

ENCLOSURE 2

Delivery Order Selection

Selection Criteria Categories

The Delivery Order Selection Criteria in A.1.2.2 (d), NASA (DOSP), will be used for the DOSP. The criteria are as follows:

- Customer Focus
- Service Delivery
- Transition Issues
- Pricing
- ODIN Past Performance
- Mission Focus (Including Safety and Health Plan)

Customer Focus and Service Delivery are each more important than Pricing, Transition Issues, and ODIN Past Performance. All are more important than Mission Focus.

Selection Criteria Category Detail

1) Customer Focus

The Government will evaluate the Contractor's commitment to garnering and maintaining excellent customer satisfaction; the practicality, effectiveness and efficiency of its approach to achieving this; and the Contractor's understanding of the NASA Headquarters environment, and the general and specific requirements of its end users.

The Contractor shall describe how it intends to provide effective customer support at NASA Headquarters. Specifically, the Contractor shall describe in detail how it will:

- (A) Provide integrated customer support/help.
- (B) Provide face-to-face support with individual customers, customer IT POCs, customer groups, and Code OCI.
- (C) Conduct customer outreach.

The Contractor shall also include:

- (D) Its step-by-step procedure from the point at which a customer originates a call to the point of resolution. This shall be clearly identified in the response to A, B or C above, or can be included as a separate item D.
- (E) A description of information it will make available to customers. Examples of such information include, but are not limited to, availability of catalog items, and order tracking and trouble call status. The Contractor shall describe the systems it intends to use to make customer information available.
- (F) A detailed description of any gaps between the level of information proposed to be available and that, which is currently available through existing Contractor systems.
- (G) As part of the DOSP, a set of goal metrics, which will be evaluated and agreed to by the Government and included in the delivery order in Master Contract Table F.1.1, level 1 Metrics. *The Government will evaluate the proposed metrics against the baselined Level I metrics included in the DOSP letter, specifically the updated Table F.1.1., to assess the degree to which these metrics maintain and improve the delivery of desktop and communications services to Headquarters and the end users throughout the life of the delivery order.*
- (H) In addition to the required Level 1 metrics, a set of customer satisfaction and Help Desk metrics, which it intends to meet over the term of the delivery order.
- (I) A description of how it will incorporate continuous improvement activities throughout the term of the Delivery Order.

2) Service Delivery

The Government will evaluate the efficacy, suitability, and plausibility of the Contractor's approach, requirements, and plans to meet specific ODIN service requirements at NASA Headquarters. The Contractor should adapt its response from the master solicitation to the NASA Headquarters specific environment.

The Contractor shall describe its approach to:

(A) Technology refreshment – The approach to technology refreshment shall include specific plans to replace the existing NASA Headquarters seats in-accordance-with the SOW. In addition, the Contractor shall identify how it will keep NASA Headquarters current with new technology available in the market place. For instance, evolutionary technology beyond the standard seat certification requirements, such as occurred in the progression from CD to DVD; and floppy disks to memory sticks.

(B) Software refresh - The Contractor shall describe how it will ensure that software refresh requirements will be achieved in accordance with the service levels specified. Further, the Contractor shall describe how it will accomplish the software refreshes. Items for consideration in the Contractor's response include requirements, risk and security assessments, scheduling, customer coordination, testing, training, and actual deployment.

(C) Project management – The Contractor shall describe their project management methodology including schedules, requirements management, and action item and cost controls. Systems that will be used to support project management shall be identified.

(D) Interaction with non-ODIN contractors - The Contractor shall describe how it will specifically (i.e., on a day-to-day basis) interface, coordinate, and integrate (where and when required) with non-ODIN contractors at the NASA Headquarters where there is a requirement to interface with the ODIN Contractor. This should be specific to address the Agency and Headquarters responsibilities in Section C.4, Operating Model, of the SOW. The Contractor shall identify the affected non-ODIN contractors at NASA Headquarters.

(E) On-site facilities/space requirements - The Contractor shall provide a description of any facilities/space requirements at NASA Headquarters. This description shall include square footage, room configurations, mechanical and electrical requirements, and any other special needs above.

NASA will provide working space at no charge to the ODIN Contractor for personnel who must be housed in the NASA Headquarters building in order to perform their job functions under this Delivery Order. For this purpose NASA will provide working space not to exceed 4500 square feet. The exact space allocation will be determined at contract acceptance and will be based on Contractor needs and NASA available space. The facility space includes electricity, HVAC, plumbing, janitorial services, fire protection, emergency medical, local telephone services, connection to Local Area Networks, and office furniture (based on availability). Storage space will not be provided except as needed for the Reuse Pool.

- (F) Training Philosophy and Plans - The Contractor shall adapt its response from the master solicitation to HQ-specific environment.
- (G) Asset Management - The Contractor shall describe how it will ensure that assets, both hardware and software, are tracked and managed so that at any point in time the exact configuration can be identified for each seat and/or system.
- HIT security – The Contractor shall describe how it will accomplish the requirements in Section IV, Security Requirements, of the SOW.
- (I) Limiting Cost Growth – The Contractor shall describe its practices for limiting cost growth and preventing scope creep.

In addition, the Contractor shall describe how it will meet:

- (I) The various training requirements identified in Master Contract paragraph Section C.5.1, End User Training.
- (J) The requirements for Master Contract Attachment E, ODIN Service Model at NASA Headquarters.

3) Transition Issues

The Government will evaluate the extent to which the Contractor's transition plan ensures continuity of operations at NASA Headquarters. This includes:

- (A) Minimizing disruption to the existing operations.
- (B) Optimizing the use of existing assets.
- (C) Maintaining or improving customer satisfaction through the transition.

The Government will also evaluate the means by which the Contractor:

- (D) Assesses and adjusts its plans to meet customer satisfaction objectives.
- (E) Facilitates and enhances coordination and cooperation (including integration requirements) with any and all affected parties.
- (F) The Contractor shall adapt its transition plan submitted during the master solicitation, as required, to address any changes caused by additional information and the due diligence. The Contractor shall discuss:

- (1) The transition from the present NASA Headquarters environment to the point at which the Contractor assumes full responsibility for assets and operations; and
- (2) Impacts and plans to mitigate impacts to the current local labor force providing comparable IT services.
- (3) The plan shall also address:
 - (a) The approach to asset transition at NASA Headquarters;
 - (b) Recommendations for change to the NASA Headquarters infrastructure as services are refreshed;
 - (c) A snapshot of the composition of the NASA Headquarters environment as it would appear at the end of the delivery order (i.e., three years); and
 - (d) The method by which existing applications, including COTS and GOTS software, will be migrated to new equipment and software as older products are refreshed.
 - (e) The specific timelines of all tasks over two days in duration or with more than 20 hours of non-ODIN contractor and/or Government staff involvement
 - (f) The total effort in hours expected of all non-ODIN contractor and Government staff needed to complete a successful transition

4) Pricing

Pricing will be evaluated utilizing the submitted price proposal. In addition, the Government will evaluate the:

(A) Means by which catalog pricing shall be kept current.

(B) Cost algorithms used by the Contractor to determine the price for the addition, maintenance, patching, and deletion of the following:

1. Triage 1 with refresh
2. Triage 1 without refresh
3. Triage 2
4. Triage 3
5. Call List
6. Category 1 with refresh
7. Category 1 without refresh
8. Category 2
9. Category 3

(C) Contractor's ATV calculation methodology.

5) ODIN Past Performance

The Government will evaluate:

- (A) The Contractor's past performance at other NASA Centers in performing delivery orders under this contract,
- (B) Or if ODIN past performance information is not available, the Contractor shall provide past performance updates to the information provided during the master solicitation for evaluation by the Government.

6) Mission Focus

The Government will evaluate the Contractor's demonstrated understanding of the NASA HQ mission, culture, and environment.

(A) The Contractor shall provide a description of its expertise as it relates to the NASA HQ mission. This description shall also address the specific experience the Contractor has working in an environment similar to the mission areas of NASA Headquarters.

(B) The Contractor shall adapt, to accommodate NASA Headquarters requirements, its master solicitation proposal regarding:

(1) Asset disposal

(2) Small, small disadvantaged, and woman-owned small business utilization.

(C) The Contractor shall address any NASA Headquarters-specific programs with respect to donating equipment.

(D) The Contractor shall address any NASA Headquarters-specific ISO 9000 requirements.