

Q1. Can a related degree other than Computer Science or Information Technology be used to satisfy the education requirement?

A1: We will accept three to five years of demonstrated experience in IT support services in lieu of a Bachelor's degree in Computer Science or Information Technology.

Q2. On page 1 of the RFQ, the following statement is included: "The Information Technology and Communications Services Department at the Naval Postgraduate School (NPS) has an immediate requirement for contractual services from an experienced fully qualified Navy validator(s) to conduct and document automated and manual security, test, and evaluation of networks." Please confirm this RFQ is not related to Navy validator support and instead corresponds to the SOW included in the solicitation package.

A2. Confirmed – please see updated page 1 for RFQ removing the Navy Validator verbiage. There is no requirement for Navy Validator services related to this effort.

Q3. Within the header of each page of the RFQ, the solicitation number reads "N62271-15-Q-1090", but the number references in the text box on page 1 of the RFQ and in the pdf document title is "N62271-15-Q-1190." Please confirm the correct solicitation number.

A3. The correct solicitation number is N62271-15-Q-1190 per the FBO posting.

Q4. Page 1 of the RFQ indicates that employees or contingent hires must hold the "requisite clearance level." However, the RFQ and SOW do not mention a specific clearance level. The FAR 39 document indicates that an employee must be eligible for a DoD Common Access Card (CAC) but does not indicate a clearance level. What clearance level is required (Secret, Top Secret, Favorable)? Is a clearance required?

A4: A clearance is not required, but the individual must be a US Citizen and have a favorable background investigation that makes them eligible to attain and maintain a DoD CAC.

Q5. As there is no incumbent contractor providing this support, do Government personnel currently provide the support described within the SOW? If so, historically how many Government personnel (FTEs) provide support? Will the Government continue to augment contractor support related to the SOW once the contract is awarded or will Government support be discontinued?

A5: Historically, one Government employee has supported this work in the past. Similarly, one FTE contractor is expected to support this contract. A Government employee, in accordance with the contract, will oversee the contractor's work. The contractor shall be augmented by the Naval Postgraduate School's Technology Assistance Center, i.e., Tier 2 Support, if further support is necessary.

Q6. How many DRMI students have enrolled in each Resident Course at the NPS DRMI Campus on average in Fiscal Year 2015 so far?

A6: 35 at any one time.

Q7. How many total users (faculty, staff, administrative, students combined) will the contractor be supporting on average during the period of performance?

A7: 60 (15 faculty, 6 staff, and 35 students)

Q8. How many tickets (incidents and service requests combined) related to DRMI support have been opened monthly for each month of Fiscal Year 2015? Are there any upcoming initiatives or plans that will increase the number of incidents or service requests?

A8: About 4 to 8 tickets are opened per month on average. There are no planned initiatives that are expected to increase this.

Q9. Of all tickets opened relating DRMI IT support requests, what percentage are incidents and what percentage are service requests?

A9: About 10% are incident-related and 90% are service requests.

Q10. What ticketing system (software) is currently in use to track DRMI IT support tickets?

A10: eHelpdesk and Atlassian's JIRA.

Q11. Are there any scheduled or planned upgrades to current hardware or software during the period of performance?

A11: No.

Q12. FAR 39.104 – Education requirements for this effort reads that an individual must be “awarded a technical degree in Information Systems or Computer Science from an accredited college or university.” Is an Associate’s Degree acceptable under this requirement?

Q12: See response to Q1.

Q13. Are there a specific number of contractor full time equivalents (FTE) the Government requires for this contract?

A13: See response to Q5.

Q14. Section 2.0 (Scope) of SOW – A reference to agreed SLA levels is made in this section, but the SLAs are not displayed in the document. Are SLA levels identical to the Acceptable Quality Levels (AQL) displayed in Section 4.0 (Deliverables) of the SOW or are there a separate set of SLA levels that an offeror should be aware of?

A14: SLA levels are identical to the Acceptable Quality Levels (AQL) displayed in Section 4.0 (Deliverables) of the SOW.

Q15. Section 2.0 (Scope) of SOW –

a. What Windows operating system(s) are currently in use for desktop, laptop and MS Surface computers?

A15a: Windows7 and Windows8.

b. What Apple operating system(s) are currently in use for desktop and laptop computers?

A15b: Yosemite (OSX v10.10).

c. What brand(s) is/are the printers currently in use?

A15c: Hewlett-Packard.

d. What Windows operating system is currently in use for the file servers?

A15d: Windows 2003, but this system will be supported by ITACS, NPS and is not in scope of the contract.

Q16. Are there any NPS and/or DRMI custom or proprietary applications that the contractor team will be expected to support? If so, please provide the name of the applications and their function as it relates to DRMI faculty, staff and students.

Q16: No.

Q17. Do you require 2 FTEs (Support Level 1 & Support Level 2)?

A17: See response to Q5.

Q18. Let us know that how many total FTE's (Key Personnel) are required under this requirement?

A18: See response to Q5.

Q19. Is this a Best value basis contract or LPTA (Lowest Price technical Acceptable) basis? Please confirm.

A19. This procurement is lowest price technically acceptable.

Q20. There is no incumbent completing the SOW, since this is a new requirement. Is the SOW currently performed internally? Please provide the total number of onsite personnel, by title, completing the SOW now?

A20: See response to Q5.

Q21. Is a Fully Qualified Navy Validator (FQNV) required?

A21: See A2. There is no requirement for a fully qualified Navy Validator in support of this effort.

Q22. Does the Government have an estimated level of effort for the new contract?

A22: See response to Q5.

Q23. How many past performance sheets should be filled?

A23. At minimum one past performance sheet, but up to three is preferred.

Q24. Are all proposed labor categories considered "key" and therefore require resumes and letters of commitment?

A24: Yes.

Q25. The RFQ states on page 2, Volume I numerical paragraph 2 that "Vendors are free to provide a cross reference from the Government's labor category to the vendor's labor category." What are the government's labor categories? Are the tasks in the PWS being performed by the government at this time?

A25: The government's labor category is IT Specialist. See response to Q5.

Q26. When is the expected award date? If proposed candidates with letters of commitment no longer available at contract award will substitutions in accordance with SUP 5252.237-9400 - SUBSTITUTION OR ADDITION OF PERSONNEL (JAN 1992) be allowed?

A26: The expected period of performance is 1 June, 2015. Expected award date is prior to 1 June, 2015.

Q27. What is the relative weight of each of the technical factors? What are the relative weights of price and technical?

A27: See response to Q19.

Q28. On page 4 "Schedule of Services" there is only one CLIN. Is the government only contracting for one year with no options?

A28: Yes.

Q29. Is the government asking for a table of labor categories, fully burdened rates and proposed hours used to determine the monthly amounts provided in CLIN 0001?

A29. Yes.

Q30. Can you please provide us the (desktop and laptop) Windows and Apple Operating system versions that are being used by the faculty and staff.

A30: See response to Q15.

Q31. Do you have specific requirement (in terms of specific skill sets, certifications, education and years of experience) that the IT Support staff need to have for this effort?

A31: See the FAR Part 39 attached as part of the solicitation and response to Q1.

Q32: This is an open competition that shows 12 months with no options. Are there options attached?

Q32: No.

Q33. Hours of operation show 40 hour a week, 5 days. Is this to mean no work will be supported outside of those hours. Off site students work in different time zones at all times of the day. Wold that student be made to wait until the following scheduled work hours before receiving support? (8.0(

A33: Yes and Yes.

Q34. Travel. No travel is anticipated but some travel maybe required? Is this part of the RFQ or estimated number of times travel is anticipated?

A34: Any travel that is required will be at the expense of the US Government in accordance with current Joint Travel Regulations. Travel is not anticipated at this time, and therefore no cost for travel should be included in quotes.

Q35. May we propose a primary and alternate candidate? The alternate would perform, should the primary candidate become unavailable by the start time. We understand that both candidates would need to be fully compliant with the RFP evaluation criteria

A35: Yes. Both candidates' resumes will be reviewed and BOTH must be acceptable for the entire contractor submission to be considered technically acceptable.

Q36. Is this procurement for only 12 months? Please describe the plan for the follow-on work after month 12. Will the work continue? Will the support requirement terminate in month 13.

A36: See response to Q28.

Q37. The government indicates they will provide all the resources needed to perform the support effort. Please advise prospective bidders on which ticketing system is used to provide support.

A37: See response to Q10.

Q38. How many FTE does the government need? There are a relatively small number of systems to support and a wide scope of activity to support with no extensive operations hours, e.g. 24x7 requirement.

A38: See response to Q28.

A39. Would the government consider an SBA/9(a) contracting solution?

This effort is set-aside for competition amongst ALL small businesses.