devices under the NEST contract.
280	Will NEST manage mobile devices used by contractors like Orbital?	PWS Mobile Services			This question is unclear. Please clarify and resubmit.
281	Will NEST manage mission devices?	PWS Infrastructure Operations, PWS Compute Services			The End User Services Program includes oversight of NASA Workstations, including those used for mission requirements. The NEST contract may be utilized to assist the Government in meeting those goals. However, the NEST contract will only directly manage mission devices to the extent that Missions utilize NEST services.

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282	Will NASA please consider adding a schedule for site visits to the solicitation timeline? A site visit schedule would enhance the fairness of the solicitation for small business and non-incumbants.				Site Visits are not expected. Information on NASA Centers and Field Sites will be made available in the Bidder's library.
283	In regards to past performance. Will past performance be accepted from both the prime and its subcontracter?	DRFP 52.212-1 Section III			Past Performance will be accepted from the Prime only whether the Prime operated as the Prime or Tier 1 subcontractor on similar efforts of size and scope within the past 3 years.
284	When does the Government plan on making information available in the Technical Library or "bidder's library" as referenced in the draft RFP and as mentioned during Industry Day?	DRFP Bidders Library	15.0 Access to Reference Information		The Goverment has posted Twenty (20) documents related to Background and Historical on the NEST webpage. Other information will be posted as it is made available.
285	Will the Government consider including separate rates for Government site and Contractor site for each labor category? The current Attachment I-10 Pricing Template requests one rate per year per labor category but does not differentiate where the resource will be located.	DRFP I-7 Fully Burdened Labor Rates, DRFP I-10 Pricing Template	Attachment I-10 (Pricing Template)		The Government has revised Attachment I-7 to allow offerors to propose fully burdened labor rates by labor category for all performance sites.
286	Will the Government please consider including a schedule of site visits for the Centers and Headquarters within the NEST solicitation? By including a site visitation schedule, competition will be enhanced while simultaneously reducing risk for both Government and industry.	DRFP Miscellaneous	General		Site Visits are not expected. Information on NASA Centers and Field Sites will be made available in the Bidder's library.
287	May we suggest that NASA look at adding the following capabilities and services to the RFP in section 11.0 Mobile Services : Device Protection Plan - To be used in combination with a hot spares program. Contractor shall supply a zero deductible repair or replace program to include device wipe as per NIST SP 800-88r1 standards (Media Sanitization Guide), shipping, any required device kitting.	PWS Mobile Services	11.0 Mobile Services		Mobile Service Restoration is covered in PWS section 11.13 and Model Contract Section 2.4.
288	Comment: Suggest that end-user self service be extended to allow user to select, track and schedule the endpoint and all required confiugrations such as role based and user specific applications. Industry is moving more towards this model and is simular to online hardware ordering. This model allows the endpoint to be delivered and already provisioned, while reducing/eliminating the touch-time required.	PWS T & I	Page 21, 4.0 item E, F & G		The Government is relying on industry to propose the best solution for delivering transformation ideas.

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289	Comment: Section 10.1.1 not only foucses on the hardware, but additionally the services for configuring and deploying the hardware as well. Suggest figure 10.1-1 inlcude the delivery, installation, configuration and retirement services to refelect the entire service. The industry standard for this hardware and deployment services would be an Device-as-a-Serivce (i.e. PCaaS).	PWS Compute Services	Page 45, Figure 10.1-1		Graphic will be updated to better reflect structure of the PWS.
290	Comment: Suggest to add language reflecting that all services (Device, Deployment, Software, Data Migration,Support, Reuse/Recycle, etc) be reflected in a per seat per month/year model. This aligns to the subscription model stated here along with the abiliy to "unsubscribe".	PWS Compute Services	Page 45, Section 10.1.1 Managed Hardware Services		Attachement I-9, CLIN pricing, will be updated to further specifiy where lifecycle management activities are expected to be priced.
291	Comment: Suggest that provisions be added that if system is configured and tagged in the supply chain, that it can be shipped directly to the end user. This provides the ability to introduce new innovation to speed up the process while potenitally reducing cost.	PWS Compute Services	Page 51, Section 10.1.4		Property Management requirements are governed by Agency Requirements, but implemented via Center procedures and contracts. Requirement 10.1.4(g) only applies to unmanaged commodity items titled to the government.
292	Comment: Vendor recommends the abiltiy to review end point pricing based upon the performance period outlined in the contract. This will enable NASA and the End Point Provider the flexibilty to take advantage of any cost increases or decreases if there is a change in technology. Without the ability to review/renegotiate pricing as time passes and technology changes, Vendors will need to add cost to the initial pricing in order to mitigate any potential cost increases due to changes in technology over the next 10 years.	PWS Overview	1.2 3 Objectives		NASA will incorporate FAR Clause 52.216-2 Economic Price Adjustment Standard Supplies or FAR Clause 52.216-3 Economic Price Adjustment Semistandard Supplies into the Model Contract.
293	The government intends to move from a thick client environment to a more flexible environment. How does the government intend to evalute a bidder's strategy for this large-scale transformation?	DRFP 52.212-2 Section IV	1.2 3 Objectives		The Government will evaluate offerors per 52-212.2 Section IV, Evaluation Criteria.
294	Question: As the government moves to a zero risk end user devices, how will the government evaluate a bidder's strategy for supporting this inivitiave through innovations such as IoT and digital transformation?	DRFP 52.212-2 Section IV	1.2 3 Objectives		The Government will evaluate offerors per 52-212.2 Section IV, Evaluation Criteria.
295	Please provide a copy of NASA-STD-2826 as this was not included in the Draft RFP. We would like the opportunity to review this document for additional commentary and/or questions.	PWS Print Services	PWS - 12.1.B	57	NASA-STD-2826 has not been published in time for the Draft RFP. The government will provide this document (or an interim document) for minimum printing standards on or before the publication of the RFP.
296	Please provide table XX and historical volume (historical volume-last 12 months avg is requested in attached spreadsheet)	PWS Print Services	PWS - 12.2.2.b.i.a		The reference to Table XX in Section 12.2.2, Print Services Impression Requirements of the PWS will be corrected. The government will provide historical printer impressions for the B&W and Color agency pools in the Bidders Library.

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297	Should this be ITSM?	PWS Print Services	PWS - 12.7.D	58	The reference to "ITSC" will be corrected to "ITSM" in Section 12.7, Print Transformation Requirements, in the PWS.
298	Recommend "near time reporting" due to network latency which is outside the vendor's control.	PWS Print Services	PWS - 12.3.g and 12.15	58	In section 12, Print Services, the government will consider changing "real-time reporting" to "near real-time reporting" in the RFP.
299	Should equipment ordered in years 2-5 be for a 60 month term as well? Will equipment placed during the optional award periods also be on a 60 month term?	PWS Print Services	PWS - 12.17.4	61	All Print Services devices will have a 60 month technology refresh life-cycle for the entire contract, including all option periods.
300	Is a standard DOD approved 3 pass overwrite acceptable? If not, can the vendor remove the hard drive for surrender?	PWS Print Services	PWS - 12.17.7	62	In accordance with the current revision of the NASA IT Security Handbook on Media Sanitization (ITS-HBK-2810.11-02) media that is being sent outside NASA must be sanitized by using one of the agency approved tools: SecureErase, Darik's Boot and Nuke (DBAN), or WipeDrive/WipeDrive Pro.
301	Is NASA requesting that there will be (1) B&W printer, (1) color Printer, (1) B&W MFD, and (1) Color MFD models being made available with each model pricing a under a low, mid, and high, band under a pool structure and the same number of model options under a flat rate structure? Our recommendation is a flat rate pricing structure which allows for unlimited prints/copies. This would eliminate a need for bands and provide for a more simplified structure, predictable budgeting, time savings reconciling invoices, and considerable cost savings.	PWS Print Services	PWS and Clin Structure Attachment - 12.2.2.b.c and d/Clin St	57 and Clin Structrure attachment	In Section 12.2, Print Service Delivery Options, of the PWS, the government is requesting that there will be (1) B&W printer, (1) color Printer, (1) B&W MFD, and (1) Color MFD print service device. Print service devices will have the following volume bands available as CLINs: low, mid, high, and a flat rate (or unlimited) structure.
302	Will these moves be within the same building, or between different addresses? Within the same city? If between cities, greater than 100 miles, we suggest allowing up to (10-15) business days, depending on distance, to complete relocation after contracting for services.	PWS Print Services	PWS - 12.17.2	61	Print Device moves within buildings and between buildings on the same facility is the norm for device relocation. There will be instances where a print devices will need to be moved 40+ miles, in the case of a device moving from AFRC on Edwards Air Force Base to Bldg 703 in Palmdale CA, a distance of 40+ miles.
303	Must the technician be "on-site" 40 hours per week? Or, may a vendor rely on a combination of interviews, fact gathering, and proprietary advanced diagnostics and user analytics to determine and implement recommendations that drive innovation at various NASA sites?	PWS Enhanced Support Services	PWS - 13.0 K & L	64,65	The enhanced services detailed in PWS Section 13.0 for "Basic Print Technician Services", and the other augmentations, do not necessarily require "on site" for 40 hours per week. The Government will clarify the requirement for PWS Section 13.0.

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304	In PWS, Flat Rate Pricing (unlimited copy/print usage) in which all copies/prints are included is discussed repeatedly. On attachment I-9, CLIN Pricing document, a CLIN is provided for Volume Band 1,2,3. However, a CLIN is not provided for Flat Rate. Please include CLIN for Flat Rate which will ensure no excess copy/print charges for the life of the contract.	DRFP I-9 CLIN Pricing	Attachment I-9, CLIN Pricing -		The Government will include CLINs for Flat Rate Pricing (unlimited copy/print usage) in Attachment 1-9 CLIN Pricing in the final RFP.
305	Additional CLIN Structures for additional accessories should be added. Vendor should be allowed to propose additional CLINs for additional accessories and services.	DRFP I-9 CLIN Pricing	Attachment I-9, CLIN Pricing -		The Government will provide CLINs for all print services and accessories per the requirements in Section 12.0 Print Services. Print services requirements will be established by the Government.
306	Please provide the following information on the existing printing and mfd's at NASA that will be in scope under NEST (see attached sample spreadsheet #1)	DRFP Bidders Library	-		The Government will provide information in the Bidders Library on the number of print devices currently supported on the ACES contract.
307	In the event the NEST Prime Contractor does not receive an award for an option period will the existing printing and mfd inventory remain at NASA until its contract expiration with printing/mfd subcontractor fullfilling all printing services requirements? Would NASA be assuming balance of the printing /mfd subcontractors contract.		-		The Government will not have privity of contract with NEST subcontractors and therefore cannot assume contractual or financial responsibility for subcontracts awarded by the NEST contractor. See Model Contract Section 4.6 "Asset Transition From NEST Contract To Successor Contract" for further information.
308	Would NASA be interested in a Fax Cloud Service to eliminate analog fax machines and the analog telephone line needed for MFD fax capabilities? This Cloud service would enable MFD's to Fax and secure Fax via the internet.	PWS Print Services	PWS - 12.3.d	58	The Offeror may propose solutions to address the requirements in the RFP.
309	Would NASA be interested in value added MFD scanning services that provide applications that directly connect into Enterprise Content Management and Enterprise Document Management systems to enhance document workflow productivity? Is NASA interested in scanning to Google Drive, MS One Drive, O365, Dropbox, and Box? What about printing from these Cloud services?	PWS Print Services	PWS - 12.3	58	The Offeror may propose solutions to address the requirements in the RFP.
310	Would NASA be interested in writing its own APPS to be used with MFD's for improving business productivity and innovation? Requesting access to manufacturers Application Programming Interface (API's) would be a minimum suggested requirement in the PWS to enable NASA's own APP development with MFD's.	PWS Print Services	PWS - 12.3	58	Application development is not in scope for the NEST contract.

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311	Suggest that NASA refine this position to be an on-site tech to peform various functions like toner replenishment, first level triage, training etc. Typically not a position that is staffed with expertise to provide review of end user needs.	PWS Enhanced Support Services	PwS -	64	PWS Section 13 Enhanced Support Services will be revised to provide more clarification of this requirement.
312	This requirement is typically what falls under "Assessment Services." Given the size and complexity of NASA this would require a combination of software, expertise, and people services. Typically assessments are conducted under managed print services prior to implementation at a given NASA center.	PWS Enhanced Support Services	PWS - L	65	PWS Section 13 Enhanced Support Services will be revised to provide more clarification of this requirement.
313	Does NASA require that a vendors Cloud based reporting and monitoring tools be at a minimum FedRAMP Ready?		-		All Cloud based services shall be FedRAMP Authorized in accordance with PWS Section 5.2 Security Management
314	Is NASA interested in a real time on-line Print Audit Service to ensure that NASA's printers and mfd's are always in compliance with NASA Security policies.		-		It is at the option of the offerors to propose services to meet requirements of the RFP.
315	Is this requirement for Network Printers and not MFD's? If printers please provide inventory (see attached spreadsheet). Also, if printers would NASA be interested in a flat rate service model that would be inclusive of labor, parts, and all toner?	PWS Print Services	PWS - 12.6.e	58	The requirement in Section 12.6.e is for government owned Network Printers and MFD's. The government will modify the PWS Section 12.6.e to include a fixed flat rate service model (inclusive of return to service, labor, parts, and consumables). The government will provide inventory of government owned printers and MFDs to the successful offeror.
316	Is JPL in the scope of this RFP for MFD's as it is our understanding they did their own solicitation earlier this year for MFD's? Are there any other locations outside the scope of NEST for Printers and MFD's?		-		All NEST services are in scope to support the NASA Management Office at JPL (NMO/JPL). NEST services are out of scope for JPL/Caltech. PWS Section 1.5, Service Locations and Attachment I-4, Government Facilities will be revised.
317	Print from anywhere is often used when referrring to mobile printing. Is that what NASA is referencing in this requirement?	PWS Print Services	PWS - 12.7.b.	58	In Section 12.7 the reference to Cloud Printing Capability is referring to the "print from anywhere" for any device; the reference to Mobile Printing Capability is referring to wireless printing from mobile devices.

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318	We did not see a reference to "follow me printing." This is a highly productive and secure way to print that enables users to pick up their print jobs from any MFD on your network after PIV or Password authentication. This functionality is key to increasing security and productivity, and reducing the number of desktop printers as users are now able to securely print to network MFD's with redundancy. Fewer printers will result in a direct cost savings to NASA.	PWS Print Services	PWS - 12.3 and 12.6	58	The government did not specify the "follow me printing" functionality in the PWS. The offerors are encouraged to provide the government with the best value for print service when submitting their proposal.
319	The section states in part that for a component to be field proven it must have been available from the OEM for at least 30 days. Will the Government please confirm that in this context “component” applies to all items listed in either NASA-STD-2804 or NASA-STD-2805?	DRFP Model Contract Section I	Section 5.10 Component Classification for Compute, Mobile, a		The Model Contract, Section 5.10 will be revised to provide more clarification.
320	The section states in part that for a component to be field proven it must have been available from the OEM for at least 30 days. In order to remove any ambiguity from the stated requirement or at least 30 day release availability, will the Government please further clarify the definition of availability as, for example “being available for purchase in commercial release from the OEM to the general public for at least 30 days prior to the RFP release date”. This recommendation, or similar language, will further define the requirement and help to prevent any “gaming” of products or components offered to NASA in the NASA NEST proposals.	DRFP Model Contract Section I	Section 5.10 Component Classification for Compute, Mobile, a		The Model Contract, Section 5.10 will be revised to provide more clarification.
321	This section states in part that all components offered to NASA must to compliant with the requirements listed in NASA-STD-2804 and NASA-STD-2805. In order to further define and clarify this requirement, would NASA please consider adding that the requirement for compliance for initial proposal submission is with the 2804 and 2805 standards that are the active and current versions of the standards at the time of the release date of the final RFP. This will also remove any ambiguity from proposal evaluation by ensuring that all offerors are using the same requirements baseline.	DRFP Model Contract Section I	Section 5.10 Component Classification for Compute, Mobile, a		The Model Contract, Section 5.10 will be revised to provide more clarification.
322	The most current versions of NASA-STD-2804 and NASA-STD-2805 are both designated “Fall 2016” and each is approved for use as of 12/7/2016. Will the Government please provide additional guidance as to when the next version of these standards will be released, and/or if they will be released prior to the release of the final RFP? Or, are offerors to plan their proposal submissions to NASA using the current Fall 2016 versions of these standards?	DRFP Model Contract Section I	Section 5.10 Component Classification for Compute, Mobile, a		The Spring 2017 version has been made available in the Bidders Library. If the Fall 2017 if approved prior to release of the RFP, it will be made available in the Bidders Library.

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323	The requirement for IT-07 references NASA-STD-2805 and is stated as being with proposal submission. Would NASA please consider adding NASA-STD-2804 to the IT-07 requirement since per section 5.10 component compliance with both NASA-STD-2804 and NASA-STD-2805 is required?	DRFP I-2 DRDs	IT-07 Data Requirements Description – Attachment I-2, Page 1		DRD IT-07 references hardware requirements which are defined in the NASA-STD-2805 hardward standards. The government will not be including software standards to DRD IT-07.
324	The requirement in #7 states in part that the purpose of IT-07 "demonstrates" that all Contractor-proposed NEST devices meet the minimum configurations contained in NASA-STD-2805. In order to remove any potential ambiguity from the evaluation, would the Government please clarify if it intends to request that offerors conduct an observed and scored demonstration for NASA as part of the evaluation process? If not, will NASA please provide further details and clarifications within IT-07 as to how each offeror can fairly and equally demonstrate the compliance of its proposed components to NASA?	DRFP I-2 DRDs	IT-07 Data Requirements Description – Attachment I-2, Page 4		The Government does not intend to require a demonstration. Verification would be performed through market evaluation.
325	Will the Government please clarify that the requirement in section 15.3 applies to each "NEST component" by the addition of the word "component"?	DRFP I-2 DRDs	IT-07 Data Requirements Description – Attachment I-2, Page 4		The Government will modify IT-07 section 15.3 to clarify the requirement.
326	For paragraph #15.3, will the Government please consider adding an item "i" for "first date of commercial release and availability to the general public for purchase"? This addition would be consistent with the requirements and the intent stated in Section 5.10 for being field proven and of modern design as evidenced by being available from the OEM for at least 30 days.	DRFP I-2 DRDs	IT-07 Data Requirements Description – Attachment I-2, Page 4		This question is unclear. Please clarify and resubmit.
327	Since the requirement as stated in paragraph #15.4 could result in ambiguity in the evaluation process, rather than having each offeror submit its proposed format for approval, would the Government please consider providing the form template in its desired format for each offeror to then populate and submit with its initial proposal? Alternatively, if the Government still desires different format submissions for IT-07 from each offeror with initial proposals, would the Government please provide additional clarifications as to how and when the offerors are to submit their proposed formats to the Government for pre-approval, and how and when the Government approvals/rejections will occur between the release of the live RFP and the submission of proposals?	DRFP I-2 DRDs	IT-07 Data Requirements Description – Attachment I-2, Page 4		The Government will provide a format template for submission of DRD IT-07.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
328	I am interested in supporting NASA NEST as a sub to bring our end to end mobile solution to NASA that aligns perfectly with section 11. The large business primes are having difficulty adding additional large businesses due to the small business requirement. The beauty of our solution is that we have incorporated small businesses into our mobile solution to help enable our small business partners to grow. This approach would required that the contract support second tier subs. Its not clear in the solicitation if second tier subs are going to be allowed.	DRFP 52.212-2 Section IV			There are no restrictions to second tier subcontracting for NEST. However only first tier subcontracts can be included in the semi-annual reporting for total contract dollars awarded to Small Businesses.
329	We respectfully request that NASA consider elevating the current Mission Suitability subfactor titled “MS-3 Management Approach Subfactor Service Transition” to a primary requirement, with 100 evaluation points being removed from Technical Approach and reallocated to this critical scope area. We also request that a page limitation not be imposed for this requirement. The rationale behind this request is to provide NASA with a more comprehensive transition plan that can be directly scored for understanding and risk.	DRFP 52.212-2 Section IV			The Government plans to reallocate points for the Technical and Management subfactors for Mission Suitability. The changes will be released when the RFP is posted on FBO. The Transition Plan will not be excluded from the page limitation count for Mission Suitablity.
330	The draft RFP includes specific language about the inclusion of the Service Contract Act and wage determinations categories. SCA compliance is ultimately determined by labor audits performed by the Department of Labor (DOL). In order to ensure a compliant proposal, can the Government provide any DOL guidance or historical investigation materials related to type of work performed on the contract in order to support a proper mapping to the wage determination?	DRFP I-5 Wage Determinations			The Government has not been provided DOL guidance or historical investigation materials related to type of work performed on the ACES contract in order to support a proper mapping to the wage determination.
331	For all products to be proposed and provided to NASA via the NEST program, will the Government please consider adding the requirements of FAR 52.225-5 Trade Agreements (OCT 2016) (19 U.S.C 2501), et seq., 19 U.S.C. 3301? This will ensure compliance with the spirit and intent of important product fairness regulations while ensuring a level playing field for product manufacturers and providers while also removing any ambiguity in the evaluation process.	DRFP Model Contract Section I	CONTRACT CLAUSES FOR COMMERCIAL ITEMS	8	NASA does not intend to add this clause to the NEST solicitation.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
332	Regarding Question/Answer 85: Release Version 1.2 ? 01/15/2018 states: "Since the referenced requirement and associated evaluation is for the ability to provide cleared personnel, would the Government please identify which positions require clearances, where are the NASA locations that require support from cleared personnel, and the level of clearances required for each position and associated location? This detailed information will remove any potential ambiguity from the solicitation and enable the Government to conduct a fair and complete evaluation of all offerors' proposals and approaches against equal requirements." We would like to respectfully request additional clarification as the answer provided "It is necessary to have the DD 254 in the event that there is work or discussions that require cleared contract personnel." does not appear to answer the question being asked in the important area of security clearance requirements in the solicitation to ensure fairness and remove any ambiguity from the evaluation process.		Q/A #85 [not doc section, but Industry question/answer]		The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Goverenment anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance. The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a requirement for access to classified national security information. The contractor is responsible for having the requisite facility security clearance (FCL) and designated cleared personnel for those functions requiring access to classified information at the time of contract stand-up or intiaition of a task order requiring clearances. For those personnel not requiring access to classified information in support of this contract, they will be processed as long term visitors and receive the appropriate credentials to access NASA facilities.
333	The answer to Q/A #94 states: "The minimum cost for Past Performance has been revised to $35M annually." Q/A #3 on the same topic has a different answer that seems to conflict with the $35M revision. Please clarify.		Q/A #94 and #3 [not doc section, but Industry question/answe		For clarification purposes, review Section III Instructions to Offerors of the NEST RFP.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
334	Regarding Question/Answer 224: Release Version 1.2 ? 01/15/2018 states: "The DD?254 states that personnel security clearances will be issued only to those who have justifiable need, which is reasonable. However, it also states that personnel that have access to NASA information or systems are required to possess and maintain a Secret?level clearance, which could apply to virtually all contractor personnel, which we do not believe to be reasonable or warranted . Can the government please confirm that the majority of contractor duties can be performed after favorable adjudication of an NACI?" We would like to respectfully request additional clarification as the answer provided "It is necessary to have the DD?254 in the event that there is work or discussions that require cleared contract personnel." does not appear to answer the question being asked in the important area of security clearance requirements in the solicitation to ensure fairness and remove any ambiguity from the evaluation process.		Q/A #224 [not doc section, but Industry question/answer]		The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Goverenment anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance.The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a requirement for access to classified national security information.
335	Regarding Question/Answer 90: Release Version 1.2 ? 01/15/2018 states: "Will the Government please provide a specific requirement for the number of past performances to be submitted versus "up to 5" in order to remove any potential ambiguity from the solicitation and to ensure a fair and equal evaluation of all offerors' proposals? For example, there is a major difference in assessing the risk and performance for an offeror that can be evaluated against 5 past performances and an offeror that can only be evaluated against a single past performance." We would like to respectfully request additional clarification as the answer provided "Only the Prime Offeror will be evaluated for past performance." does not appear to answer the question being asked regarding recommendations for a specific number of past performances to ensure fairness and remove any ambiguity from the evaluation process.		Q/A #90 [not doc section, but Industry question/answer]		The number of past performances to be submitted has been changed to "no more" than 5. The Government will only evaluate relevant past performance of the prime offeror performing work as the prime or prime subcontractor.

Question #	Question Submitted	Vendor Referenced RFP Element (if applicable)	Document Section/Title	Page Number	Government Response
336	Regarding Question/Answer 62: Release Version 1.2 ? 01/15/2018 states: "The Government indicates the contractor shall support "e-discovery requests". Can the Government clarify the Contractor's degree of responsibility and liability in light of use of third party products such as Microsoft OneDrive or other systems which are not directly administered or managed by the Contractor? Is it the intent of the Government that the NEST Contractor will support document recovery from its systems and backups with no liability for the effectiveness of third party products or their ability to meet e?discovery requirements?" Would the Government consider deleting this requirement from NEST, or otherwise provide guidance to bidders on how and when the requirement will be further defined, since the Government's answer states the required information associated with this requirement will not be available prior to RFP release: "The NEST contractor will support processing e?discovery requests. This includes restoring data as requested. The Government recognizes that the tools provided are Microsoft developed and managed tools so the Government will have to work through the overall responsibility model as the O365 project progresses. This information will not be available prior to RFP release."		Q/A #62 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability.
337	Regarding Question/Answer 69: Release Version 1.2 ? 01/15/2018 states: "Does the Government intend the Contractor will provide backup specific to end user devices and to infrastructure operated by the Contractor, but those backups will not extend beyond end user devices? Can the Government clarify that backup and restore services under NEST will not include other server/infrastructure environments not in scope of the NEST delivery contract? (for instance, the Contractor will not be required to provide backup solutions for NASA financial applications housed on centralized servers, or other non?NEST related backups)." Would the Government please clarify the PWS modification planned to be included in the final RFP, as noted in the Government's answer that the "PWS modifications are required to clarify scope" or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: Section 9.5, Backup and Restore, is specific to backup and restoration of end?user clients. The NEST contractor is also responsible for backup and recovery of enabling infrastructure for services delivered under the NEST contract. PWS modifications are required to clarify scope.		Q/A #69 [not doc section, but Industry question/answer]		Final RFP release will provide clarification.

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338	Regarding Question/Answer 104: Release Version 1.2 ? 01/15/2018 states: "Will NASA provide the plan, process, and schedule for the implementation of O365?" Based on the Government answer that detailed plans, process, and schedule information will not be available by the release date of the RFP, will NASA consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "The O365 Project will not have detailed plans, process and schedule information available by the release date of the RFP."		Q/A #104 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability.
339	Regarding Question/Answer 137: Release Version 1.2 ? 01/15/2018 states: "Has a plan been established for the transition from NOMAD to O365? If so, will the Government please provide along with any additional information that is available on the future project delivery of O365/SharePoint so that an accurate phasing of costs for support can be included in the pricing template?" Regarding the Government's answer, will NASA please consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "O365 Project information will not be available at the time of RFP release."		Q/A #137 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability.
340	Regarding Question 166: Release Version 1.2 ? 01/15/2018 states: "Will NASA be providing the VDI use cases referenced?" Regarding the Government's answer, will NASA please consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "The Government is currently working through the details of the VDI Project and details will not be available by the release date of the RFP."		Q/A #166 [not doc section, but Industry question/answer]		The Government has removed Representative Task Orders (RTOs) from this procurement. Please refer to the RFP for further information clarification on supporting Virtual Desktop Initiatives (VDI).
341	Regarding Question/Answer 170: Release Version 1.2 ? 01/15/2018 states: "Can you provide the NASA cloud and/ or hybrid governance plan? How would the governance plan be enforced?" Regarding the Government's answer, will NASA please consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "The governance plan is not anticipated to be available prior to RFP release."		Q/A #170 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability.

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342	Regarding Question/Answer 171: Release Version 1.2 ? 01/15/2018 states: "W Regarding the Government's answer, will NASA please consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "The Governments vision for hybrid cloud structure is not anticipated to be available prior to RFP release." What is NASA's planned vision for hybrid cloud structure? (e.g., O365/Azure Gov O365/AWS)?"		Q/A #171 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability.
343	Regarding Question/Answer 172 - Release Version 1.2 ? 0 1/15/2018 states: "What are the back?up and recovery requirements for O365? What is the related SLA?" Regarding the Government's answer, will NASA please consider deleting the requirement, or provide additional clarifications as to how bidders are to address it, absent the required information on the requirement itself: "The Government is currently working through the details of the backup and recovery requirements for the O365 environment. Support and SLA details for O365 will not be available at the time of RFP release."		Q/A #172 [not doc section, but Industry question/answer]		The Government expects the Contractor to propose technical solutions based on the PWS requirements, industry best practices and experiences in providing the given IT service/capability. Clarification on O365 Service Level Agreements will be provided in the RFP.
344	The Government indicates that the contractor shall provide the Agency "summary and individual worksheets for each Center to the Contracting Officer (CO)", however section 1.2.3.i-iii of the same page does not identify these as part of the invoicing worksheets. Can the Government clarify if items identified in Section 1.2.4 on page 6 are part of the monthly invoice package? If the Government response is in the affirmative, can the Government clarify the contents of item in 1.2.4 on page 6? Is the item identified in 1.2.4 intended to provide each Center with a breakdown of their specific costs by Center, similar to an invoice, but for informational purposes only?	DRFP Model Contract Section I	Section 1.2.4	4,5,6	This requirement to provide a "summary and individual worksheets for each Center to the Contracting Officer" has been removed from the Model Contract.

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345	Section 6.3 indicates that Contractor staff may require “up to” Secret security clearance to perform work on the NEST contract. Can the Government clarify and detail the security clearance requirements for staff working on the NEST contract? In addition, can the Government provide specifics around citizenship requirements for Contractor staff working on the NEST contract, as well as if all work must be performed within the geographical boundaries of the United States (for instance, no work may be offshored to a non-US location)?	DRFP Model Contract Section I	6.3 1852.204-75 SECURITY CLASSIFICATION REQUIREMENTS (SEP	38 (36 of doc)	The core task order of the NEST contract currently has no requirements for work or discussion that require a National Security Clearance. However, the Goverenment anticipates that there may be some limited, future need for work and/or discussions that require contract personnel to have a Clearance.The majority of the NEST contract work will NOT require any kind of National security clearance. The government will outline specific functions in future task orders which have a requirement for access to classified national security information. Additionally, it is not the Government's position to determine the personnel proposed by Offerors. However, bidding companies should be mindful that all personnel performing work on this contract must be able to successfully pass the appropriate background checks. Additionally, much of NASA's data is export controlled and successful offerers must not expose NASA data to unauthorized personnel in the execution of this contract.
346	What is the current disaster recovery model? For example an active primary site with a backup stand-by site, or on premise primary site backed up to a cloud solution? This information is necessary to solution data center services in accordance with NASA’s current disaster recovery plan.		PWS Page 40, Section 9.0 [makes no sense -RK]		Disaster Recovery methods are specific to the Information System, vary by security classification of the infomation system, and are documented and approved in the IT System Security Plan. An overarching DR requirement is covered in PWS 3.7 including understanding and planning for organizational interrelationships and system interdependencies.

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					"A component is field-proven if it has been available from the OEM for at least 30 days." has been removed from the Model Contract. This language will not be added as item "i" in DRD IT-07 Contents 15.3.
347	Under DRD IT-07 Item 15.3 will the Government consider adding an item "i. First date of commercial release and available to the general public for purchase."? This addition would be consistent with the requirement stated in Section 5.10, p. 33 that "A component is field-proven if it has been available from the OEM for at least 30 days."	DRFP I-2 DRDs	DRD IT-07 Vendor Product Performance Specifications, 15.3	46	Prior to initial deployment, all compute, mobile, and print devices will be reviewed by Government upon submission of DRD IT-07 or a Transition Proposal. The Government will have final approval authority before any device is initially deployed.
348	The Draft RFP states, "The Government will order all services and supplies required under this contract through either the (1) Enterprise Service Request System (ESRS) or (2) Individual Task Orders. Orders placed in ESRS will be funded through a separate Individual Task Order for each contract performance period." However, the draft RFP does not specify how the Government will determine whether to use the ESRS or an Individual Task Order when it needs to order a service. Without clear direction on this, the customer could potentially use a Labor Hour Task Order to purchase a service equivalent to those defined in the subscription CLINs, effectively replacing subscription CLIN pricing with labor hour pricing. For instance, rather than ordering the service defined by CLIN C-1 ("PC Desktop") in Attachment I-9, a Labor Hour Task Order could be used to perform the exact same service, effectively allowing an offeror to re-price this service post-award. Would the Government please consider adding additional language to further describe the procedure that will be used to order Labor Hour Task Orders, and clarify that it will not be used to replace equivalent services defined in Attachment I-9?		Section I – Model Contract, Para. 3.1, Placing Orders for Se	15	The Government will provide the required oversight and review of all task orders to ensure there is no duplication of services. Model Contract Section 3.1 has been revised to further clarify the ordering process for Task Orders and Enhanced Support Services.

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349	In Attachment I-9 of the Draft RFP, there are instances where the description of the CLINs does not match the entire scope of work defined in the respective PWS section. For instance, CLIN I-1, which refers to PWS Section 8.1, is titled "NOMAD Operations" and described as "Continued Operations of Existing NOMAD Infrastructure." However, in addition to NOMAD Support (8.1.1), PWS Section 8.1 also includes support for services other than NOMAD, such as Skype for Business (8.1.2). In order to ensure that CLIN pricing encompasses the full set of services described in the PWS, would the Government please verify that the scope of each CLIN is defined by the PWS section it refers to, rather than the title and description of the CLIN?		Attachment I-9 (CLIN Pricing)	Attachment I-9 (CLIN Pricing)	A column has been added to Attachment I-9 that specifies which PWS Section each CLIN is associated with for pricing.
350	Attachment I-9 of the Draft RFP contains a CLIN I-15 (Mobile Device Management) that is not listed in Attachment I-10, and Attachment I-10 contains CLINs R-1 through R-12 (Enhanced Support Services), which are not shown in Attachment I-9. Would the Government please release updated attachments with release of the final RFP to ensure consistent CLIN structure across the attachments?		Attachment I-9 (CLIN Pricing)	Attachment I-9 (CLIN Pricing)	This has been corrected and CLIN's are consistent in I-10 and I-9.
351	The RFP requests the offeror to provide task plans addressing each RTO in Enclosure 1 and include details such as labor categories, projected hours, and flow of activities. The RTOs in Enclosure 1 include 1) develop a roadmap, 2) develop a transformational model of computing, 3) provide desktop virtualization technologies, 4) develop a plan to migrate user data, and 5) develop a means to provide support for basic level SW configuration and control. Will the Government please elaborate on the scope of what is requested in each RTO? Does the Government wish for the offeror to provide labor estimates and activities for the development of task plans or for the execution of the plan/model/technology that the plan is for?		MS-1A Representative Task Order		The RTOs have been removed from the NEST solicitation.
352	RTO 1 (develop a defined roadmap) as described in Enclosure 1 has a lot of overlap with PWS 4.0 Transformation and Innovation. Given that transformation and innovation are generally a continual process, we believe that the roadmap requirements should be consolidated under PWS 4.0 and that RTO 1 should be deleted, as was suggested in Industry Day Q&A. Can the Government confirm?		MS-1A Representative Task Order		The RTOs have been removed from the NEST solicitation.

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	If the intent of the RTOs is to provide estimates for the implementation of the plan (rather than the development of the plan), there is a lot of specific as-is NASA environment details that will require a better understanding of the environment once under contract.				
353	Will the Government please provide more detail as to strategic plans, existing or recent pilot activities related to the RTOs?		MS-1A Representative Task Order		Reference PWS Section 4.0 for further clarfication.
354	We believe that key analysis efforts, such as analysis of alternatives in the development of the roadmap, should be accounted for in the implementation of the specific roadmap item. Can the Government confirm?		RTOs in Enclosure 1	MS-1A Representative Task Order	Reference PWS Section 4.0 for further clarfication.
355	Will the Government please provide details on what existing NASA desktop virtualization technology capabilities are?		RTO 3 in Enclosure 1 requires the offeror to provide desktop	MS-1A Representative Task Order	NASA does not have any existing desktop virtualization service capabilities. The RTOs have been removed from the NEST solicitation.
356	Will the Government please provide details on any user roles or use cases that have been developed so that the offeror can leverage NASA investments to date?		Several RTOs relate to new compute service models, new data	MS-1A Representative Task Order	Reference PWS Section 4.0 for further clarfication. The RTOs have been removed from the NEST solicitation.
357	Will the Government please provide the all documents that are referenced in the RFP and PWS?		The Bidders library has many useful statistical reports but	MS-1A Representative Task Order	Justin to take lead of pulling together documents for BL. Will track completeness of activity by associating every RFP artifact and PWS section to determine if there are docs needing posting.
358	Is it the Government's intent for all offeror staff to be resident on NASA sites? Also, in some cases only a room number is listed; will the Government please provide square footage for these rooms?		Attachment I-4 Government Provided Facilities provides usefu	Attachment I-4 Government Provided Facilities	The Government is relying on offerors to provide their staffing proposal as outlined within Section III Instructions to Offerors. NASA sites within Attachment I-4 Government Provided Facilities identify onsite facilities available for the offerors. The critical positions supporting the Contractor's Program Management Office will be located onsite at MSFC in accordance with PWS 2.1.1.

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359	Attachment I-9 of the Draft RFP contains a CLIN I-15 (Mobile Device Management) that is not listed in Attachment I-10, and Attachment I-10 contains CLINs R-1 through R-12 (Enhanced Support Services), which are not shown in Attachment I-9. Would the Government please release updated attachments with release of the final RFP to ensure consistent CLIN structure across the attachments?		Attachment I-9 (CLIN Pricing)	Attachment I-9 (CLIN Pricing)	Attachment I-9 and I-10 have been updated to address inconsistency between documents.