



Industry Information Bulletin #1

NSSC Support Services Contract Next Generation (NSSC Nex-Gen)

**NASA Shared Services Center
Procurement Office**

Visit the NSSC Nex-Gen Industry Webpage at: www.nssc.nasa.gov/sp_recompete

PURPOSE OF THIS INDUSTRY INFORMATION BULLETIN

The information in this bulletin is being provided in advance of the release of the draft RFP to assist industry in its planning and proposal preparation activities.

By releasing this information early in the procurement cycle, the NSSC hopes to foster increased competition and improved proposal submissions.

In the event of inconsistencies between the information contained in this bulletin and the terms of the conditions of the final RFP, the terms and conditions of the final RFP will prevail.

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Tentative Schedule/Acquisition Milestones

Activity	Dates
Procurement Strategy Meeting Approval	2/26/2014
Issue Synopsis	3/14/2014
Issue Draft RFP	5/2/2014
Industry Day	5/15/2014
Issue Final RFP	7/15/2014
Due Date for Proposals	8/31/2014
Contract Award	4/15/2015
Phase-In Period	8/1/2015 - 9/30/2015
Contract Start Date	10/1/2015

Extent of Competition & SB Subcontracting Goals

- Procurement will be conducted on an unrestricted basis, utilizing FAR Part 15 full and open competitive procedures
- Applicable NAICS Code is 561110, *Office Administration Services*, Annual receipts less than \$7 Million
- Small business subcontracting goals provided in the table below have been tentatively approved for inclusion in the upcoming solicitation

Category	Tentative Subcontracting Goals
SB	42%
SDB	5%
WOSB	11%
VOSB	10%
SDVOSB	2%
HUBZone	5%

Evaluation Factors For Award

- SSA will be the Associate Administrator for the Mission Support Directorate
- In accordance with NFS 1815.304-70, *NASA Evaluation Factors*, the following factors will be used to evaluate offers:
 - Mission Suitability
 - Past Performance
 - Price
- Individual Mission Suitability sub-factors are anticipated to be:
 - Subfactor A: Technical Approach (500 points)
 - Subfactor B: Management Approach (400 points)
 - Subfactor C: Small Business Subcontracting and Commitment to the Small Business Program (100 points)
- All three evaluation factors are essentially equal in importance. When combined, Mission Suitability and Past Performance are significantly more important than price

Contract Structure

- Single Award, Firm Fixed Price (labor and transaction rates) IDIQ Contract
- Minimum annual ordering value of \$10 Million with a maximum annual ordering value of \$60 Million
- Potential period of performance of up to eight years
 - Two-year Base Period
 - Three 1-Year Options
 - Three 1-Year Award Term Options
- Award term option provision will be included to incentivize industry to deliver sustained, superior performance
- NAICS Code 561110, *Office Administration Services*, annual revenue less than \$7 Million
- Significant Small Business Subcontracting Goals
- 60 day phase-in planned
- Contract administration at NSSC, with performance at NSSC, SSC and MSFC
- FAR Part 15 Terms and Conditions

Performance Work Statement

The PWS is expected to be structured in three sections: Introduction, Shared Services Administration and Service Performance and Objectives. Each section is broken down to describe specific requirements and the PWS numbering format closely aligns with the NSSC's accounting WBS.

- Section 1.0 – Provides the introduction, background and overview
- Section 2.0 – Describes Shared Services Administration tasks that support the NSSC as a whole. These tasks include:
 - SP Employee requirements (employee training, personnel rosters, position risk levels)
 - Records Management
 - Continuous Improvement
 - Quality and Customer Satisfaction
 - Security and Safety
 - Risk Management
 - Performance Management

Performance Work Statement (continued)

- Section 3.0 – Identifies requirements for the NSSC lines of business and cross-cutting support
 - Subsection 3.1 – Financial Management services such as Accounts Payable, Accounts Receivable, Travel, Fund Balance with Treasury, Conference Tracking and Travel and Fleet Card support
 - Subsection 3.2 – Human Resources services includes Support to Personnel Programs, Employee Training Administration, Employee Benefits, Human Resources Information Systems (HRIS), Personnel Action Processing, SES/CDP support, Financial Disclosure processing, On-line Course Management and On/Off-site Training Purchases
 - Subsection 3.3 – Procurement services provides for Agency Procurement Programs support, Grant/SBIR Awards and Administration and Agency Contracting (I3P, ELMT, Relocation, Closeout, etc.)
 - Subsection 3.4 – Information Technology. This subsection sets out the IT development and maintenance requirements that support the NSSC infrastructure and the IT needs of the various NSSC services
 - Subsection 3.5 – Cross-cutting Services is comprised of support for the NSSC Customer Contact Center and Document Imaging/Electronic Data Management

Performance Work Statement (continued)

- Subsection 3.6 – Agency-wide and Federal IT Initiatives. This subsection provides for the capability to issue IDIQ Task Orders for major IT initiatives that the NSSC may be requested to implement
- Subsection 3.7 – New Business and Special Projects. This subsection provides for the capability to issue IDIQ Task Orders for new business or special projects that the NSSC may be asked to perform
- Subsection 3.8 – IT Support Services. Identifies the requirements for providing Enterprise Service Desk support
- Subsection 3.9 – Agency Business Support Services. Sets out support requirements for the I3P Business Office

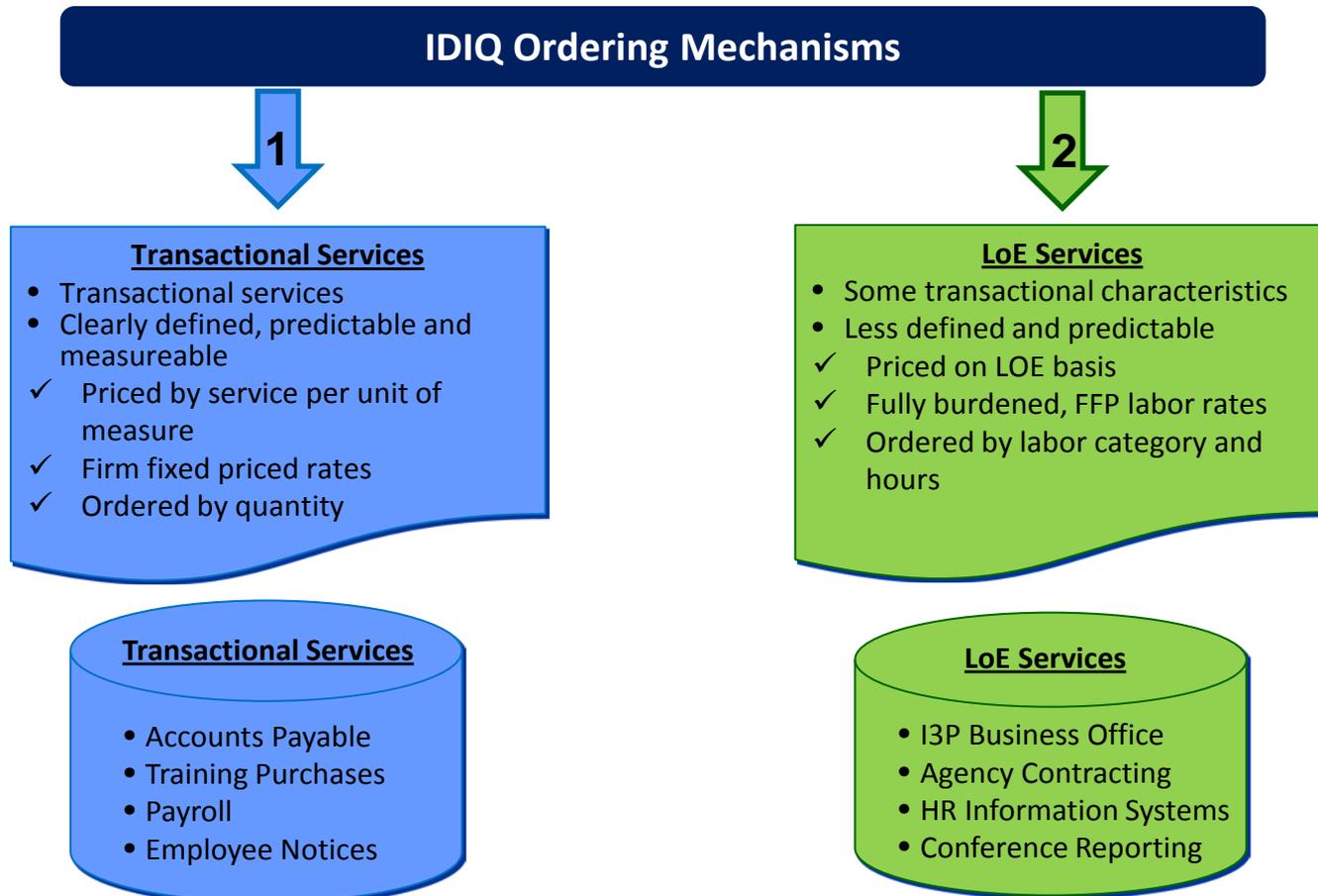
Types of Services - Transactional vs. LoE Services

- Transactional Services: Clearly defined, predictable and measurable transactional services such as AP voucher processing, personnel actions and Grant/SBIR awards
- Level-of-Effort (LoE) Services: May have some transactional characteristics but overall, are less defined and predictable due to the variety of tasks associated with the services. Examples of LoE services are Employee Development & Training and Agency Contracting. These activities do not have a single transaction that can be tied to a fixed rate
- Of the NSSC services currently provided, the table below categorizes those services as either “Transactional” or “LoE”:

Transactional Services (78%)			LoE Services (22%)
Accounts Payable	Employee Benefits	Financial Disclosures	Conference Reporting
Accounts Receivable	Retirement Estimates	On-line Course Dev.	Employee Dev. & Training
Fund Balance	Retirement Processing	On-site Training	HR Information Systems
Travel (all types)	On-boarding	Off-site Training	Procurement Prog. Support
Drug Testing	Civ/Mil Deposits	Grants/SBIRs	Agency Contracting
Employment Inquiries	Leave Programs	Customer Contact Center	Information Technology
Classification Appeals	Payroll	Document Imaging	I3P Business Office
Employee Awards	Personnel Actions	Enterprise Service Desk	
Employee Notices	eOPF Filing		
Info Material Dev.	SES/CDP		

Service Ordering Mechanisms

- Contract will be structured as a single award, FFP IDIQ Contract with two ordering mechanisms:



Pricing Model

- Transactional Services utilize FFP rates based on the applicable unit of measure for the anticipated annual volume per transaction (quantities and rates are for illustration purposes only)

CLIN	WBS	Description	Qty.	Rate	Total
0001	3.3.2.1	Grant Awards	1,600	\$2,740	\$4,384,000
0002	3.3.4.2	On-site Training	400	\$533	\$213,200

- Order will be placed shortly before the beginning of each FY based on PPBE data and any variances noted during the previous year
- Contractor will invoice based on transactions per month
- End of year adjustments to the quantity of transactional service CLINs will be made to reflect actual utilization during preceding 12 months
- Monthly invoices and end of year adjustments will be validated through performance and utilization reports

Pricing Model (continued)

Example of how Contractors will price transactional services utilizing volume bands

Accounts Payable Voucher Processing	Volume Band	FY16 Unit Price	FY17 Unit Price	FY18 Unit Price	FY19 Unit Price	FY20 Unit Price	FY21 Unit Price	FY22 Unit Price	FY23 Unit Price
Band 1	Less than 60,000	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Band 2	60,000 - 69,999	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Band 3	70,000 - 79,999	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Band 4	80,000 - 90,000	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --
Band 5	Over 90,000	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --	\$ --

- Offerors will be instructed to propose unit prices for each band and FY of the pricing model
- Bands to be determined by statistical analysis of historical utilization data

Pricing Model (continued)

- LoE Services utilize a series of pre-negotiated, fully burdened FFP labor rates to order the skill mix and number of hours required to perform the LoE service (labor categories, hours and rates are for illustration only)

CLIN	WBS	Description	Labor Category	Number of Hours	Rate	Total
0030	3.3.7	Agency Contract Support	Procurement Assistant I	1,650	\$17.00	\$28,050
			Procurement Specialist II	1,650	\$42.00	\$69,300
			Total	3,300	N/A	\$97,350

- Order will be placed shortly before the beginning of each FY based on PPBE data and any variances noted during the year
- Contractor will invoice based on hours expended per month
- End of year adjustments to the quantity of LoE service CLIN labor hours will be made to reflect actual utilization during preceding 12 months
- End of year adjustments will be based on approved invoices for actual labor hours expended

Period of Performance

- Period of Performance of five years (2-year base + three 1-year options)
- Possibility for contract to be extend up to eight years by the contractor earning three 1-year award term options through the delivery of sustained, superior performance

Contract Term	Length	Period of Performance
Base	Two Years	10/01/2015 to 09/30/2017
Option One	One Year	10/01/2017 to 09/30/2018
Option Two	One Year	10/01/2018 to 09/30/2019
Option Three	One Year	10/01/2019 to 09/30/2020
Award Term Option One	One Year	10/01/2020 to 09/30/2021
Award Term Option Two	One Year	10/01/2021 to 09/30/2022
Award Term Option Three	One Year	10/01/2022 to 09/30/2023

Place of Performance

- Majority of current work performed at the NASA Shared Services Center, or at other facilities located on Stennis Space Center
 - Bldg. 1111 (NSSC Facility)
 - Bldg. 1100 (SSC Facility)
 - National Center for Critical Information Processing and Storage (NCCIPS). All personnel with access to the NCCIPS facility require a SECRET security clearance
- Approximately 10 WYEs are also located at Marshall Space Flight Center to support ESD Satellite Office
- New contract will not preclude performance at other NASA Centers if necessary

Organizational Conflict of Interest

- Contractor will have access to other contractor's bid or proposal data; source selection information; intellectual property; other types of proprietary, privileged, or financial data; and NASA's financial management systems during the performance of this contract.
- NFS Clause 1852.209-71, *Limitation of Future Contracting*, will be included in the contract and appropriately modified to avoid, neutralize, or mitigate this potential OCI by prohibiting contractor personnel working on this contract and first-tier supervisory personnel from:
 - Utilizing or disclosing any of the above information or data for any purpose other than the performance of this contract
 - Engaging in any marketing, consulting, or advisory activities for the purpose of obtaining additional NASA work under existing contracts or new procurement opportunities
 - Participating on any business development, proposal preparation, or capture team formed for the purpose of obtaining additional NASA work under existing contracts or new procurement opportunities

NSSC Background

Mission: *To provide timely, accurate, high-quality, cost-effective and customer-focused support for selected NASA business and technical services*

Vision: *Unparalleled Service*



- NSSC was the result of the largest OMB A-76 competition ever conducted by NASA
- Opened for business on March 1, 2006, at Stennis Space Center (SSC); Enterprise Service Desk (ESD) satellite office established at MSFC in December 2011
- A-76 competition resulted in award to Computer Sciences Corporation (CSC) which teamed with the states of Mississippi and Louisiana and multiple subcontractors
- Provides a variety of transactional and administrative services in five lines of business that were previously performed at multiple Agency locations
 - Human Resources
 - Information Technology
 - Financial Management
 - Agency Business Support
 - Procurement

NSSC Background (continued)

- On-site staff of approximately 138 civil servants and 400 service providers
- Operates under the Shared Services business model; data driven and transparent
- NSSC services are forward funded on a quarterly basis by the Centers and Mission Directorates through the NASA Working Capital Fund (WCF); liquidation occurs a month after the month in which the services were provided
- An annual Service Level Agreement is signed by the NSSC and each Center and Mission Directorate establishing service levels, utilization and rates

Current NSSC Support Services Contract

- Contract Number: NNX05AA01C / NNX11AA02C
- Award Date: May 17, 2005
- Competition: OMB A-76 full and open Public/Private competition; proposals received from the Government Most Efficient Organization (MEO), IBM, TRAX and CSC
- Awardee: CSC as the prime with multiple subcontractors
- Period of Performance: 5-year base with five 1-year options; expires August 31, 2015
- Contract Type: Cost-Plus-Award-Fee with 85% of award fee directly tied to objective performance metrics (64 different metrics)
- Contract Value: Award value of \$230 Million; Current value of \$362 Million
- Small Business and Socioeconomic Goals: Significant small business subcontracting goals

Current NSSC Support Services Contract (continued)

- Scope: The Contractor provides non-inherently governmental transactional and administrative support for NSSC lines of business
- Labor Laws: Subject to the Service Contract Act (SCA); no collective bargaining agreements (CBA) in place
- Infrastructure: The Government provided office space and office equipment (computer, phone, etc. provided through ACES and NICS I3P Contracts). The Government provided all existing IT infrastructure equipment (servers, racks, SANs, cables, tape drives, etc.) and all required IT applications. The Contractor is responsible for purchasing some IT infrastructure replacement/refresh items which become Government owned after purchase

