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# Questions/Clarifications

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## Questions/Clarifications Responses

**FERC08-RFP-80148**

Federal Energy Regulatory Commission

The Chief Information Office

**December 14, 2007**

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1. **Is it necessary for firms (and/or their subcontractors) to be certified at CMMI Level 3 in order to bid on this contract? How will CMMI certification be weighed in proposal evaluations?**

Response: It is a stated requirement in the Technical Statement of Work (TSOW--see page 80). Proposals are expected to be responsive to the TSOW. Please refer to Section M (see page 49) regarding evaluation factors.

2. **Is it necessary for Task Managers and Project Managers to be fully PMI PMP certified at the beginning of the contract period?**

Response: It is a stated requirement in the TSOW (TSOW--see page 80). Proposals are expected to be responsive to the TSOW.

3. **Will the SOPs referred to in section 3.2, eLibrary Operations, be part of the FERC Documentation Library CD being made available to offerors?**

Response: They are in the FERC Documentation Library (FDL). Please reference the 3.2.4--the document names listed in 3.2.4 match the files names for those documents in the FDL.

4. **With respect to this solicitation, what is meant by “Low Risk” “Medium Risk” and “High Risk” positions, e.g., p. 59, 81, 86, and 91?**

Computer/ADP Risk Levels	Adverse Impact on Computer Security
High Risk	Potential for exceptionally serious impact involving duties, especially critical to the agency mission with broad scope and authority and with major program responsibilities which affect a major Computer/ADP system(s).
Moderate Risk	Potential for moderate to serious impact involving duties of considerable importance to the agency mission with significant program responsibilities which affect large portions of a Computer/ADP system(s).
Low Risk	Potential for impact involving duties of limited relation to the agency mission through the use of Computer/ADP system(s)

Please refer to the OMB Circular A-130 and the Computer Security Act, 1987 for additional information and for a rating system by position.

5. **There appears to be a difference between the WBS and the numbering sequence in the SOW as regards WBS item 2.0 IT Operations. In the SOW, the numbering sequence is: 2. IT Operations, 2.1 IT Support Services, 2.2. IT operations and Integration Services. Would the government please indicate precisely which SOW paragraphs are to be addressed in Proposal Section 2.1 Product Integration & Administration? Would the government please indicate precisely which SOW paragraphs are to be addressed in Proposal Section 2.2 Network Operations & Maintenance? Would the government please indicate precisely which SOW paragraphs are to be addressed in Proposal Section 2.3 Network Engineering? Would the government please indicate precisely which SOW paragraphs are to be addressed in Proposal Section 4.2 Systems Assurance? Would the government please indicate precisely which SOW paragraphs are to be addressed in Proposal Section 4.3 Privacy?**

Response: The WBS in L-12 is incorrect and will be amended. All SOW paragraphs are to be addressed. The correct WBS is:

1. Program Management
2. IT Operations
  - 2.1 IT Support Services
  - 2.2 IT Operation and Integration Services
3. Software Engineering
  - 3.1 Software Development and Integration
  - 3.2 eLibrary Operations
4. IT Security
5. Information Management
6. Transition

- 6. The WBS given in Section L-12 directs offerors to provide the Transition Plan as Section 6 of Part A - Technical Proposal. Section M-3 (p. 50) indicates that offerors should provide the Transition Plan in Part B – Management Plan. Is it correct to understand that the Transition Plan should be included in Part B – Management Plan?**

Response: Yes. Section L-12 will be amended from “Offerors are directed to prepare the Technical Proposal in accordance with the WBS” to “Offerors are directed to prepare the Technical Proposal in accordance with the WBS; however, the Transition Plan should be included in Part B – Management Plan”.

- 7. As you have noted, Part B-2 White Paper Appendix may be voluminous. Does the FERC require 10 paper copies of Part B-2, White Paper Appendix?**

Response: No. No paper copies are required. Please submit 10 CD or DVD copies only.

- 8. The library did not contain the COOP test results (i.e., FERC TT&E results). Specifically, the Application Recovery results for each Tier I and Tier II applications and whether or not the RTOs and RPOs were met. Respectfully request that the Contracting Agency update the library to reflect these test results and that the results are distributed at the earliest possible opportunity.**

Response: The ‘FERC Continuity of Operations (COOP) Plan, August, 2007’ was included in the FDL in order to provide offerors with the current scope of the FERC COOP response. The test results do not further illuminate that scope and will not be included in the FDL.

- 9. In the library, the FERC COOP Plan is incomplete (e.g., numerous annexes contain blank tables). Respectfully request that the Contracting Agency provide clarification as to why the annexes contain blank tables. If a completed plan is available, request that the library be updated to reflect the completed plan and that the completed plan is distributed at the earliest possible opportunity. If the library reflects the current plan conditions, respectfully request that the Contracting Agency provide guidance as to how offerors are to address these conditions in their responses.**

Response: Personally Identifiable Information (PII) and staff names were removed from the document. The completed plan without that information removed will not be included in the FDL. The removed information will not further illuminate the current scope of the FERC COOP response.

- 10. No technical COOP activation or fail-back procedures are contained in the library. Respectfully request that the Contracting Agency update the library to reflect the technical**

**COOP activation or fail-back procedures and that these procedures are distributed at the earliest possible opportunity.**

Response: The resources required to support COOP activation and reconstitute the systems listed 'FERC Continuity of Operations (COOP) Plan, August, 2007' Appendices D-1 and D-2 is minimal and does not require an increase in overall Operations and Maintenance (O&M) support resources. Additional COOP documentation will not be included in the FDL.

- 11. Section H states that The individuals within the following job categories are considered to be key personnel for this effort, 1) Program Manager, 2) IT Operations- Customer Support Manager, 3) IT Operations- Network Operations Manager, 4) Software Engineer Manager, 5) IT Security Manager, 6) Information Management Manager. May the vendor propose additional key personnel beyond those defined in Section H-1.d.?**

Response: Yes. Please note the RFP will be amended to include an additional key position, eLibrary Operations Manager.

- 12. Section L.12 Work Breakdown Structure elements 2.2 Network Operations & Maintenance and 2.3 Network Engineering (page 36) do not track with the Statement of Work. We believe these WBS elements are included within SOW sections 2.2. IT Operation and Integration Services (page 68); 2.2.2. Network Service Support (page 72); 2.2.3 Network Monitoring and Management (page 74); and 2.2.4. Network Service Delivery (page 74). Please clarify which SOW sections are included within WBS elements 2.2 and 2.3.**

Response: Please refer to the response to Question 5 above.

- 13. Our documentation to be included as our Volume III – Technical/Management Proposal Part B-2 White Paper Appendix, will be thousands of pages in length. In order to keep delivery size low, will the government accept a single copy of our Part B-2 White Paper Appendix instead of the required 10?**

Response: Please refer to the response to Question 7 above.

- 14. Maintaining and operating the Configuration Management (CM) Library is referred to as a deliverable in both the Program Management section of the SOW (Section 1.1.1.1, page 58) and the IT Security section of the SOW (Section 4.1.2.1, page 90). Please clarify as to which functional area provides maintenance and operation of the CM library.**

Response: The IT Security task shall maintain and operate the FERC CM Library. The Program Management Task shall ensure that this requirement is fully met.

- 15. The SOW section 2.1.2.4 provides a list of SOPs for the functions outlined in the sub-task. In the CD (FERC Technical Documentation), provided November 27, 2007, the document titled Executive Level Support and Touchpaper were not provided. Will the Government please provide these documents?**

Response: Executive Level Support is titled ELS-SOP-2007 in the FDL. Touchpaper will be posted as an addendum on the FERC website.

- 16. The SOW section 2.2.1.5 lists two documents as "Supporting Information", "FERC Image Build" and "FERC Incremental Update." In the CD (FERC Technical Documentation), provided November 27, 2007, these documents were not provided. Will the Government please provide these documents?**

Response: FERC Image Build is comprised of documents titled IA-090605-00, IA-090605-01, IA-090605-02, IA-090605-03, IA-090605-04, and IA-090605-08 in the FDL; FERC Incremental Update is titled IA-102507-03 in the FDL.

- 17. The SOW section 3.2.4 provides a lengthy list of Supporting Information In the CD (FERC Technical Documentation), provided November 27, 2007, the document titled “Mass Mailings” was not provided. Will the Government please provide this document?**

Response: Mass Mailing will be posted as an addendum on the FERC website.

- 18. In the documents that were provided on the CD (FERC Technical Documentation) on November 27, 2007, the document titled “Telephone Operator Standard Operating 1 Procedures 7-27-07.pdf” has no contents. Will the Government please resend this document with contents?**

Response: Telephone Operator Standard Operating 1 Procedures 7-27-07 will be posted as an addendum on the FERC website.

- 19. Attachment No. 1, Technical Statement of Work, Section 4.1.6 identifies 8 certified and accredited systems. This list of systems differs from those identified in Section 3.1.3. How should these system list be reconciled?**

Response: For the purposes of Certification and Accreditation (C&A) to conduct C&A more efficiently, several FERC Online applications are evaluated as one major system.

- 20. For those systems maintained within the Critical Assessment Systems List, is the system Authority To Operate (ATO) information captured?**

Response: Yes, FERC maintains C&A packages including the ATO letters.

- 21. Are there any organizational elements or individuals within FERC that employ non standard hardware or software? If yes, please provide complete details of what this includes and let offerors know if they will be required to support these.**

Response: Non-standard hardware is not supported. Non-standard software is not supported. However; FERC currently has 412 manually installed COTS, 108 centrally deployed (via SMS) COTS, and 52 centrally deployed (via Active Directory) COTS.

- 22. Are there any organizational elements or individuals within FERC that employ non standard hardware or software? If yes, can offerors work with FERC to prevent this hardware and software from accessing the network?**

Response: Please refer to the response to Question 21 above.

- 23. Does the statement that all contract work be performed at government facilities preclude any work from being performed at non government locations? Work may also be conducted at the other FERC Regional Offices, the COOP Facility, the ACF, and other government facilities as appropriate. The offeror shall be prepared to perform all work at government facilities. FERC may negotiate alternative work locations post-award.**

Response: Generally, yes.

- 24. The constraints imposed by FERC personnel on granting end user accounts precludes any possibility of meeting the new user account SLA cited in table 12, page 145. Is it the government's intention to open discussion on each of the SLAs following award decisions so any concerns related to SLAs can be addressed? Alternatively, are the existing SLAs non negotiable?**

Response: There may be limited discussion and negotiation regarding SLAs post-award.

- 25. Given the Government's requirements in other parts of the RFP, would the Government consider adding CMMI level 3 to the minimum qualification criteria?**

Response: Please refer to the response to Question 1 above.

- 26. The terms "High Risk", "Medium Risk" and "Low Risk" with respect to personnel are undefined within the SOW. Please define High Risk, Medium Risk and Low Risk personnel.**

Response: Please refer to the response to Question 4 above.

- 27. Will the government please provide relevant details about the ACF site (including hot site, cold site, operational requirements, staffing)**

Response: An ACF Site Overview will be posted as an addendum on the FERC website.

- 28. Please describe the FERC SACCB function and responsibility.**

Response: The Systems Assurance Change Control Board (SACCB) approves changes to FERC configuration management policies and procedures and to the FERC SDLC. It is chaired by the Director, Security & Systems Assurance Division.

- 29. The inventory does not appear to be complete in the Library--will the government release a comprehensive inventory?**

Response: Please refer to the responses to Question 15 thru 18 above.

- 30. Does the Government expect that offerors will use/add to an existing FERC dashboard, or bring their own solution?**

Response: FERC does not have an existing dashboard.

- 31. Given that only the Headquarters and Atlanta locations have specified onsite support noted in the RFP, what level of support should offerors assume for RFP specified onsite requirements (e.g. hardware maintenance and break/fix requirements for non staffed site locations?)**

Response: Currently, we support all the Regional Offices at the same level that we support Headquarters and Atlanta.

- 32. Will SLAs be implemented differently for contractor staffed and non staffed locations?**

Response: No.

- 33. Is the Germantown Alternate Computing Center included in the on site staffing requirement? What operational model should be assumed for this facility?**

Response: The ACF is staffed by the ACF site provider. ACF support services required under this contract are limited to supporting disaster recovery planning, scripting, testing, and recovery supplemental support. Also, please refer to the response to Question 27 above.

- 34. Provide Records Maintenance Center (RMC) Operation performing ... classification ...Does this include clearance activity?**

Response: FERC documents are categorized as either Public, Privileged (proprietary, confidential, personally identifiable information), or Critical Energy Infrastructure Information (CEII), not with DOD classifications. Documents are categorized by those submitting them to FERC or by the FERC staff issuing them, not, generally, by the RMC. However, RMC staff must follow appropriate procedures specific to each categorization.

- 35. The following 4 documents are mentioned in the RFP, but not provided by FERC on the CD. Please provide the referenced documents: 4.1.7. Supporting Information Unified Asset Categorization Methodology; 3.2.4. Supporting Information Mass Mailings; 2.2.1.5. Supporting Information FERC Incremental Update; 2.2.1.4. Current Capacities and Volume FERC Enterprise-wide Applications.**

Response: Unified Asset Categorization Methodology is in the FDL. FERC Image Build is comprised of documents titled IA-090605-00, IA-090605-01, IA-090605-02, IA-090605-03, IA-090605-04, and IA-090605-08 in the FDL; FERC Incremental Update is titled IA-102507-03 in the FDL. Mass Mailings will be posted as an addendum on the FERC website. 'For a list of enterprise-wide deployed applications, please refer to the FDL and reference FERC Enterprise-wide Applications' in 2.2.1.4 refers to the FDL in general, not a specific document.

- 36. Please specify what the Government requires for Network Engineering support.**

Response: Please refer to section 2.2.4 in the TSOW.

- 37. The Government did not include any requirements for either Quality Assurance or Test & Evaluation. Please specify what the Government requires for each of these topic areas.**

Response: A separate contract will be awarded for Independent Verification and Validation (IV&V). All deliverables and services provided under this contract shall be of a high quality.

- 38. With respect to this solicitation, what is meant by "Low Risk" "Medium Risk" and "High Risk" positions, e.g., p. 59, 81, 86, and 91?**

Response: Please refer to the response to Question 4 above.

- 39. Are the certifications specified in the RFP to be in place by the end of the transition period?**

Response: Please refer to the responses to Questions 1 and 2 above.

- 40. Will the Government provide a detailed list of hardware and software by location (including brand, model etc) that will be included in the break/fix scope?**

Response: No. We believe sufficient information has been provided in the TSOW and the FDL to assess the scope of the effort.

- 41. Are the current Key Positions the same as those called out in the RFP? If not, what key positions are now occupied by incumbent staff?**

Response: Please refer to the response to Question 11 above.

- 42. Have prior transitions taken the full 90 days?**

Response: The proposed Transition Plan should consider the TSOW.

- 43. Is all work to be conducted on-site at either the Washington, DC, or Atlanta sites?**

Response: Please refer to the response to Question 23 above.

- 44. Can some tasks be conducted off site such as Software development, testing or troubleshooting and systems administration tasks that can be conducted remotely?**

Response: Please refer to the response to Question 23 above.

- 45. Is the office space furnished to the IT Services contiguous space within the FERC facility located at 888 1st Street, NE, Washington DC?**

Response: eLibrary Operations, Registry, the RMC, and the Data Center are located on the first floor. The Public Reference Room is located on the 2<sup>nd</sup> floor. The FERC Law Library is

located on the 9<sup>th</sup> floor. Office space for personnel performing work on all other tasks is located on the 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors in the three contiguous blocks.

**46. What is the make up of the space (e.g., how many offices, cubes and conference rooms are available to the IT Services Contractor)?**

Response: Adequate office and conference room space will be provided.

**47. Is there a document that represents the current GFE inventory?**

Response: Please refer to the response to Question 23 above. Appropriate access to the inventory management system will be provided post-award.

**48. What is the current architecture and software components to the current FERC property accounting system?**

Response: COTS, Sunflower Assets.

**49. Are the GFE Assets currently tagged with bar coded identification?**

Response: Yes. Reconciliation is performed annually.

**50. Does FERC have bar code readers and other tools already in place to assist with the automation of the task?**

Response: Yes.

**51. Does the IT services contractor provide support to the organization, agenda and running of the Investment Board and/or Configuration Control Boards as well as participate as non-voting Members?**

Response: No.

**52. What is the architecture for the current FERC CM Library and what if any automated tools are currently being used to check-in/check out and manage configuration control over documents in the library?**

Response: Microsoft Sharepoint MOSS 2007.

**53. Is there a description of the architecture and tools used for the FERC Law Library in the items on the CD? If not can you provide details about the architecture and software tools used for this application?**

Response: There is no specialized architecture and/or tools used for the FERC Law Library. Microsoft Excel spreadsheets and Word documents are used.

**54. Can the tier one help-desk be off-site?**

Response: Please refer to the response to Question 23 above.

**55. Is there currently an 800 number that employees can call to obtain support?**

Response: Yes.

**56. How do the public request "Limited" applications support and can you please describe what is meant by "Limited" (e.g., what types of questions does the IT Support Center receive from the Public and what is the current monthly volume for these requests)?**

Response: Limited means that support is provided for FERC-hosted or FERC-supplied applications. Assistance with local configurations is limited to conflicts with FERC-hosted or FERC-supplied applications. The current average for FERC Online Support tickets is 43. This

does not include inquiries to the Public Reference Room or to FERC staff providing public support in specific subject areas (e.g. FOIA, industry complaint hotlines, etc.).

**57. How is software delivery currently performed?**

Response: This is described in the FDL. Tools used include Wyse, SMS, Active Directory, and .net Application Updater.

**58. Are there specific automated tools for the distribution and auditing of the systems requiring updates? If so, what are those tools?**

Response: Please refer to the response to Question 57 above.

**59. Is there on-site lab space and sufficient infrastructure (hardware and software assets) to simulate the operations environment and test new technologies or software releases?**

Response: Yes.

**60. Does FERC currently have a single sign on architecture for all internal applications?**

Response: Yes, with the exception of Legacy Applications listed in the SOW (HACS/OGE, ALJS, APS, OEP-IT, FAMIS/Publish Issuance Workflow) and some COTS.

**61. What is the current software application/tool (e.g., Remedy) for managing trouble tickets and problem resolution?**

Response: Touchpaper.

**62. Will the contractor be responsible for the costs of the facilities and equipment required to conduct the trainings?**

Response: No.

**63. Are all labor categories performing under this task required to have these certifications?**

Response: Please refer to the responses to Questions 1 and 2 above.

**64. If one or more of the proposed staff do not possess these certifications is it acceptable for them to acquire them during the first year of performance or some other defined period of time?**

Response: Please refer to the responses to Questions 1 and 2 above.

**65. What network monitoring and management tool(s) are currently in use?**

Response: HP Openview Network Node Manager 7.0.0 and Cisco Works LAN Manager Solution V.2.2 are used on a very limited, ineffective basis and are not required to be part of the proposed solution.

**66. Can FERC supply a sample of the types of reports they receive on a daily, weekly, and monthly basis?**

Response: If this is referring to Program and Task Management Reporting, no. The offeror should provide reporting appropriate to their management approach.

**67. Are all current processes at CMMI Level 3?**

Response: No.

**68. The document titled "Telephone\_operator\_Standard Operating 1 Procedures 7-27-07a.pdf" included on the CD appears to be incomplete. Can you confirm this is the entire document intended to be supplied.**

Response: Please refer to the response to Question 18 above.

**69. Please clarify what the document titled "Inventory-in Stock 2.pdf" represents.**

Response: It represents current stock of surplus inventory.

**70. Section L-18 (page 43) states in Part B - Key Personnel that "The SOW requirements delineate the total number of personnel required to perform under this contract, and also provide the offeror with the information necessary to determine what level of effort is required for the administration of this effort, or what is commonly referred to as supporting personnel, bearing in mind that all contract work will be performed at Government facilities." I have searched the SOW and while there is adequate information to describe the individual requirements, I could not find sufficient information to determine the total number of personnel required. A) Am I missing something? B) What is the Government anticipated manning level for this effort?**

Response: The sentence above from Section L-18 is hereby deleted in its entirety and replaced with the following:

"The SOW requirements describe the work to be performed and also provide the offeror with the information necessary to determine what level of effort is required for all personnel, bearing in mind that all contract work will be performed at Government facilities."

The Government expects offerors to propose a manning level appropriate to the SOW and their technical and management approach.

**71. May the vendor propose additional key personnel beyond those defined in Section H-1.d.?**

The offeror must include resumes for the Key Personnel identified in Section H-1. Failure to do so may result in the offeror's proposal being deemed non-responsive. If the offeror, as part of their Technical Proposal and overall Management Plan would like to include additional personnel as Key Personnel with resumes, they may do so without being considered non-responsive.

**72. Is this a new contract, or a re-compete? If this is a re-compete, what company is currently supporting the requirements?**

All information necessary to bid on this proposed effort is included in the RFP. Any information offerors would like to receive regarding the current contract for IT Support should be requested through the Freedom of Information Act (FOIA) process, the instructions for which can be found at [www.ferc.gov](http://www.ferc.gov).

**73. Reserved**

**74. Section L calls for resumes to be included in Part IV, Part B, Key Personnel "The offeror shall describe the personnel being proposed to fill the requirements of Section H-1 Key Personnel. The offeror shall submit resumes for proposed key personnel including eligible subcontractors and consultants (not to exceed two pages in length per person). The offeror must ensure that any proposed subcontractors and/or consultants meet all evaluation criteria," yet they are evaluated, per Section M, in Volume III, FACTOR # B-1 Management Approach, Organization, and Key Personnel Resumes, Subfactor 5. Is this an error, or are we to include resumes twice?**

The Key Personnel resumes should be included in Volume IV only.

- 75. Section L-18, Volume IV, Part B Key Personnel states, "...the offeror must certify that the personnel identified are currently in its employ (or have signed personnel agreements) and are available to undertake the work. Failure to provide such certification and/or letters of intent may result in disqualification of the offeror's proposal from further consideration for award." Section L-21 Letters of Commitment – Key Personnel, part (a), states "All proposed key personnel require written, signed (by the employer or contingency hire), and dated letters of commitment. These letters of commitment do not have to be included in the proposal." There appears to be a contradiction between Sections L-18 and L-21. Are Letters of Commitment to be included with our submittal?**

The offeror must provide either: 1) a certification that the proposed Key Personnel are either in it's employ or that the offeror has letters of commitment or 2) the actual letters of commitment.

- 76. We plan to submit our Past Performance Questionnaires responding to Volume IV – Relevant Experience and Personnel: Part A – Relevant Experience – Past Performance Questionnaires with Parts 1-8 completed. Is this assumption accurate?**

Section L-18 of the RFP includes instructions regarding how to appropriately complete the past performance questionnaires.

- 77. Within the Exhibit B Evaluation Factors Addendum - Offeror Response to Evaluation Factors, the Management Proposal is referred to as Part A for Factor B-2, Subfactor 1, Corporate Resources and Factor B-2, Subfactor 2. Corporate Commitment to a Small Agency. Will the Government please correct this error?**

On the Evaluation Factors Addendum, Exhibit B (p. 107-108 of the RFP) incorrectly identifies the Management Proposal as "Part A". It should actually reflect the designation "Part B".

- 78. Our documentation to be included as our Volume III – Technical/Management Proposal Part B-2 White Paper Appendix, will be thousands of pages in length. In order to keep delivery size low, will the government accept a single copy of our Part B-2 White Paper Appendix instead of the required 10?**

See the response to Question #7 above.

- 79. Within Volume V – Cost Proposal, how many years of Direct and Indirect Rate history are required?**

If the offeror's rates have been audited or are currently under review by the DCAA, the offeror should so state. If the offeror's rates have not been submitted to the audit agency for review, information regarding how the rates were established should be included. All offerors should include a two year rate history.

- 80. Referencing Volume V – Cost Proposal, Section 1.3.4, what is deemed sufficient for "funding profile"?**

The funding profile is used for planning purposes to determine expenditures by month. Therefore, the funding profile should include the offeror's total anticipated costs by month for the duration of the contract. This funding profile allows the Government to anticipate any surges or declines in funding.

**81. These instructions suggest different organization structures for the Technical/Management Volume. Please clarify.**

The technical and management proposal should follow the WBS structure identified in L-12 of the RFP. If some of the information contained in the Technical Volume is required for the other volumes, the offeror should include it there as well.

**82. As a publically traded company, it is hard to certify our ability to meet this criteria. Will FERC delete this requirement? Alternatively, please explain how the Government will work with publically traded companies to fulfill this solicitation.**

Potential offerors should interpret this clause as requiring that they be in compliance with laws and regulations governing prohibited transactions with foreign countries.

**83. Please specify the numerical weighting attached to the evaluation of the Technical and Management proposal as well as that of the Relevant Experience and Past Performance factors.**

The numerical weighting attached to the various evaluation factors is sealed and known only to the Source Selection Evaluation Board. This process is used in order to maintain the integrity of the evaluation process so that all offerors are ensured a fair and impartial evaluation by the Technical and Cost Evaluation Boards.

**84. Please clarify the weighting given to the evaluation factors for the Technical portion of the Technical Proposal. Also indicate the numerical weighting of all factors.**

Please see the answer to #83 above.

**85. These criteria seem suited to evaluation under Volume IV, Relevant Experience and Personnel since we are instructed to provide resumes under Volume IV.**

As indicated in #4 above, the Key Personnel resumes should be included in Volume IV of the proposal. They will, however, be evaluated as indicated in Section M of the RFP.

**86. Is it the Government's intent to have the actual resume's presented in Volume IV with an overview discussion in Volume III?**

The Key Personnel resumes should be included in Volume IV of the proposal.

**87. Does the Government want resumes included in both Volume III and Volume IV? If yes, do resumes count against the page limits imposed on Volume III?**

Resumes should be submitted in Volume IV as indicated in the RFP. Resumes and Letters of Commitment do not count against the page limitations established in the RFP.

**88. These criteria seem suited to evaluation under Volume IV, Relevant Experience and Personnel since we are instructed to provide resumes under Volume IV.**

Please see #85 above.

- 89. Does the Government want resumes included in both Volume III and Volume IV? If yes, do resumes count against the page limits imposed on Volume III? Please specify a date by which the Government requires receipt of completed past performance questionnaires.**

Please see #15 and #17 above. Offerors are encouraged to make every effort to assure that the Government receives the required four (4) past performance questionnaires, completed by evaluators, by the date for proposal submittal. However, we understand that submitting these forms are out of the offeror's control, therefore, these forms will be accepted through January 31<sup>st</sup>.

- 90. The Government is silent on which data rights clause it intends to use for this solicitation. Please specify.**

FAR clause 52.227-14 is hereby incorporated by reference with it's Alternates II and III.

- 91. In the 2003 competition for the current contract, as is the case today, each offeror proposed their own level of effort in response to the Statement of Work. However in 2003, historical information regarding the level of effort or hours per labor category and task was made available to all bidders through the FERC Documentation Library. Insight into the incumbent workforce created a level playing field for all offerors and spurred competition for the most efficient solution. Also, given the applicability of the Service Contract Act, contractors were able to factor the needs of that workforce into their proposals. Would the Government consider adding historical information from the current contract regarding the level of effort and labor categories to the Documentation Library for this Solicitation?**

All of the information necessary to bid on this proposed contract is contained in the RFP and its supporting documents. Each offeror will be responsible for determining the appropriate labor necessary to fulfill the requirements within the Statement of Work (SOW).

- 92. Can we incorporate this material into a combined Volumes II and III, submitted in a single binder?**

All volumes should be submitted in accordance with the instructions contained in Section L of the RFP. Failure to do so could result in an offeror's proposal being considered non-responsive.

- 93. It appears that the SOW and the supporting materials that have been provided do not delineate the total number of historical personnel (i.e., labor categories and hours) used under the existing contract. Will the Government release information regarding total staffing requirements?**

Please see #91 above.

- 94. It appears that the SOW and the supporting materials that have been provided do not delineate the total number of historical personnel (i.e., labor categories and hours) used under the existing contract. What has been the contract value over each of the past 5 years?**

Please see #72 above.

**95. Please specify the WBS level expected in the pricing volume submittal (i.e, 3.2 versus 3.2.1.3).**

The offeror's cost proposal should include sufficient detail for the Government to perform a cost realism/cost reasonableness analysis while adhering to the page limitation.

**96. Please delineate all requirements for non GFE.**

No requirements exist for contractor furnished equipment; however, it is noted that as part of an offeror's overall technical plan and management approach, contractor furnished equipment may be proposed.

**97. Material ODCs and Travel are necessary for work performance, however these items are largely market pricing with little difference between contractors. In order maintain a level playing field; would the Government consider supplying an estimated cost figure to be proposed by all offerors for ODCs and Travel in response to this solicitation, subject to the additive cost of their respective indirect costs and fee for evaluation purposes?**

Each offeror must include all costs associated with the performance of the requirements included in the Statement of Work.

**98. Are offerors permitted to bid a base amount and an award amount for the award fee in CLINs 0002 through 0006? A base fee is permitted per FAR 16.305 Cost-plus-award-fee contracts ("A cost-plus-award-fee contract is a cost-reimbursement contract that provides for a fee consisting of (a) a base amount (which may be zero) fixed at inception of the contract and (b) an award amount, based upon a judgmental evaluation by the Government, sufficient to provide motivation for excellence in contract performance.")**

For purposes of this contract, there will be no base fee associated with the award fee CLINs. All fee for the award fee CLINs will be in the form of award fee. It is noted that line item 0001, Transition Period, is a Cost Plus Fixed Fee (CPFF) line item.

**99. Normally, an award fee evaluation plan is provided as an attachment to Section J so that the parties are clear on the Government's intent concerning award fee and the contractor's obligations and performance criteria; please see FAR 16.404(b)(1) for a discussion on providing this plan for fixed-price contracts, but the practice is customary in any award fee contract. Will the Government please amend the solicitation to provide a copy of the award fee plan applicable to this contract?**

As indicated in the RFP, the requirements necessary for obtaining the award fee are included in the SLAs/SLRs attached to the RFP. An award fee plan will be negotiated with the successful offeror. It is further noted that the terms SLA and SLR are interchangeable.

- 100. In the interest of the Government and offerors, would the Government please amend the solicitation to include acceptance criteria for the transition completion?**

Please refer to WBS 6 in the Statement of Work on p. 94 of the RFP.

- 101. Please clarify the sentence that reads “In the event that additional hours are required to complete Item 0002, negotiations shall be held with the winning offeror.” This sentence could lead one to conclude that the price for Item 0002 could be intentionally understated without penalty to that offeror since the Government would add to that cost during contract performance. This language also appears to contradict the concepts of realism and reasonableness in the cost volume instructions, but may be considered consistent with the sentence that reads “The Government reserves the right to award to the lowest priced offeror.” While considering our request for clarification, please specify if the Government considers the “best value” to be the lowest priced offer.**

The statement “In the event that additional hours are required to complete Item 0002, negotiations shall be held with the winning offeror” is included only for the purpose of a circumstance arising in which the anticipated date for award is interrupted due to unforeseen circumstances and the period of performance for line item 0002 needs to be adjusted accordingly. The term “Best Value” is outlined in the RFP on p. 50 and a determination thereof includes an analysis of all factors, including technical, management, past experience and cost.

- 102. Personal Identity Verification of Contractor Personnel; B – Procedures; 8) Reimbursement of Costs for Security Investigations Will the government amend the solicitation to delete this requirement?**

No amendment will be issued. The requirement stands as indicated in the RFP.

- 103. In reference to FAR 52.215-8, Order of Precedence—Uniform Contract Format (OCT 1997); and L-10, Order of Precedence (Oct 1997) (FAR 52,215-8) The last sentence of this subparagraph states that “The Information System Security Plan required elsewhere in this document...”, but in searching the solicitation, we could not locate where in the RFP that this plan was required. Please clarify this requirement.**

The requirement for the Information System Security Plan is found in SOW paragraph 4.1.4

- 104. Which clause applies to contract performance? Normally, the clause in Section I would, but it is slightly different from the provision in Section L (normally not included in the contract). What is the Government’s intention concerning the placement of the Technical Statement of Work?**

Section L-10 of the RFP states the Order of Precedence for this effort.

- 105. This clause is normally included in incentive fee contracts and not award fee contracts. Please explain its inclusion in this solicitation.**

The Federal Acquisition Regulations include Cost Plus Award Fee contracts under 16.4, Incentive contracts and allow the Contracting Officer to include an appropriate award fee clause in the contract. The clause at 52.216-10 is considered an appropriate clause for this proposed contract.

- 106. The Government is including the SCA in the resultant contract, but is not providing any of the applicable, current wage determinations for use by the offerors in pricing the contract or determining the applicable skill levels. Would the Government please attach the applicable, current wage determinations to Section J in an amendment to the solicitation?**

The Government is not required to include current wage determinations in the solicitation because they are readily available through the Department of Labor. Offerors should include such as needed.

- 107. In Part C – Oral Presentations, the Government advises that “discussion questions” may be provided at the oral presentation. Is the Government contemplating that discussions will take place at the oral presentation (please see FAR 15.306(d) for the definition of negotiations/discussions, and FAR 15.102(d)(6) for information that should be provided to the potential offerors concerning oral presentations). Normally, an oral presentation does not include negotiations/discussions, and the Government's answer will help offerors include the correct mix of participants in oral presentation.**

When the determination of a competitive range is made, offerors within the competitive range will be provided with a date and time for oral presentations, as well as any discussion questions the Government would like answered. The offeror will be required to submit the oral presentation slides and answers to the discussion questions in advance, according to the instructions provided at the time.

- 108. Will the Government consider removing the page limitation on the cost volume, allowing the offers to provide comprehensive details regarding the reasonableness of the cost proposal.**

The Government has determined the number of pages necessary to provide sufficient detail in order to make a determination of cost realism and reasonableness. No pages in excess of the stated 100 pages for the cost volume will be read or considered.

- 109. Are there any restrictions for the prospective bidder to conduct a job fair or other recruiting efforts to secure some of the key incumbent staff?**

The Government does not dictate business or management practices to private Industry including those for recruiting and retention. However, offerors may not perform recruiting practices in Government buildings or spaces. Each offeror is required to be able to fulfill all of the personnel requirements, including Key Personnel, outlined in the requirements of the RFP.

- 110. Is there a general forum (e.g. newsletter) for the FERC staff that an announcement can be advertised in?**

Use of Government resources to advertise for Private Industry jobs would be an inappropriate use of Federal funds.

- 111. Will the Transition Costs Be part of the overall evaluation?**

The Transition Period costs will be evaluated for cost realism and reasonableness as well as to determine if it poses additional risk to the Government.

**112. Who are the current subcontractors and what specific WBS areas are they covering?**

Please see #72 herein.

**113. Is there a document outlining the historical level of effort by labor categories?**

Offerors requesting information regarding the current IT Support Services contract should do so through the FOIA process, the instructions for which can be found at [www.ferc.gov](http://www.ferc.gov)

**114. How is the FERC Telephone Directory currently published?**

The FERC telephone directory is currently published in hard copy and on line.

**115. Is the pre-bidders conference attendance a requirement to submit a proposal?**

Attendance at the pre-bidders conference is not a requirement to submit a proposal.

**116. Since there is so very little forewarning of the pending pre-bidders conference, will notes of the conference be posted at the FERC website?**

The slides presented at the pre-bidder's conference were posted on the FERC website on November 21<sup>st</sup>.

**117. Will it be possible to obtain a copy of the FERC documentation library that is on CD if we do not attend the pre-bidders conference?**

Instructions for obtaining the FERC documentation library CD are posted on the FERC website, [www.ferc.gov](http://www.ferc.gov).

**118. Reserved**

**119. Will you be posting the slides that were presented at yesterday's Industry Day?**

The slides presented at the Pre-Bidder's conference were posted on November 21<sup>st</sup>.

**120. Is this a "Full & Open" competition? We did not see anywhere stated Small Business Set-Aside.**

This proposed effort is being competed on a Full and Open Competition basis. This requirement is not being set aside in whole or in part for Small Businesses.

**121. Table showing required number of originals and copies - As you have noted, Part B-2 White Paper Appendix may be voluminous. Does the FERC require 10 paper copies of Part B-2, White Paper Appendix**

See answer to # 78 above.

**122. What is the name of the incumbent firm(s)? Is the incumbent firm(s) eligible to re-bid on the contract?**

Offerors requesting information regarding the current IT Support Services contract should do so through the FOIA process, the instructions for which can be found at [www.ferc.gov](http://www.ferc.gov).

**123. What is the size of the current staff for this contract? Have staffing levels been fairly constant over the life of the previous contract or have there been major staffing additions or reductions? Do you anticipate the need to add additional staff in upcoming years?**

Offerors requesting information regarding the current IT Support Services contract should do so through the FOIA process, the instructions for which can be found at [www.ferc.gov](http://www.ferc.gov).

**124. Are all positions required to be on-site at FERC facilities?**

See the response to Question #23 above.

**125. On page 36, under Section L-11, Cost Breakdown, stated the model spreadsheet for cost and pricing template shall be used. The RFP does not address subcontractor submission of cost and pricing data. This information is proprietary to the subcontractor. Respectfully request that the Contracting Agency clarify if sealed packages are required to be submitted by subcontractors. Additionally, and if required, respectfully request that the Contracting Agency clarify if the subcontractor submittal is excluded from the 100 page limit in Volume V-Cost Proposal and if the subcontractor's sealed package is required to include the same amount of paper copies and CDs?**

Section L-16 addresses the submission of proprietary data. Subcontractor proposals are included in the page count, however, the amount of information that needs to be included in a subcontractor proprietary packet should be minimal (i.e., rates).

Furthermore, two hard copies of such proprietary information is sufficient.

**126. Is the FERC Documentation Library CD classified? If we provide a franked envelope can it be mailed to us rather than driving to Washington DC and retrieving it?**

The FERC Documentation Library CD is not classified. Instructions for obtaining the CD can be found at [www.ferc.gov](http://www.ferc.gov) in the document titled "Directions for Obtaining a Documentation Library CD under the RFP Icon.

**127. Are any collective bargaining personnel included under this solicitation? If so, please provide all related details.**

It is incumbent upon each offeror to determine the status of its employees, the labor categories being proposed and any applicable wage determinations for each.

**128. I was wondering if it would be possible to obtain the contact information for the POCs for AT&T, General Dynamics, Grant Thornton, Lockheed, and MIL Corporation?**

A list of all potential offerors who responded to attend the pre-bidder's conference was posted on the FERC website on November 20<sup>th</sup>.