

**SOURCE SELECTION STATEMENT
FOR THE
CENTER-WIDE ADMINSTRATIVE SUPPORT SERVICES**

RFP NNM07213213R

On March 26, 2008, I along with other senior officials of the George C. Marshall Space Flight Center (MSFC) met with the Source Evaluation Committee (SEC) appointed to evaluate proposals in connection with the Center-wide Administrative Support Services requirement.

I. PROCUREMENT DESCRIPTION

I appointed the members of the SEC which included representatives from the Office of Human Capital Directorate, the Office of Strategic Analysis and Communications Directorate, the Science and Mission Systems Office, and the Procurement Office. To aid in the evaluation, the SEC appointed technical evaluators with expertise in appropriate disciplines in order to provide assessments of proposal strengths and weaknesses. The SEC utilized this information in conjunction with the predetermined evaluation factors and subfactors in formulating its assessment of the strengths and weaknesses for each Offeror.

The Request for Proposals (RFP) for the Center-wide Administrative Support Services Contract (CAS) was released on September 14, 2007. The RFP required the Offerors to provide the necessary management and personnel to provide support in the following areas:

- General Administrative Duties
- Office Files/Records Maintenance
- Back-up Office Support
- Desktop Processing
- TDY Support Processing
- Human Resource Automated Transactional Processing
- Paralegal Support
- Court Reporter Support
- Temporary Management Support Assistance
- NASA Stars Resumé Operations Center Support
- Employee Services and Operations

This effort will be performed under a performance based, Firm-Fixed Price, Indefinite Delivery Indefinite Quantity (IDIQ) type contract. The various administrative support services listed above will be acquired through the issuance of Task Order(s) applied against the contractor's proposed fully burdened labor rates as reflected in the basic contract. The contract consists of a one-year base period with four one-year options. Therefore, the period of performance of the contract will be a maximum of five years from the date of award.

Two amendments were issued to the RFP:

Amendment No. 1 was released on September 28, 2007, and provided Offerors with answers to written questions received in response to the RFP, as well as minor revisions to the RFP. This revision corrected the maximum order value listed on pages I-4 and B-1 to \$7,124,207 instead of \$7,233,742.

Amendment No. 2 was released on October 2, 2007, and provided Offerors with answers to written questions received in response to the RFP, as well as minor revisions to the RFP. These revisions included, amending the proposal due date for Volume III (Past Performance) under Provision L.12, entitled "Due Date for Receipt of Proposal," to October 15, 2007, instead of October 5, 2007. In addition, the submittal dates for Volumes I (Mission Suitability), II (Price/Cost), and IV (Completed RFP and signed SF33's) were revised to October 22, 2007, instead of October 15, 2007. Finally, Attachment L-2 (Form SC Past Performance Interview/Questionnaire) was revised to reflect the correct address for the submission of questionnaires and the revised Past Performance due date.

The Government designated this procurement as a 100 percent, 8(a) set-aside under the Federal Acquisition Regulation (FAR) Part 19.8. The procurement was conducted as a full and open competition in accordance with FAR Part 15, entitled "Contracting by Negotiation." On October 22, 2007, complete proposals (i.e., Volumes I-IV) were received from the following 8(a) companies:

Anadarko Industries, LLC
17625 El Camino Real, Street 410
Houston, TX 77058-3052

Chickasaw Nation Industries, Inc. (CNI)
2600 John Saxon Boulevard
Norman, OK 73071

CMW and Associates Corporation
122 W Pine Street
Springfield, IL 62704

Deltha-Critique Joint Venture
3520 General DeGaulle Drive
Suite 5060
New Orleans, LA 70114

DQSI Corporation
19218 North 5th Street
Covington, LA 70433

ELEIT Technology, Incorporated
2400 Bob Wallace Avenue
Huntsville, AL 35805

GAP Solutions, Inc.
11425 Isaac Newton Square
South Suite 200
Reston, VA 20190

LogiCore Corporation
1015 Henderson Road
Huntsville, AL 35816

Media Fusion, Inc. (MFI)
4951 Century Street
Huntsville, AL 35816

Shield Services, LLC
413 South Rum River Drive Suite 14
Princeton, MN 55371

Total Solution, Inc.
290 Cochran Road, Suite 4
Huntsville, AL 35824

Washington Technology Group, Inc.
8701 Georgia Avenue, Suite 500
Silver Spring, MD 20910

Will Technology, Inc.
1570 The Boardwalk
Huntsville, AL 35816

Wright Solutions, Inc.
7833 Walker Drive, Suite 630
Greenbelt, MD 20770

It should be noted that fifteen companies submitted Past Performance Volumes (i.e., Volume III) by October 15, 2007; however, only the above fourteen companies submitted all proposal volumes (I-IV) in response to the RFP.

II. EVALUATION PROCEDURES

The proposals were evaluated in accordance with the procedures prescribed by FAR Part 15 and NASA FAR Supplement (NFS) Part 1815. The Government evaluated the proposals in two general steps:

Step One – An initial evaluation was performed to determine if all information had been provided and the Offeror had made a reasonable attempt to present an acceptable proposal. No proposal was determined to be unacceptable.

Step Two – All acceptable proposals were evaluated against the three evaluation factors contained in the RFP. As noted in the RFP, the Government intended to make this evaluation and award a contract without discussions with Offerors. As a result, the RFP advised the Offerors that their initial proposals should contain the Offeror's best terms from a cost or price and technical standpoint.

Selection and award was in accordance with the "Best Value Tradeoff" (BVT) technique delineated in the RFP. A best value selection seeks to select a proposal based upon the best combination of price and qualitative effort, which includes Mission Suitability and Past Performance. The BVT evaluation is based upon the premise that, if all proposals are of approximately equal qualitative merit, award will be made to the Offeror with the lowest evaluated Price. However, the Government will consider awarding to an Offeror with the higher qualitative merit if the difference in Price is commensurate with added value. Conversely, the Government will consider making award to an Offeror whose proposal has lower qualitative merit if the Price differential between it and other proposals warrants doing so.

The RFP prescribed three evaluation factors considered essential in an offer: Mission Suitability, Price, and Past Performance. All evaluation factors, Mission Suitability, Past

Performance, and Price/Cost, are essentially equal to each other. Therefore, all evaluation factors other than cost, when combined, are significantly more important than Price/Cost.

The three evaluation factors were described as follows:

Mission Suitability: The proposals were evaluated for the Offeror's approach to effectively and efficiently accomplish the work specified in the Performance Work Statement (PWS). The Offeror's understanding of the requirements of the PWS and the processes MSFC employs to accomplish assigned Center-wide Administrative Support services in supporting those tasks were evaluated under this factor. For each Mission Suitability subfactor, the Offeror's assessment of risks inherent in their approach and their plan to mitigate those risks were evaluated as further indication of the Offeror's understanding of the requirement and the effectiveness and efficiency of their approach. The total weighting for Mission Suitability was 1,000 points. Mission Suitability consisted of four subfactors and each subfactor received both an adjectival rating and a numerical score.

- A. Management and Technical Approach (400 points)
- B. Staffing and Total Compensation (350 points)
- C. Key Personnel (150 Points)
- D. Safety, Health and Environmental Initiatives (100 points)

Overall, each Offeror could receive a total of 1000 points. The numerical weights assigned to the four subfactors identified above were indicative of the relative importance of those evaluation areas. In addition to the numerical weighting, Mission Suitability is evaluated using the adjectival rating system/definitions shown in NFS 1815.305 Proposal Evaluation.

Price: The adequacy, reasonableness, and realism of the proposed fully burdened labor rates and burden(s) applied to Other Direct Costs (ODCs) were evaluated for each Offeror. The total price for the base period and all option periods, as computed using the Government IDIQ evaluated price formula (including any additional Contractor proposed program management labor hours/rates), were combined together and an evaluated price, including the effect of any proposed innovative approaches, were reported to the Source Selection Authority (SSA). Each Offeror's proposed phase-in price was identified separately and reported to the SSA. Adjustments to the proposed phase-in price were not made by the SEC; however, the overall adequacy and realism of the proposed phase-in price were reported to the SSA. The Offeror's estimated price/cost for the proposed "Other Program Management" skill mix and labor hours were also evaluated. Unrealistic or unreasonable prices and inconsistencies between the Mission Suitability Volume and the Price Factor Volume were assessed as a proposal risk. Offers that did not include all requested information were cautioned that this may indicate a lack of understanding of the PWS and Contract requirements.

Past Performance: The Offeror's overall corporate past performance, including the corporate past performance of any proposed teammates/subcontractors (as opposed to that of proposed key personnel); on comparable or related program/project efforts were evaluated. Emphasis was given to the extent of direct relevant corporate experience and quality of past performance on previous contracts that were relevant to the effort defined in the RFP. This area was not numerically scored, but was assigned an adjective rating and reported to the SSA for consideration in making a selection. The evaluation considered past performance information provided by Offerors and information from other sources. In addition to Offeror provided references, the NASA/MSFC past performance database and references known to the SEC were checked as deemed necessary. The Interview/Questionnaire form was used to solicit assessments of the Offeror's performance from the Offeror's previous customers. All pertinent information, including customer assessments and any Offeror rebuttals, if appropriate, were made part of the evaluation records and included in the evaluation.

The Offeror's Lost Time Case (LTC) rate was also evaluated. Each referenced contract or project's LTC was averaged (3 years) and compared to the latest available Department of Labor (DoL) LTC national average for the given North American Industry Classification Code (NAICS). The Offeror, including subcontractors and teammates, voluntary turnover history for the past 3 years for exempt and nonexempt employees (or other major categorizations used by the Offerors) for the Corporate entity bidding on this contract were also evaluated.

Past Performance was not numerically scored; however, an adjectival rating was assigned. The applicable adjective ratings were "Excellent," "Very Good," "Good," "Fair," and "Poor." The definitions for the adjective ratings are contained in the RFP. In order to not discourage the formation of new firms that fit these criteria, firms with no relevant past performance received an adjectival rating of "Neutral" consistent with the RFP's Section M.4(e)(2)(iii).

III. DISPOSITION AND EVALUATION OF PROPOSALS

All offers received were determined to be acceptable and were evaluated consistent with the criteria identified in the RFP. The initial findings of the Source Evaluation Committee were presented to me, the SSA, on March 26, 2008. In order to protect the proprietary data of the Offerors, some findings have been summarized. The summary of findings, as determined by the SEC, for each of the fourteen Offerors is as follows:

Anadarko Industries, LLC (Anadarko)

In the Mission Suitability factor, Anadarko received an overall adjective rating of Good. Anadarko had no deficiencies, one significant weakness, and eight weaknesses.

Under the Management and Technical Approach subfactor, Anadarko received an adjective rating of Good. Anadarko received no significant strengths, seven strengths, one significant weakness, and five weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 7

- The Offeror's proposed deductions for less than optimum performance which demonstrate confidence in their ability to provide quality services under this contract.
- The Offeror's proposed use of a "Process Advocate" (Team Lead).
- The Offeror's comprehensive employee training program.
- The Offeror's proposed use of a "Customer Concerns Tracking System."
- The Offeror proposed employing a corporate Safety and Health Manager at no direct cost to the Government.
- The Offeror's proposed electronic time-keeping system which should prove to be an accurate and efficient method for tracking time and attendance for a workforce dispersed across the Center.
- The Offeror's proposed "CAS Dashboard."

Significant Weakness: 1

- The Offeror's proposed Program Manager does not have daily oversight and management responsibility for the entire on-site workforce.

Weaknesses: 5

- The Offeror did not address the use of the Government directed COTR Quarterly Customer Survey as feedback to address/mitigate quality and performance issues.
- The Offeror's proposal contained conflicting verbiage for backfilling vacancies as indicated in their "Resource Management" and "Task Order Service Request Authorization" descriptions.
- The Offeror's proposed task order process, which indicates they will begin service delivery with full-time employees 30 days after task order issuance. This indicates a lack of understanding of the Task Order process, as work requirements will commence immediately (or as soon as directed in the task order) upon issuance of the task order.
- The Offeror proposed the use of placement test results to determine at what level employees are "placed" (Secretary I versus Secretary III, etc.). The use of a skills

test to determine applicant(s) qualifications is acceptable. However, job classification placement (i.e. Secretary I's or Secretary III's) is determined by the level of the MSFC organization supported and not determined by the score on a skills test.

- The Offeror did not address compliance with MPD 1280.1 (Marshall Quality Management System Manual) as directed in Provision L.13, Instructions for Proposal Preparation.

Under the Staffing and Total Compensation subfactor, Anadarko received an adjective rating of Good. Anadarko received no significant strengths, five strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 5

- The Offeror's proposed management approach to fill employee vacancies.
- The Offeror's fringe benefits package.
- The Offeror's proposed plan to maintain a stand-by pool of pre-screened and pre-qualified candidates for each contract labor category to fill open positions in the event of vacation, illness or other absences.
- The Offeror's planned advance pre-screening and NASA-specific training/testing to assist in determining the most qualified candidates for open positions and ensuring employees maintain a current knowledge base.
- The Offeror's comprehensive phase-in activity; which is well defined, orderly, and includes descriptions of roles and responsibilities for each milestone required for successful phase-in.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror neglected to address fringe benefits for temporary and part-time employees.

Under the Key Personnel subfactor, Anadarko received an adjective rating of Good. Anadarko received no significant strengths, one strength and no significant weaknesses or no weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's proposed Program Manager. This individual holds a B.A. in Accounting and has supervised employees in the past, but does not have recent experience managing a large number of administrative employees. The proposed Program Manager's most recent experience is providing specialized consulting in the areas of proposal and accounting preparation. Key personnel interviews revealed very good feedback concerning this individual's performance and focus on customer service. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, Anadarko received an adjective rating of Fair. Anadarko received no significant strengths or strengths, no significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 2

- The Offeror's SHE Plan does not address in sufficient detail the DRD elements. 1) Mishap reporting per MWI 8621.1 and 2) ensuring compliance with MPR 8715.1
- The Offeror's risk identification and mitigation approach to implementing their SHE Plan does not clearly identify specific risks associated with implementing the Plan.

In the Past Performance factor, Anadarko received an adjective rating of Very Good. Anadarko received one significant strength, three strengths, and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's past performance on the NASA JSC Human Resources and Procurement Support contract is considered highly relevant to the CAS effort. This effort is similar in scope, size, and is the same contract type (IDIQ FFP). The Offeror was recognized by the customer for their customer service and being attuned and responsive to the customer needs. Performance was judged to be excellent overall.

Strengths: 3

- The Offeror's past performance on the NASA/JSC Center Operations Support contract is considered relevant to the CAS effort. It is similar in scope (includes several labor categories of the CAS effort), and approximately twice the size of this effort. Performance was judged to be excellent overall.
- The Offeror's low lost time case rate, which was zero for all past performance examples evaluated. The Offeror's Lost-time Total Case (LTC) rate average is less than the Department of Labor (DoL), Bureau of Labor Statistics (BLS) LTC national average for the given North American Industry Classification System (NAICS).
- The Offeror's past performance on the USDA Large Office End User IT Support contract contains elements that are somewhat relevant in nature to the CAS effort (mainly IT related services). This effort is the same contract type (FFP/IDIQ) and similar in size. Performance overall was judged to be excellent. As a result of this effort The Offeror was recognized as the "2007 Small Disadvantage Business of the Year."

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, Anadarko's evaluated price was \$30.752M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave Anadarko a "High" cost confidence rating.

CMW and Associates Corporation (CMW)

In the Mission Suitability factor, CMW received an overall adjective rating of Fair. CMW had no deficiencies, four significant weaknesses, and nine weaknesses.

Under the Management and Technical Approach subfactor, CMW received an adjective rating of Fair. CMW received no significant strengths, four strengths, two significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's training approach, which focuses on the necessary orientation training and provides a comprehensive training strategy to ensure a competent workforce for contract performance.

- The Offeror's plan to use a web-based time and attendance system to collect timecard information from a dispersed workforce. This will enable efficiency when recording time and attendance data.
- The Offeror's company president will conduct MSFC monthly visits, which demonstrates corporate commitment to this effort, to the employees, and NASA customers.
- The Offeror's use of "E-Magazine" to disseminate information will promote communication amongst the contractor workforce.

Significant Weaknesses: 2

- The Offeror did not adequately address the approach and methodology to be used in fulfilling the requirements of the PWS. Discussion was limited concerning the techniques to be used in planning, scheduling, integrating, processing, and controlling the tasks required in the PWS. The Offeror cites their past performance in several areas as evidence of their ability to perform this effort, and does not provide adequate supporting rationale to demonstrate their approach.
- The Offeror's extremely low proposed performance deductions for less than optimum performance indicates a lack of confidence in their ability to provide quality services for this effort.

Weaknesses: 2

- The Offeror's discussion of disciplinary actions for unacceptable performance does not adequately address disciplinary procedures other than termination of employees.
- The Offeror did not adequately address the SBA Ostensible Subcontractor Rule as required in Clause L.13, Instructions for Proposal Preparation. The Offeror did not identify the degree of collaboration in preparation of this proposal or the discrete task to be performed by each teammate.

Under the Staffing and Total Compensation subfactor, CMW received an adjective rating of Fair. CMW received no significant strengths, one strength, one significant weakness, and four weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's access to qualified personnel through membership in a nationwide network of independent recruiters. This will assist in providing a quickly accessible qualified staff for this effort.

Significant Weaknesses: 1

- The Offeror's plan to seek Government approval to retain incumbent employees. This proposed approach would create a personal services type relationship.

Weaknesses: 4

- The Offeror's subcontractor did not provide vacation accruals in accordance with the Service Contract Act.
- The Offeror's approach to use overtime to address varying demands is not authorized under the terms and conditions of this RFP or included in the model contract.
- The Offeror's proposed 401K plan.
- The Offeror's dental benefits package.

Under the Key Personnel subfactor, CMW received an adjective rating of Fair. CMW received no significant strengths, one strength, no significant weaknesses, and three weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's proposed Deputy Program Manager, who is familiar with NASA processes and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform in the role of Deputy Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. It is noted this person has not been contacted and is not currently committed to this effort. The Offeror did not provide education information for validation, but it was available through other sources for this individual.

Significant Weaknesses: 0

Weaknesses: 3

- The Offeror's proposed Program Manager. This individual has the background and education necessary to perform in this position. However, it was revealed during the key personnel evaluation that this individual had program management issues while serving on the incumbent contract.

- The Offeror's lack of adequate rationale for designating key personnel positions.
- The Offeror's proposed Safety Security Logistics Supervisor. The Offeror did not adequately provide education history and previous employment references to allow the Government to thoroughly evaluate the suitability of the individual proposed for this position. It is noted on the Form SA that this individual has not been contacted and has not committed to the proposed position.

Under the Safety, Health, and Environmental subfactor, CMW received an adjective rating of Fair. CMW received no significant strengths or strengths, one significant weakness, and no weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror's draft SHE Plan does not address in sufficient detail all DRD elements and sub-elements. These include the system and worksite hazard analysis, hazard prevention and control (such as: Mishap Investigation and Emergency Management Program), and the Safety and Health Training Plan. The draft SHE Plan provided appeared to be a corporate safety plan and was not written to address the MSFC SHE Plan elements.

Weaknesses: 0

In the Past Performance factor, CMW received an adjective rating of Good. CMW received one significant strength, one strength, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's 2-year LTC rate is less than 50 percent of the DOL, BLS LTC national average for the given NAICS code.

Strengths: 1

- The Offeror's past performance on the DoL Foreign Labor Certification Processing contract; the Rhode Island National Guard Family Services Staff contract; the United States Navy Crane contract; and the Illinois National Guard Medical Records, Training, and Inventory Support contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's 2-year Lost-time Total Case (LTC) rate is greater than the Department of Labor (DoL), Bureau of Labor Statistics (BLS) LTC national average. This finding relates to the past performance provided for the DoL Foreign Labor Certification Processing contract only.

In the Price factor, CMW's evaluated price was \$30.218M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave CMW a "High" Cost Confidence Rating.

Chickasaw Nation Industries, Inc. (CNI)

In the Mission Suitability factor, CNI received an overall adjective rating of Very Good. CNI had no deficiencies, no significant weaknesses, and four weaknesses.

Under the Management and Technical Approach subfactor, CNI received an adjective rating of Good. CNI received no significant strengths, six strengths, no significant weaknesses, and three weaknesses. These findings are summarized as follows:

Significant Strength: 0

Strengths: 6

- The Offeror's detailed and comprehensive approach proposed for planning, scheduling, integrating, processing, controlling, and completing the PWS requirements.
- The Offeror's use of corporate assets at no direct charge to the Government to assist the Program Manager in the execution of this effort.
- The Offeror's comprehensive quality control approach. The Offeror is ISO 9001 certified and compliant, and has other controls in place to assure they provide excellent services in a timely manner.
- The Offeror's personnel training program approach.
- The Offeror's detailed communication process, which fully describes internal and external communication initiatives and demonstrates a proactive process to resolve ambiguities, concerns, and conflicts that become apparent during contract performance.

- The Offeror's use of a "Weekly Significant Items Report" that will supplement required data deliverables and provide additional work process control information.

Significant Weaknesses: 0

Weaknesses: 3

- The Offeror's low performance deductions proposed for less than optimum performance demonstrate a low level of confidence in their ability to provide quality services.
- The Offeror's inadequate methodology provided on how the COTR Quarterly Customer Survey results will be used as a feedback mechanism for monitoring contract performance and developing process improvement initiatives.
- The Offeror cites the use of Work Leaders to manage branch employees and make appropriate decisions for the respective division branch they supervise. The Offeror did not provide adequate rationale for the Government to determine if these Work Leaders are qualified to serve in this supervisory role.

Under the Staffing and Total Compensation subfactor, CNI received an adjective rating of Very Good. CNI received one significant strength, four strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's approach to meeting varying demands.

Strengths: 4

- The Offeror's planned share of the health benefits premiums.
- The Offeror's reach-back capability provided by the local corporate office, which helps to ensure the availability of pre-qualified and badged employees during times of increased demand for services.
- The Offeror's well defined Phase-In plan which should lead to a smooth transition and minimal impact to on-going efforts.
- The Offeror's risk assessment insight, which considers the impact of various programs and events that will compete with this effort for qualified staff in the Huntsville labor market.

Significant Weaknesses: 0

Weaknesses: 1

- Elements of the Offeror's proposed fringe benefits package.

Under the Key Personnel subfactor, CNI received an adjective rating of Good. CNI received no significant strengths, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's proposed Program Manager. This individual has a bachelors degree in Industrial Technology and other specialized training (i.e. NASA Lean Six Sigma Methodology, IT related software training, Cisco Certified Network Professional, and Microsoft Certified Professional). This individual currently supervises 25 employees. In a prior management role, this individual supervised approximately 80 employees. Feedback from the key personnel interview process was very good concerning this individual's work ethic and leadership skills.

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, CNI received an adjective rating of Excellent. CNI received two significant strengths and no strengths, significant weaknesses, or weaknesses. These findings are summarized as follows:

Significant Strengths: 2

- The Offeror's SHE Plan, which is comprehensive, of exceptional merit, and addresses all DRD elements in sufficient details and proposes additional safety initiatives beyond the MSFC SHE requirements.
- The Offeror's risk mitigation plan for the SHE elements, which identifies meaningful risks and appropriate mitigation plans for implementing their SHE Plan at MSFC.

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 0

In the Past Performance factor, CNI received an adjective rating of Excellent. CNI received four significant strengths, two strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 4

- The Offeror's past performance on the NASA/KSC Administrative Services contract, which is considered highly relevant to the CAS effort. This contract includes all labor categories under the CAS effort except for the legal positions. This FFP effort is similar in size, scope, and complexity. Performance has been judged to be excellent overall.
- The Offeror's past performance on the DOE Western Area Power Administration and Rocky Mountain Region Technical and Administrative Support Services contract, which is considered highly relevant to the CAS effort. This contract includes a majority of the labor categories included in the CAS effort, and is considered similar in size and scope. Performance has been judged to be excellent overall.
- The Offeror's past performance on the FAA Mike Monroney Aeronautical Center Administrative Support contract, which is considered highly relevant to the CAS effort. This contract includes a majority of the labor categories included in the CAS effort, and is considered similar in size and scope. Performance has been judged to be excellent overall.
- The Offeror's 3-year LTC average is less than 50 percent of the Department of Labor (DoL) Bureau of Labor Statistics (BLS) LTC national average for the identified NAICS code.

Strengths: 2

- The Offeror's performance recognition in the following awards: (1) Federal Aviation Administration Aviation System Standards' Quality Award for Excellence, and (2) NASA's KSC Workforce and Diversity Management Office Commitment to Excellence and Achievement Awards for Leadership and Administrative Support.
- The Offeror's past performance on the NASA/MSFC Engineering, Science and Technical Support Services subcontract and the CNI Aviation Services FAA Civil Aeromedical Institute (CAMI) contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's LTC rate is greater than the DoL BLS LTC national average.

In the Price factor, CNI's evaluated price was \$31.392M. The SEC determined the evaluated price was adequate to perform this effort; however, the DCAA proposal audit revealed issues with the Offeror's fringe and overhead rates, and the G&A forecasting methodology; which created uncertainty that the total evaluated price was accurate. Therefore, SEC gave CNI a "Moderate" Cost Confidence Rating.

Deltha-Critique Joint Venture (Deltha-Critique)

In the Mission Suitability factor, Deltha-Critique received an overall adjective rating of Excellent. Deltha-Critique had no deficiencies, no significant weaknesses, and no weaknesses.

Under the Management and Technical Approach subfactor, Deltha-Critique received an adjective rating of Very Good. Deltha-Critique received one significant strength, six strengths, and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed deductions for less than optimum performance demonstrate confidence in its ability to provide quality services for this effort.

Strengths: 6

- The Offeror's plan to use the COTR Quarterly Customer Survey and their self-generated assessments to monitor contract performance and identify areas for improvement.
- The Offeror's Program Manager's access to corporate resources at no direct charge to the Government to support this effort as needed.
- The Offeror's proposed Task Management System, which is comprehensive and clearly details the tracking of task from origin to completion. In addition, it ties in the COTR Quarterly Customer Survey Instrument feedback and includes the process for conflict resolution.
- The Offeror's detailed communication process, which demonstrates an effective methodology for resolving ambiguities, concerns, and conflicts that become apparent during contract performance.
- The Offeror's planned use of a web-based proficiency and testing software.

- The Offeror's comprehensive risk analysis which is well defined.

Significant Weaknesses: 0

Weaknesses: 0

Under the Staffing and Total Compensation subfactor, Deltha-Critique received an adjective rating of Very Good. Deltha-Critique received one significant strength, two strengths, and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed benefits package.

Strengths: 2

- The Offeror's approach to accommodate short and long term increases or decreases in the level of support needed for successful contract performance.
- The Offeror's well defined phase-in plan that outlines an approach to execute the phase-in in a shorter timeframe than the 18 days specified in the RFP.

Significant Weaknesses: 0

Weaknesses: 0

Under the Key Personnel subfactor, Deltha-Critique received an adjective rating of Excellent. Deltha-Critique received two significant strengths and no strengths, significant weaknesses, or weaknesses. These findings are summarized as follows:

Significant Strengths: 2

- The Offeror's proposed Program Manager, who has a bachelors degree and other specialized training (i.e. procurement, contract management and quality assurance). This person has highly relevant experience managing administrative personnel, is familiar with NASA's processes and procedures, and key personnel interview feedback was extremely positive concerning her knowledge, abilities, and interpersonal skills. This individual is 100 percent committed to this effort.
- The Offeror's proposed Deputy Program Manager, who is familiar with NASA process and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform in the role of Deputy Program Manager. Key Personnel interview feedback was extremely positive concerning

this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, Deltha-Critique received an adjective rating of Excellent. Deltha-Critique received one significant strength, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's SHE Plan is comprehensive, of exceptional merit, and is extremely thorough in addressing each DRD element in detail. The plan provides for additional safety initiatives beyond the MSFC requirements.

Strengths: 1

- The Offeror's SHE risk mitigation plan, which identifies suitable risks and the appropriate mitigation plans associated with implementing their SHE Program at MSFC.

Significant Weaknesses: 0

Weaknesses: 0

In the Past Performance factor, Deltha-Critique received an adjective rating of Excellent. Deltha-Critique received three significant strengths, four strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 3

- The Offeror's past performance on the NASA/JSC Support Services contract, which is considered highly relevant to the CAS effort. This contract includes all labor categories required under the CAS effort except legal support positions (Office of Chief Counsel administrative support is included). The contract is very similar in size, scope, and complexity. In addition, during the aftermath of Hurricane Katrina, the customer identified their strong commitment to continue efforts with minimal degradation of services under this contract. Performance has been judged to be excellent overall.

- The Offeror's past performance on the DoE Oak Ridge Administrative Support Services contract, which is considered highly relevant in size, scope, and complexity. This contract includes all labor categories required under the CAS effort except for the paralegal functions. The COTR noted that the company had been awarded the highest performance rating in DoE's 60-year history. Their performance was judged to be excellent overall.
- The Offeror's Lost-time Total Case (LTC) rate average which is less than 50 percent of the Department of Labor (DoL) Bureau of Labor Statistics (BLS) LTC national average for the given NAICS code.

Strengths: 4

- The Offeror's past performance on the Navy Administrative and Clerical Support Services contract, which is considered relevant to the CAS effort. This contract includes clerical and administrative labor functions such as facilitating correspondence, travel orders, and other clerical duties. This contract is similar in scope but the size is smaller than the CAS effort. Performance has been judged to be excellent overall.
- The Offeror's past performance on the DoE-WSI Services contract, which is considered relevant to the CAS effort. This contract involves security and IT efforts; however, the scope, size, and complexity of this effort is similar to the CAS requirement as reflected by the sizeable administrative services that includes some paralegal and other CAS labor categories. Performance has been judged to be excellent overall.
- The Offeror's past performance on the DoE Strategic Petroleum Reserve Management and Technical Support Services contract, which is considered relevant to the CAS procurement effort. It is similar in scope and complexity (includes all required labor categories except paralegal), but size is half of the CAS effort. Performance has been judged to be excellent overall.
- The Offeror's receipt of performance recognition awards such as: The NASA Minority Contractor of the Year (2007) and the Department of Energy Award for Environmental Excellence (2001).

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, Deltha-Critique evaluated price was \$29.031M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave Deltha-Critique a "High" cost confidence rating.

DQSI Corporation (DQSI)

In the Mission Suitability factor, DQSI received an overall adjective rating of Fair. DQSI had no deficiencies, two significant weaknesses, and thirteen weaknesses.

Under the Management and Technical Approach subfactor, DQSI received an adjective rating of Fair. DQSI received no significant strengths, two strengths, one significant weakness, and five weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's plan to complete an "Employee Orientation and Skills/Training Needs Assessment" for each employee.
- The Offeror's approach to use a monthly newsletter to facilitate communications with their employees and keep them abreast of corporate, NASA, and personnel information.

Significant Weaknesses: 1

- The Offeror's extremely low proposed performance deductions for less than optimum performance does not demonstrate confidence in their ability to provide quality services on this contract.

Weaknesses: 5

- The Offeror did not fully describe the approach to be used in fulfilling the requirements of the PWS. Discussion was limited concerning how PWS tasks would be planned, integrated, and controlled.
- The Offeror's plan to implement a system of customer feedback and monitoring as part of their Quality Assurance system. They fail to address how the contract-directed COTR Quarterly Customer Survey would be used as performance feedback for quality assurance purposes or as an index of customer satisfaction.
- The Offeror's approach to have team leads (in the absence of the Program Manager) serve as essentially an Alternate Program Manager. The Offeror did not provide adequate rationale for the Government to determine if the team leads are qualified to serve in this supervisory role.
- The Offeror did not adequately describe the nature of the teaming arrangements in their proposal. Discussion was limited concerning the work to be performed by each teammate/subcontractor relative to the PWS tasks, or how personnel and resources would be commingled to perform the discrete tasks required by the

contract. In addition, the qualifications of one subcontractor were not addressed. The Government is unable to determine if the Offeror is in compliance with the ostensible subcontracting rule.

- The Offeror's communication approach, which does not adequately address communication interfaces between the Program Manager and CO/COTR.

Under the Staffing and Total Compensation subfactor, DQSI received an adjective rating of Fair. DQSI received no significant strengths, one strength, no significant weaknesses, and seven weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's pre-existing list of experienced, pre-screened personnel who will be used to fill positions vacated by incumbent personnel.

Significant Weaknesses: 0

Weaknesses: 7

- Elements of the Offeror's proposed fringe benefits package. In addition, this plan provides two distinct fringe benefit plans for the prime and subcontractor. Such an approach could lead to employee discontent and increased turnover of personnel.
- The Offeror's plan to provide back-up support via cross-training of existing support personnel.
- The Offeror's Annual Leave Policy indicates a lack of understanding of the Service Contract Act.
- The Offeror's proposal staffing approach indicates a lack of understanding of SCA policy.
- The Offeror's health care plan contradicts the minimum mandatory requirements of the Health Insurance Portability and Accountability Act.
- The Offeror's proposed vacation benefits fail to address such benefits for temporary and part-time employees. This indicates a lack of understanding of the SCA, which makes no distinction between full-time, temporary, and part-time employees.
- The Offeror's proposed phase-in approach.

Under the Key Personnel subfactor, DQSI received an adjective rating of Good. DQSI received no significant strengths or strengths, one adequate and no significant weaknesses or weaknesses.

Adequates: 1

- The Offeror's proposed Program Manager is considered adequate for this position. This individual has prior administrative services experience and knowledge of MSFC policies, procedures, and operations based on work history. However, based on the information provided, she does not have a college education and currently is not supervising any employees. Work history provided also indicates limited supervisory experience (only 6-10 employees supervised). Feedback generated via the key personnel interview process was positive concerning her knowledge, skills, and abilities.

Under the Safety, Health, and Environmental subfactor, DQSI received an adjective rating of Fair. DQSI received no significant strengths or strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror's draft SHE Plan, which does not address in sufficient detail all DRD elements and sub-elements. The draft SHE Plan appears to be a corporate safety plan and not written to address the specific MSFC SHE Plan elements.

Weaknesses: 1

- The Offeror's risk mitigation approach does not adequately address the Offeror's approach to risk associated with implementing their SHE Plan at MSFC.

In the Past Performance factor, DQSI received an adjective rating of Very Good. DQSI received one significant strength, two strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strength: 1

- The Offeror's low lost time case rate, which was zero for all past performance examples evaluated.

Strengths: 2

- The Offeror's past performance of the Mineral Management Service Administrative Support Services Contract, which is considered relevant to the CAS requirement. The scope is similar; however, the total value (\$1.8M) is considerably smaller than the CAS requirement. Performance was judged to be excellent overall.
- The Offeror's past performance on the KBM Army Applied Sensors and Guidance Electronics Directorate Technical and Engineering Support contract and the KBM Army Missile Command System Simulation and Development Directorate Technical Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, DQSI's evaluated price was \$34.422M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave DQSI a "High" cost confidence rating.

ELEIT Technology, Incorporated (ELEIT)

In the Mission Suitability factor, ELEIT received an overall adjective rating of Fair. ELEIT had no deficiencies, no significant weaknesses, and fourteen weaknesses.

Under the Management and Technical Approach subfactor, ELEIT received an adjective rating of Good. ELEIT received one significant strength, three strengths, no significant weaknesses, and four weaknesses. These findings are summarized as follows:

Significant Strength: 1

- The Offeror's extremely high proposed quality deduction amounts for less than optimum performance demonstrate confidence in their ability to provide quality services under this effort.

Strengths: 3

- The Offeror's comprehensive quality approach to assure timely delivery of quality services and timely problem resolution.
- The Offeror will leverage corporate resources at no direct charge to the Government to enable performance on this contract.

- The Offeror has generated a pre-qualified list of personnel to provide paralegal services when required.

Significant Weaknesses: 0

Weaknesses: 4

- The Offeror's did not address the use of the Government directed COTR Quarterly Customer Survey to use as feedback to address/mitigate quality performance issues.
- The Offeror's management plan for backfilling positions for employees on short-term leave. This plan fails to address how required security clearance procedures will be handled for this temporary personnel roster. Security constraints and computer accesses will inhibit performance unless personnel already possess a badge, computer access, and have the ability to enter data into the various systems.
- The Offeror's approach to personnel training, which does not mention any related training on office automation or desktop application skills. This skill set represents a major competency for this effort.
- The Offeror's proposed labor hours by position/skill mix for the Secretary I, II, and III positions. A skill mix was not required in the RFP, as the Government would apply WYE's to the Offeror's proposed fully loaded labor rates.

Under the Staffing and Total Compensation subfactor, ELEIT received an adjective rating of Fair. ELEIT received no significant strengths, three strengths, no significant weaknesses, and six weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 3

- The Offeror's proposed methodology to maintain an on-call roster of pre-qualified personnel willing to work part-time or on short notice lead-time to respond to an increase in the demand for services.
- The Offeror's identification and pre-screening of qualified applicants to replace incumbents who are not retained during the phase-in hiring process.
- The Offeror's annual leave policy, which will assist in retaining employees.

Significant Weaknesses: 0

Weaknesses: 6

- The Offeror's inadequate rationale provided for addressing varying demands. The proposal focuses on their past performance as a barometer for future success, and limited discussion is provided on their methodology for accommodating increases and decreases in the level of support needed and their approach to recruiting and retaining multi-disciplined personnel to meet contract requirements.
- The Offeror's fringe benefits proposed did not provide sufficient information to fully evaluate their health and dental insurance benefits.
- The Offeror's lack of detail regarding their phase-in process.
- The Offeror's approach to have the Government involved in identifying incumbent employees that the Government desires to retain. This approach can be construed a personal services type relationship.
- The Offeror's plan for employees under a set occupational code to temporarily move into a higher occupational code and higher rate of pay to cover vacant positions. The Offeror does not adequately address how the Secretary I would meet the job requirements (i.e., education, experience, training) specified for the Secretary II and Secretary III positions.
- The Offeror's cited use of progressive annual leave, but no seniority based scale or other rationale was provided for earning this leave as required by the Service Contract Act Wage Determination.

Under the Key Personnel subfactor, ELEIT received an adjective rating of Good. ELEIT received no significant strengths, one strength, no significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's Program Manager, who has a bachelor's degree in History and M.S. degree in Adult and Occupational Education. This individual has other training in management and leadership. This person has current relevant experience managing administrative personnel and is familiar with NASA's processes and procedures. Key personnel interview feedback from his employer was very good concerning his knowledge, abilities, and interpersonal skills. Customer feedback was unavailable based on the references provided. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 2

- The Offeror's proposed Alternate Program Manager is considered a weakness for this position. Formal education consist of associate degrees in machine shop theory and internal combustion engines. This individual has completed program management training, has current experience managing personnel, and feedback from the key personnel interview process was good concerning this individual's leadership skills. However, recent employment history indicates this individual has held several positions (3) in the past 9 months, indicating a lack of employment stability. In addition, the proposed salary for this position represents a substantial pay reduction for this individual, and raises questions concerning retention of this key position for this effort. The Offeror did not provide adequate rationale in their proposal for the Government to address these issues, which may introduce risks in the execution of this effort.
- The Offeror's current salary for the proposed Program Manager is not provided. Therefore, the Government is unable to determine if the proposed Program Manager salary is sufficient to mitigate potential retention issues under this contract.

Under the Safety, Health, and Environmental subfactor, ELEIT received an adjective rating of Fair. ELEIT received no significant strengths, strengths or significant weaknesses and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 2

- The Offeror's SHE Plan does not adequately address all DRD elements, including: 1) flow-down for requirements to all company tiers and subcontractors, 2) ensuring employee compliance with MPR 8715.1, and 3) methods for employees to suspend work for unsafe practices.
- The Offeror's risk identification and mitigation approach to implementing their SHE Plan does not clearly identify specific risks relative to implementing their plan at MSFC. The risks are assumptions based on previous contracts that had significantly more inherent hazards than the type of work performed under this effort.

In the Past Performance factor, ELEIT received an adjective rating of Good. ELEIT received no significant strengths, two strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's past performance on the Installation and Staff Augmentation Support Services contract, which is considered relevant to the CAS effort. It is a FFP contract and similar in scope, but is only half the contract value of the CAS effort. Performance was rated excellent for all elements, and the customer stated that efforts during extraordinary circumstances (i.e. war on terror, Operation Iraqi Freedom and Hurricane Katrina) were handled in the highest professional manner.
- The Offeror's past performance on the Ft. Riley Installation Logistics Support contract and the US Army Anniston Army Depot Material Handling and Lot Management Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror did not provide the North American Industry Classification System (NAICS) codes for the three contracts provided for past performance history.

In the Price factor, ELEIT's evaluated price was \$30.240M. The SEC determined the evaluated price was adequate to perform this effort; however, the SEC internal price evaluation revealed discrepancies in the fully-burdened and final rates, as well as issues related to the Offeror's proposed productive work hours. Therefore, the SEC gave ELEIT a "Moderate" cost confidence rating.

GAP Solutions, Inc. (GAP)

In the Mission Suitability factor, GAP received an overall adjective rating of Good. GAP had no deficiencies, one significant weakness, and nine weaknesses.

Under the Management and Technical Approach subfactor, GAP received an adjective rating of Good. GAP received one significant strength, three strengths, no significant weaknesses, and four weaknesses. These findings are summarized as follows:

Significant Strength: 1

- The Offeror's extremely high proposed deductions for less than optimum performance demonstrate confidence in their ability to provide quality services under this contract.

Strengths: 3

- The Offeror's quality approach to ensure timely delivery of quality services.
- The Offeror's proposed use of corporate resources, at no direct charge to the Government, to support the Program Manager in the execution of this effort.
- The Offeror's Integrated Program Management System which assist in maintaining communications, facilitating proactive information dissemination, and enhancing collaboration among team members.

Significant Weaknesses: 0

Weaknesses: 4

- The Offeror does not fully describe their approach to be employed in fulfilling the PWS requirements. The Program Management life cycle described in the proposal is generic in nature and does not adequately address the techniques used to accomplish the requirements of this PWS.
- The Offeror does not address how feedback from the COTR Quarterly Customer Survey will be used.
- The Offeror's role of the teammate/subcontractor Project Manager is not adequately described.
- The Offeror's (according to the organization chart) teammate/subcontractor Program Manager reports directly to the CO/COTR in lieu of their corporate management.

Under the Staffing and Total Compensation subfactor, GAP received an adjective rating of Good. GAP received no significant strengths, four strengths, no significant weaknesses, and four weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's well balanced approach to accommodate short and long term increases or decreases in the level of support needed to address varying demands.

- The Offeror's on-boarding program for new hires. This structured approach to the hiring process will assist employees in reaching full productivity at an accelerated rate.
- The Offeror's recognition program, which rewards employees that have performed in an outstanding manner.
- The Offeror's plan to pay recruitment bonuses, which should assist in providing a qualified workforce.

Significant Weaknesses: 0

Weaknesses: 4

- Elements of the Offeror's proposed fringe benefits package. In addition, the Offeror proposes two distinct fringe benefit plans for the prime and subcontractor, which might lead to employee discontent and increased turnover of personnel.
- The Offeror's lack of rationale for how they will provide back-up office support on an as needed basis to fulfill contract requirements.
- The Offeror's proposed labor rates may impact the retention of personnel on this effort.
- The Offeror's plan regarding leave for employees summoned for Jury Duty could adversely affect the retention of employees under this contract.

Under the Key Personnel subfactor, GAP received an adjective rating of Good. GAP received no significant strengths, two strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's proposed Program Manager, who holds a bachelors degree in management and an MBA in business administration. He is currently pursuing Project Management Certification, has current relevant experience managing administrative personnel, has worked in a Federal environment, and employer feedback was positive. Customer feedback was unavailable based on the references provided. This individual is 100 percent committed to this effort.
- The Offeror's proposed Deputy Program Manager who holds an M.S. in Human Resource Management with additional specialized training in contract administration. She served as Business Operations Manager on a NASA/Stennis

Shared Services Contract, and employer feedback received during the key personnel interview process was very good concerning her leadership ability and work ethic. Customer feedback was unavailable based on the references provided. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, GAP received an adjective rating of Fair. GAP received no significant strengths, no strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror did not provide a risk mitigation plan regarding implementation of their SHE plan at MSFC.

Weaknesses: 1

- The Offeror's SHE plan does not address in sufficient detail all DRD elements, including the flow-down of SHE requirements to all tiers and subcontractors, and mishap and close call investigation methodology.

In the Past Performance factor, GAP received an adjective rating of Very Good. GAP received one significant strength, three strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's 2-year Lost time Total Case (LTC) rate is less than 50 percent of the Department of Labor, Bureau of Labor Statistics national average for the given NAICS code.

Strengths: 3

- The Offeror's past performance on the Department of State Foreign Service Institute contract, which is considered relevant and includes many of the skill sets needed for the CAS effort. The contract requires employment of 72 administrative support personnel providing services to 15 organizations institute-wide. The size of this contract is approximately half the size of the CAS effort. Performance has been judged to be excellent overall.

- The Offeror's past performance on the DoL Occupational Safety and Health Administration contract, which is considered relevant to the CAS effort. The contract includes personnel who perform data entry, mailroom operations, desktop processing, budget assistance, records maintenance, and other administrative functions. Overall this effort is similar in size and complexity. Performance has been judged to be excellent overall.
- The Offeror's past performance on the Department of State National Visa Center Services contract; the U.S. Army DeWitt Medical Administrative Support Services contract; and the Department of Homeland Security Records Operations Centers contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, GAP's evaluated price was \$32.831M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave GAP a "High" cost confidence rating.

LogiCore Corporation (LogiCore)

In the Mission Suitability factor, LogiCore received an overall adjective rating of Good. LogiCore had no deficiencies, four significant weaknesses, and seven weaknesses.

Under the Management and Technical Approach subfactor, LogiCore received an adjective rating of Fair. LogiCore received one significant strength, two strengths, two significant weaknesses, and three weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's extremely high proposed deductions for less than optimum performance demonstrate confidence in their ability to provide quality services under this contract.

Strengths: 2

- The Offeror's proposed orientation training incorporates customer satisfaction metrics contained in the COTR Quarterly Customer Survey, which should assist the employees in focusing on and providing quality customer service.

- The Offeror's use of corporate resources to support the Program Manager in this effort at no direct charge to the Government.

Significant Weaknesses: 2

- The Offeror's organizational structure.
- The Offeror's inadequate methodology for ensuring personnel are qualified to perform the tasks assigned.

Weaknesses: 3

- The Offeror's performance quality feedback system in lieu of the Government directed survey, and did not address the use of the COTR Quarterly Customer Survey as feedback to address/mitigate quality issues.
- The Offeror's Program Manager does not have authority to negotiate contract modifications or administer subcontracts.
- The Offeror's approach to fill vacant legal positions. The Offeror's approach requires additional lead time to prepare individuals for these positions, which will impact timeliness of performance. In addition, the use of inexperienced personnel in these roles will impact the quality of services provided under this effort.

Under the Staffing and Total Compensation subfactor, LogiCore received an adjective rating of Fair. LogiCore received no significant strengths, three strengths, one significant weakness, and four weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 3

- The Offeror's proposed use of pre-qualified corporate staff and consultants to meet surges in contract requirements.
- The Offeror's leave request procedure for employees when scheduling time off.
- The Offeror's identification of several sources for obtaining legal services on a temporary basis, and the proposed method to locate and screen personnel as needed to support contract requirements.

Significant Weaknesses: 1

- Elements of the Offeror's proposed fringe benefits package. In addition, the Offeror proposed two different fringe benefits packages for the prime and

subcontractor. Such an approach could impact employee morale and affect the retention and recruitment of employees.

Weaknesses: 4

- The Offeror's plan to address varying demands. In addition, the Offeror's plan to backfill for an absent employee creates a support vacancy. For this reason, this approach is not a feasible method to address varying demands.
- The Offeror's proposed wage rates may impact the retention of personnel on this effort.
- The Offeror's approach to involve the Government in the company's decisions relative to hiring, dismissing, promoting and demoting personnel. This could create the appearance of a personal services-type relationship.
- The Offeror's plan to use a Secretary I to backfill for a Secretary II vacant position. There is inadequate discussion on how the Secretary I would be qualified to perform the functions of a Secretary II.

Under the Key Personnel subfactor, LogiCore received an adjective rating of Good. LogiCore received one significant strength, no strengths, one significant weakness, and no weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed Program Manager, who is familiar with NASA process and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform the role of Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 0

Significant Weaknesses: 1

- The Offeror's failure to submit Key Personnel Position Description and Resume forms (Form SA) for three identified key personnel. The Offeror identified four key personnel for this effort and only submitted a resume for the Program Manager. For this reason the Government is unable to validate the relevant experience and qualifications of the remaining three key personnel.

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, LogiCore received an adjective rating of Excellent. LogiCore received one significant strength, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's SHE plan, which is comprehensive, of exceptional merit, and is extremely thorough in addressing each DRD element in detail. The plan includes additional safety initiatives beyond the MSFC requirements.

Strengths: 1

- The Offeror's thorough approach to identifying risks and the associated mitigation plans for these risks in order to implement the SHE plan at MSFC.

Significant Weaknesses: 0

Weaknesses: 0

In the Past Performance factor, LogiCore received an adjective rating of Good. LogiCore received one significant strength, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's Lost-time Total Case (LTC) rate average is less than 50 percent of the Department of Labor (DoL), Bureau of Labor Statistics (BLS) LTC national average for the given North American Industry Classification System (NAICS) code.

Strengths: 1

- The Offeror's past performance on the Aviation and Missile Research, Development & Engineering contract; the Apache PMO Management Logistics Division contract; the Center for Disease Control Committee Meeting Services contract; the Army Manpower and Personnel Integration (MANPRINT) contract and the Materiel Management Directorate, Aviation and Missile Command Reset Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, LogiCore's evaluated price was \$35.887M. The SEC determined the evaluated price was adequate to perform this effort; however, the DCAA proposal audit revealed issues with the Offeror's fringe and overhead rates, and the G&A forecasting methodology. Therefore, the SEC gave LogiCore a "Low" cost confidence rating.

Media Fusion, Inc. (Media Fusion or MFI)

In the Mission Suitability factor, Media Fusion received an overall adjective rating of Very Good. Media Fusion had no deficiencies, no significant weaknesses, and five weaknesses.

Under the Management and Technical Approach subfactor, Media Fusion received an adjective rating of Good. Media Fusion received no significant strengths, six strengths, no significant weaknesses, and three weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 6

- The Offeror's quality approach, which describes techniques for ensuring timely delivery of quality services, early recognition of problematic issues, and continuous improvement.
- The Offeror's proposed deductions for less than optimum performance demonstrate confidence in their ability to provide quality services under this contract.
- The Offeror's proposed approach to back-up staffing support for short-term absences of clerical employees. This approach ensures a qualified and competent staff to provide back-up support regardless of the area of need.
- The Offeror's approach to provide employees with additional policy instruction regarding proper guidance on personal services and organizational conflict of interest issues.
- The Offeror's approach for collection of timecard information from a disperse workforce. This enables efficiency when recording time and attendance data.
- The Offeror's proposed training approach to increase etiquette skills, professionalism, and the overall competency of the contractor workforce.

Significant Weaknesses: 0

Weaknesses: 3

- The Offeror did not address the use of the Government directed COTR Quarterly Customer Survey as feedback to address/mitigate quality issues.
- The Offeror's proposed performance metrics (as shown in Figure 7.4-1 of the Mission Suitability Volume of the Offeror's proposal), which proposes performance standards that do not match the requirements of The Performance Requirements Summary (Attachment J-2). Attachment J-2 outlines the standards of performance and acceptable quality levels for performance under this effort.
- The Offeror's approach to use Government directed training dollars at the Offeror's discretion for continuous improvement and personal advancement of the contractor workforce. The funds identified in Clause B.1 (Supplies or Services and Price) can only be obligated at the Government's direction to cover Government mandated training required for performance.

Under the Staffing and Total Compensation subfactor, Media Fusion received an adjective rating of Good. Media Fusion received no significant strengths, four strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's targeted approach to hiring should help to mitigate issues relative to the retention of employees, as the workforce will be employed in their chosen field.
- The Offeror's proposed screening process for new hires.
- The Offeror's comprehensive employee awards and recognition program, which includes a bonus package of awards and recognition. This package will serve to incentivize and recognize employees, improve the quality of services, encourage self improvement, and motivate employee performance.
- The Offeror's agreement with the local legal community and a local employment agency to provide specialized short-term IDIQ legal staff positions as needed.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's approach to use a Transition Manager past the phase-in period.

Under the Key Personnel subfactor, Media Fusion received an adjective rating of Excellent. Media Fusion received two significant strengths, one strength, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 2

- The Offeror's proposed Program Manager. She has 11 years human resources and senior management experience, with 22 years in the local aerospace industry. She has a B.A. in Business Administration, is certified in advanced contract management by UAH, and is currently supervising 150 employees. Feedback gathered through the key personnel interview process was extremely positive concerning her knowledge, skills, abilities, and interpersonal skills. This individual is 100 percent committed to this effort.
- The Offeror's proposed Deputy Program Manager, who is familiar with NASA process and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform the role of Deputy Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 1

- The Offeror's proposed Logistics Supervisor. He has the background and education (B.S. Computer Science) necessary to perform in this position. Feedback generated during the key personnel interview process was positive concerning his knowledge, skills and abilities. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's lack of adequate rationale for designating the Logistics Supervisor as a key position.

Under the Safety, Health, and Environmental subfactor, Media Fusion received an adjective rating of Excellent. Media Fusion received one significant strength, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's SHE plan, which is comprehensive, of exceptional merit, and is extremely thorough in addressing each DRD element in detail. The plan proposes additional safety initiatives beyond the MSFC requirements.

Strengths: 1

- The Offeror identified meaningful risks and the appropriate mitigation plans to address these risks in order to implement their SHE plan at MSFC.

Significant Weaknesses: 0

Weaknesses: 0

In the Past Performance factor, Media Fusion received an adjective rating of Very Good. Media Fusion received two significant strengths, two strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 2

- The past performance of the Offeror's subcontractor, which is considered highly relevant to the follow-on CAS effort. Performance has been judged to be excellent overall.
- The Offeror's 3-year Lost Time Total Case (LTC) rate, which is less than 50 percent of the Department of Labor (DoL), Bureau of Labor Statistics (BLS) LTC national average for the given NAICS.

Strengths: 2

- The Offeror's past performance on the Unified NASA IT Services (UNITeS) contract; the NASA Headquarters Communication Support contract; and the LaRC Safety and Mission Assurance contract (SAMAC). These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.
- The Offeror was receipt of several outstanding performance awards, including recognition as the "Huntsville Chamber of Commerce's 2006 Small Business of the Year" and "SAIC's NASA/Dube Business Unit 2006 Contractor of the Year."

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, Media Fusion's evaluated price was \$29.541M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave Media Fusion a "High" cost confidence rating.

Shield Services, LLC (Shield)

In the Mission Suitability factor, Shield received an overall adjective rating of Fair. Shield had no deficiencies, two significant weaknesses, and fifteen weaknesses.

Under the Management and Technical Approach subfactor, Shield received an adjective rating of Fair. Shield received one significant strength, one strength, one significant weakness, and eight weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's extremely high proposed deductions for less than optimal performance demonstrate confidence in their ability to provide quality services under this effort.

Strengths: 1

- The Offeror's use of corporate assets at no direct charge to the Government to support the Program Manager in the execution of this effort.

Significant Weaknesses: 1

- The Offeror did not adequately address the approach and methodology to be used in the execution of the PWS. Limited discussion was provided on the methods and techniques used for planning, scheduling, integrating, controlling, and managing the tasks required by the PWS.

Weaknesses: 8

- The Offeror's Quality Assurance Plan does not address how the contract-directed COTR Quarterly Customer Survey results would be addressed and dispositioned; indicating a lack of understanding of this requirement.
- The Offeror's President's involvement in this requirement overlaps with the duties of the Program Manager. This arrangement will dilute the authority of the Program Manager.
- The Offeror did not adequately address what type of training they will develop and administer for their employees.
- The Offeror's limited discussion on the approach to be used for maintaining communications; including how information flows in the contractor organization

and amongst teammates and subcontractors, how communication is integrated, and how conflicts would be addressed.

- The Offeror's approach to deal with unsatisfactory performers.
- The Offeror's inadequate description of possible risk factors and mitigation methodology for their management and technical approach.
- The Offeror's plan to meet with all customer participants monthly/quarterly to discuss performance. This concept is flawed as it is not reasonable to expect approximately 100 Center-wide customers to be available and accessible to attend these meetings monthly/quarterly.
- The Offeror's proposed relative amount of work to be performed by each teammate. As denoted on page 14 of their Mission Suitability Volume, the total amount shown adds up to 101 percent, the total should not exceed 100 percent. This impacted the Government's ability to evaluate the Offeror's compliance with the Ostensible Subcontractor Rule.

Under the Staffing and Total Compensation subfactor, Shield received an adjective rating of Fair. Shield received no significant strengths, strengths or significant weaknesses, and six weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 6

- The Offeror's proposed fringe benefits package does not meet the Service Contract Act minimum requirements in several areas. In addition, elements of the Offeror's proposed fringe benefits package were assessed as a weakness.
- The Offeror did not adequately address their approach to manage short and long-term fluctuations in the level of support needed for performance under this contract. Discussion was limited concerning their approach to recruiting and retaining personnel and how they would accommodate work load adjustments through the cross-utilization of personnel.
- The Offeror's plan to have MSFC approve the incumbent hires. This would create a personal services type relationship.
- The Offeror's proposed use of onsite teaming partner to address varying demands. They did not cite whether those resources will be a direct or non-direct charge to

the contract, or how these employees will be trained on the various systems required for performance on this contract.

- The Offeror's plan to review new employee's performance. Clause B.3 (Price Deductions for Less Than Optimum Performance) requires performance of new employees to be reviewed more frequently during their probationary period.
- The Offeror's inadequate description of their award program. They do not provide a breakout of what these awards will be, policies for justification of these awards, or the amounts to be provided for award recognition.

Under the Key Personnel subfactor, Shield received an adjective rating of Excellent. Shield received one significant strength, one strength and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed Program Manager, who is familiar with NASA process and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform the role of Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 1

- The Offeror's proposed Deputy Program Manager who is committed to this effort. This individual is currently managing 150 security officers which include a small administrative support staff. He does not hold a degree but is currently working on completing his bachelor's degree. The feedback from Key Personnel interviews was excellent, which highlighted his strengths as a leader, creativity, initiative, organizational skills and work ethic.

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, Shield received an adjective rating of Fair. Shield received no significant strengths or strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror did not provide a risk mitigation approach for implementing their SHE program at MSFC.

Weaknesses: 1

- The Offeror's SHE plan did not address in sufficient detail all DRD elements, including: 1) the flow-down of SHE program requirements between all tiers and subcontracts, 2) employee exposure and understanding of SHE program requirements, and 3) annual review of SHE plan.

In the Past Performance factor, Shield received an adjective rating of Good. Shield received no significant strengths, two strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's past performance on the US Army Core of Engineers Security Upgrade contract; the Professional Services/Facility Management Services for Department of State contract; the Marshall Space Flight Center Security Services contract; and the Herbert Hoover Presidential Library Security Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.
- The Offeror's 2-year LTC Rate is less than the Department of Labor (DoL), Bureau of Labor Statistics (BLS) LTC national average for the given NAICS code.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's 3-year Lost-time Total Case (LTC) rate is greater than the Department of Labor (DoL) Bureau of Labor Statistics (BLS) LTC national average plus 10 percent for the given NAICS code.

In the Price factor, Shield's evaluated price was \$27.637M. The SEC determined the evaluated price was inadequate to perform this effort because it was below the IGCE. In addition, the SEC's internal price evaluation determined discrepancies in labor burden rates and associated dollars. Therefore, the SEC gave Shield a "Low" cost confidence rating.

Total Solutions, Inc. (Total Solutions)

In the Mission Suitability factor, Total Solutions received an overall adjective rating of Good. Total Solutions had no deficiencies, no significant weaknesses, and eight weaknesses.

Under the Management and Technical Approach subfactor, Total Solutions received an adjective rating of Good. Total Solutions received no significant strengths, four strengths, no significant weaknesses, and three weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's performance deductions for less than optimum performance demonstrate confidence in their ability to provide quality services under this contract.
- The Offeror's communications approach and the use of employee surveys for management feedback.
- The Offeror's use of corporate resources to support the Program Manager at no direct charge to the Government.
- The Offeror's use of on-line resources for employee training. This user-friendly training system will help ensure a well trained workforce.

Significant Weaknesses: 0

Weaknesses: 3

- The Offeror's inadequate description provided for the role of the Task Leads. The Offeror did not provide a full description of these duties (no JDQ's or Key Personnel Position Forms were provided. Therefore, the Government was unable to fully determine the qualifications of these individuals and the role they will play in managing this effort).
- The Offeror did not address the use of the Government directed COTR Quarterly Customer Survey as feedback to address/mitigate quality issues.
- The Offeror's proposed organization structure, which does not depict the relationship between the Program Manager and corporate officials. In addition, the relationship of Task Leads in the management hierarchy is not shown.

Under the Staffing and Total Compensation subfactor, Total Solutions received an adjective rating of Good. Total Solutions received no significant strengths, four strengths, one adequate, no significant weaknesses, and four weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's use of backups and floaters to supplement the administrative support staff when needs arise during contract performance.
- The Offeror's plan to maintain a group of temporary on-call personnel to help meet peak staffing requirements.
- The Offeror's established agreement with local Historically Black College and Universities (HBCU's) to recruit workers.
- The Offeror's Phase-in approach, which reflects a streamlined and logical methodology for transition activities and includes well defined milestones with deadlines for completion. This approach should ensure a smooth transition with minimal impact to on-going activities.

Adequates: 1

- The Offerors proposed Deputy Program Manager is considered adequate for this position. This individual has a B.S. in Human Resources Management, and currently serves as an HR Specialist for Business Resource Solutions. Feedback generated through the key personnel interview process was positive concerning her work ethic and professionalism. However, based on the information provided in the proposal this individual does not currently supervise any employees and has extremely limited experience in a supervisory role (has only supervised five laborers in one prior position).

Significant Weaknesses: 0

Weaknesses: 4

- The Offeror's proposed fringe benefits package. There are differences found in the proposed fringe benefits package for the prime and subcontractor and leave benefits. This benefits package could harm the contractor's efforts to attract and retain employee staff on this contract.
- The Offeror's the approach to base cost-of-living adjustments (COLA's) contingent on job performance violate the Service Contract Act.

- The Offeror's teammate's proposed paid holidays demonstrate a lack of understanding of the Service Contract Act and the minimum requirements of the wage determination.
- The Offeror's approach to have the Government involved in identifying incumbent employees. This approach can be construed as a personal services type relationship.

Under the Key Personnel subfactor, Total Solutions received an adjective rating of Very Good. Total Solutions received one significant strength and no strengths, significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed Program Manager. This individual is familiar with NASA process and procedures, and has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform the role of Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, Total Solutions received an adjective rating of Very Good. Total Solutions received one significant strength, no strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's SHE plan is comprehensive, of exceptional merit, and extremely thorough in addressing each DRD element in detail. The plan provides for additional safety initiatives beyond the MSFC requirements.

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's risk mitigation approach did not adequately address concerns with implementation of the SHE Plan at MSFC, as no risks were identified.

In the Past Performance factor, Total Solutions received an adjective rating of Very Good. Total Solutions received two significant strengths, two strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 2

- The Offeror's past performance on the Bonneville Power Administration Administrative, Technical, and Professional Support Services contract, which is considered highly relevant to the CAS effort. This contract includes several labor categories required under the CAS effort (administrative services, clerical support, paralegal support, scheduling, travel, etc.), and is approximately twice the contract value. Performance was judged to be excellent overall.
- The Offeror's past performance is the Lost-time Total Case (LTC) rate average is less than 50 percent of the Department of Labor, Bureau of Labor Statistics LTC national average for the given North American Industry Classification System (NAICS) code.

Strengths: 2

- The Offeror's past performance on the GSA Administrative Services contract, which is considered relevant to the CAS effort. This contract includes several labor categories that are required under the CAS effort, and covers a wide area network (six states and 10 regions). The size of this effort is smaller (5-year \$6.5M) than the CAS requirement. Performance was judged to be excellent overall.
- The Offeror's past performance provided for the USDA Support Services contract and the Centers for Medicaid and Medicare Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror did not provide a North American Industry Classification System (NAICS) code for the Bonneville Power Administration (BPA), Administrative, Technical, and Professional Support Services (ATPSS) contract. Therefore, the Government was unable to compare to the Department of Labor, Bureau of Labor

Statistics Lost-time Total Case rate national average for this contract. In addition, the Lost-time Total Case (LTC) rate provided for the BPA ATPSS contract seems to be in error. The value provided for "number of lost workday cases" appears to be the actual number of workdays lost, and not the number of lost work day cases.

In the Price factor, Total Solution's evaluated price was \$32.924M. The SEC determined the evaluated price was adequate to perform this effort; therefore, the SEC gave Total Solution a "High" cost confidence rating.

Washington Technology Group, Inc. (Washington)

In the Mission Suitability factor, Washington received an overall adjective rating of Fair. Washington had no deficiencies, four significant weaknesses, and fourteen weaknesses.

Under the Management and Technical Approach subfactor, Washington received an adjective rating of Fair. Washington received no significant strengths, six strengths, two significant weaknesses, and five weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 6

- The Offeror's approach to provide training on Government systems, computer skills, other cross-training to employees. This will enhance the employee's ability to become productive sooner in support of this effort.
- The Offeror's proposal to mitigate personal service issues through the use of regular training and inspections to ensure compliance.
- The Offeror's plan for the Quality Control Manager to work with the Program Manager to coordinate all aspects of the quality control program at no direct charge to the Government.
- The Offeror's proposed performance improvement plan, to improve performance, productivity, and behaviors.
- The Offeror's approach to provide information on productivity and highlight critical issues before they become performance problems.
- The Offeror proposes to bear the costs associated with Government directed/funded training if the employee leaves their position within 6 months of receiving the training.

Significant Weaknesses: 2

- The Offeror did not adequately address the approach and methodology to be used in executing the PWS. Limited discussion was provided on the specific methods and techniques to be used in planning, scheduling, integrating, processing, controlling, and completing the tasks required by the PWS.
- The Offeror's extremely low proposed deduction amounts for less than optimum performance demonstrate a lack of confidence in their ability to provide quality services under this contract.

Weaknesses: 5

- The Offeror's quality control plan does not adequately address how feedback from the COTR Quarterly Customer Survey will be used as input to their quality control process.
- The Offeror's plan to accumulate "bonus points" on the COTR Quarterly Customer Survey violates the intent of Clause B.3, entitled "Price Deductions for Less Than Optimum Performance."
- The Offeror's inadequate rationale provided to justify the need for a Corporate Review Committee to provide direction, guidance and oversight of the program management function. It is unclear if this committee will be involved in the day-to-day management decisions for this effort or long-range planning initiatives. This approach will hinder the Program Manager's ability to efficiently manage and execute this effort.
- The Offeror's omission of the Data Requirement Deliverables in their discussion on the reports provided to the CO and COTR.
- The Government was unable to evaluate the Offeror's organizational chart (denoted as appendix E), which was returned unevaluated because it exceeded the page count as specified in the RFP.

Under the Staffing and Total Compensation subfactor, Washington received an adjective rating of Fair. Washington received no significant strengths, four strengths, one significant weakness, and seven weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 4

- The Offeror's planned staffing pre-screening process.

- The Offeror's plan to provide a pool of pre-screened and trained employees to serve as floaters to fill vacancies and short-term staffing needs.
- The Offeror's approach regarding bonuses which will assist in retaining employees for this effort.
- The Offeror's plan regarding leave requests which will allow the necessary lead-time to hire temporary staff or assign floaters as needed to support contract requirements.

Significant Weaknesses: 1

- Elements of the Offeror's proposed fringe benefits package. In addition, the Offeror's proposal provides two different fringe benefit plans for the prime and subcontractor. Such an approach might lead to employee discontent and increased turnover of personnel.

Weaknesses: 7

- The Offeror's plan to provide replacement personnel within a time period longer than the required two-day replacement period as required in Attachment J-2, Performance Requirements Summary.
- The Offeror's planned use of overtime. There is no overtime provision authorized in the RFP.
- The Offeror's lack of understanding the Service Contract Act (SCA) requirements.
- The Offeror's proposed compensation package, which violates the Service Contract Act requirement. This approach demonstrates a lack of understanding of the minimum mandatory requirements of the Service Contract Act.
- The Offeror's phase-in approach, which includes Government input, would create a personal service type relationship.
- The Offeror's planned involvement of the COTR in management decisions. This approach would create a personal services type relationship.
- The limited detail provided on the approach to provide backup support through a pool of cross-trained employees and floaters.

Under the Key Personnel subfactor, Washington received an adjective rating of Good. Washington received no significant strengths, one strength, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's proposed Program Manager (PM). This individual has a business administration degree and currently supervises over 40 telecom industry personnel. Feedback from the key personnel interview process revealed very good comments concerning this individual's knowledge and abilities, and her ability to adjust to different work environments. The Offeror claims that this individual served at a Federal agency, but did not provide evidence of this work history in the Program Manager key personnel resume. For this reason, the Government did not consider Federal work history as part of her experience base. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's omission of the key personnel resume for the quality control manager, who was identified as Key Personnel for this effort. Therefore, the Government was unable to evaluate this individual's relevant experience and qualifications for the key position proposed.

Under the Safety, Health, and Environmental subfactor, Washington received an adjective rating of Fair. Washington received no significant strengths or strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror's SHE plan does not address in sufficient detail all DRD elements. The SHE plan is written in accordance with Goddard Space Flight Center requirements in lieu of MSFC requirements. The Offeror provided a draft SHE plan that appears to be in an outline form.

Weaknesses: 1

- The Offeror's risk mitigation approach does not adequately address concerns with implementing the contractors SHE Plan at MSFC.

In the Past Performance factor, Washington received an adjective rating of Very Good. Washington received two significant strengths, three strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 2

- The Offeror's past performance on the Department of State Clerical, Administrative and Professional Support Services contract, which is considered highly relevant to the CAS effort. This ID/IQ effort is larger than the CAS procurement, and includes a majority of the same labor categories. Performance was judged to be excellent overall.
- The Offeror's 3-year Lost-time Total Case (LTC) rate is less than 50 percent of the Department of Labor, Bureau of Labor Statistics LTC national average for the given NAICS code.

Strengths: 3

- The Offeror's past performance on the US Department of Justice Program and Management Support Services contract, which is considered relevant to the CAS effort. They provide administrative support to technical and program management in the direction, preparation and coordination of management plans, budgets, and schedules. Contract value is slightly less (4-year \$12M) than the CAS requirement. Performance was judged to be excellent overall.
- The Offeror's past performance provided for the NASA GSFC Data Entry and Analysis of Acquisition Data contract; the US Department of Health and Human Services National Cancer Institute Program and Management Support Services contract; and the Hickam AFB Network Management Support (NMS) Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.
- The Offeror's 3-year Lost-time Total Case (LTC) rate is less than the Department of Labor, Bureau of Labor Statistics LTC national average for the given NAICS code.

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, Washington's evaluated price was \$31.403M. The SEC determined the evaluated price was adequate to perform this effort; however, the DCAA proposal audit revealed issues with the Offeror's fringe and overhead rates, and the G&A forecasting methodology. Therefore, the SEC gave Washington a "Moderate" cost confidence rating.

Will Technology, Inc. (Will)

In the Mission Suitability factor, Will received an overall adjective rating of Good. Will had no deficiencies, one significant weakness, and six weaknesses.

Under the Management and Technical Approach subfactor, Will received an adjective rating of Good. Will received no significant strengths, five strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 5

- The Offeror recently became ISO9001 certified, and were cited with a 100 percent conformance rating on their first external audit. This indicates standardized process and controls are in place and will be used to ensure quality control during contract performance.
- The Offeror's use of corporate assets at no direct charge to the contract to support the Program Manager in the execution of this contract.
- The Offeror's approach to providing training activities directly related to employee's current occupation.
- The Offeror's mandatory training to improve employee administrative skills, which will assist in keeping the employee knowledge base current.
- The Offeror's use of accounting software that enables cost reporting under one controlled infrastructure.

Significant Weaknesses: 1

- The Offeror did not provide deduction percentages for less than optimum performance as directed in Clause B.3 (Price Deductions for Less Than Optimum Performance) and Provision L.13 (Instructions for Proposal Preparation).

Weaknesses: 1

- The Offeror does not address how feedback from the contract directed COTR Quarterly Customer Survey will be used as part of their performance self-assessment.

Under the Staffing and Total Compensation subfactor, Will received an adjective rating of Good. Will received no significant strengths, two strengths, no significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's established pool of applicants who are qualified to fill vacant positions on the contract.
- The Offeror's approach to maintain records of personnel competencies, and used to match skills to needs during workload surges.

Significant Strengths: 0

Weaknesses: 2

- Elements of the Offeror's proposed fringe benefits package. In addition, the Offeror's proposal provides two distinct benefit plans for the prime and subcontractor. Such an approach could lead to employee discontent and increased turnover of personnel.
- The Offeror's inconsistent use of Technical Coordinator and Administrative Assistant/Lead job titles in the SB Form (page L-2-4) and the designated personnel key positions (page 29 of the Mission Suitability Volume).

Under the Key Personnel subfactor, Will received an adjective rating of Good. Will received one significant strength, no strengths, two adequates, no significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's proposed Deputy Program Manager, who is familiar with NASA process and procedures. This individual has a degree (B.S. in Management), the background, related training and experience (13 years of management experience - NASA and Industry) necessary to perform the role of Deputy Program Manager. Key Personnel interview feedback was extremely positive concerning this individual's knowledge, skills, and abilities. This individual is 100 percent committed to this effort.

Strengths: 0

Adequates: 2

- The Offeror's proposed Program Manager is considered adequate for this position. This individual has a B.S. in Business Management and an MBA, and currently serves as an organizational development and change management specialist at MSFC. Feedback generated through the key personnel interview process was very good concerning her knowledge and abilities. However, based on the

information provided in the proposal this individual does not currently supervise any employees and has never served in a supervisory role. This individual is 100 percent committed to this effort.

- The Offeror's proposed Administrative Assistant/Lead is considered adequate for this position. This individual has a bachelors degree in Management and other specialized training in software applications. Feedback from the key personnel interview process was positive concerning her customer relations and communication skills. However, based on the information provided this individual has limited experience in the administrative field (held no management or administrative support service positions) and has only supervised one employee in past work experience.

Significant Weaknesses: 0

Weaknesses: 2

- The Offeror's lack of adequate rationale for designating key personnel positions. The use of four key personnel for a contract of this size and complexity appears excessive, and the rationale for this approach is not adequately described in the proposal.
- The Offeror's proposed SHE Coordinator/Management Support Assistant. This individual is currently working on an associate degree and has experience with NASA's processes and procedures. Feedback generated through the key personnel process was positive concerning her attitude and work ethic. However, based on the information provided this individual has limited experience with Safety, Health and Environmental issues, no formal education in a safety related field, and has not served in a safety related role. This individual is 100 percent committed to this effort.

Under the Safety, Health, and Environmental subfactor, Will received an adjective rating of Very Good. Will received one significant strength, no strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's SHE plan, which is comprehensive, of exceptional merit, and is extremely thorough in addressing each DRD element in detail. The plan includes additional safety initiatives beyond the MSFC requirements.

Strengths: 0

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror's risk mitigation approach, which is written in the form of a Job Hazard Analysis for an employee, and does not address the risk of implementing the Offeror's SHE program at MSFC.

In the Past Performance factor, Will received an adjective rating of Very Good. Will received one significant strength, three strengths and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 1

- The Offeror's 3-year Lost-time Total Case (LTC) rate is less than 50 percent of the Department of Labor, Bureau of Labor Statistics LTC national average for the given NAICS code.

Strengths: 3

- The Offeror's past performance on the SMDC Office Automation contract, which is considered relevant to the CAS effort. This contract provides similar labor categories to the CAS procurement, but is only half the contract value. Performance was judged to be excellent plus overall.
- The Offeror's past performance on the MSFC CaER (ASRI) Support contract; the FBI Hazard Device School Training Modules contract; the US Army Redstone Technical Test Center Test Planning, Documentation, and Evaluation Support contract; and the MSFC Office of Human Capital Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.
- The Offeror's recognition as the "2006 Better Business Bureau Torch Award" for mid-size companies.

Significant Weaknesses: 0

Weaknesses: 0

In the Price factor, Will's evaluated price was \$32.678M. The SEC determined the evaluated price was adequate to perform this effort; however, the DCAA proposal audit found that the Offeror's proposal was inadequate for negotiations. Therefore, SEC gave Will a "Low" cost confidence rating.

Wright Solutions, Inc. (Wright)

In the Mission Suitability factor, Wright received an overall adjective rating of Fair. Wright had no deficiencies, four significant weaknesses, and seven weaknesses.

Under the Management and Technical Approach subfactor, Wright received an adjective rating of Fair. Wright received no significant strengths, two strengths, two significant weaknesses, and two weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's comprehensive methodology for accomplishing WBS 1.0 (Program Management) functions under this effort, evidenced by the detailed rationale and techniques to be used for planning, scheduling, integrating, processing and controlling PWS tasks relative to program management requirements.
- The Offeror's use of corporate assets at no direct charge to the Government to support the Program Manager during contract performance.

Significant Weaknesses: 2

- The Offeror did not propose performance deductions for less than optimum performance as required in Clause B.3 (Price Deductions For Less Than Optimum Performance) and Provision L.13 (Instructions for Proposal Preparation).
- The Offeror's proposed organizational structure.

Weaknesses: 2

- The Offeror's proposed performance feedback process does not address how performance feedback from the contract directed COTR Quarterly Customer Survey instrument would be used as quality assurance input.
- The limited authority granted the Program Manager (PM). Such an arrangement could impact the effectiveness of the PM on this effort.

Under the Staffing and Total Compensation subfactor, Wright received an adjective rating of Fair. Wright received no significant strengths, two strengths, one significant weakness, and four weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's proposed prescreened database of candidates that can be quickly accessed by corporate recruiters to fill open positions.
- The Offeror's comprehensive background employee screening process.

Significant Weaknesses: 1

- The Offeror's proposed Phase-in approach, which states that the Offeror will present their overall contract transition plan only after a determination is made on whether offers will be made to incumbent staff members. The Transition plan is required per Provision L.13, "Instructions For Proposal Preparation". Subfactor B, STC1.

Weaknesses: 4

- Elements of the Offeror's fringe benefits package.
- The Offeror's approach to employee benefits is a violation of the Service Contract Act. In addition, the Offeror's vacation accrual rate does not meet the requirements outlined in the SCA Wage Determination. This approach could affect employee morale and impact the ability to attract and retain a high quality workforce.
- The Offeror's approach to involve the Contracting Officer in the hiring approval process would create a personal services type relationship.
- The Offeror's proposed Secretary II and Secretary III classifications as exempt employees. This demonstrates a lack of understanding of the Service Contract Act and the Fair Labor Standards Act, which identifies these positions as non-exempt positions.

Under the Key Personnel subfactor, Wright received an adjective rating of Good. Wright received no significant strengths, one strength, two adequates, and no significant weaknesses or weaknesses. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 1

- The Offeror's proposed off-site Deputy Program Manager is considered a strength for this position. He has a political science degree and over 8 years experience in program management on contracts similar in size and scope. He currently supervises over 30 service employees and feedback generated through the key personnel process was positive concerning his knowledge, skills and abilities.

Adequates: 2

- The Offeror's proposed Program Manager is considered adequate for this position. He has a bachelors degree and has supervised over 50 employees in a prior position. However, he currently supervises only 3 employees and feedback from the key personnel interview process revealed issues concerning his leadership capabilities.
- The Offeror's proposed off-site Deputy Program Manager is considered adequate for this position. She has extensive Human Resource Training and approximately 20 years of management experience. Feedback generated through the key personnel process was good concerning her knowledge, skills and abilities. However, she does not have a degree and the Offeror's JDQ states a qualification requirement for this position is a bachelors degree. This individual is 100 percent committed to this effort.

Significant Weaknesses: 0

Weaknesses: 0

Under the Safety, Health, and Environmental subfactor, Wright received an adjective rating of Fair. Wright received no significant strengths or strengths, one significant weakness, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 0

Significant Weaknesses: 1

- The Offeror's SHE plan, which does not address in sufficient detail all DRD elements. These include: 1) failure to address mishap reporting and investigations, 2) failure to address employees authority to suspend work due to unsafe practices, 3) did not flow-down SHE requirements to all company tiers and subcontractors, and 4) the plan appears to be a corporate SHE plan and does not specifically address the MSFC SHE requirements.

Weaknesses: 1

- The Offeror's risk mitigation approach does not adequately address concerns with implementing the Offeror's SHE plan at MSFC.

In the Past Performance factor, Wright received an adjective rating of Good. Wright received no significant strengths, two strengths, no significant weaknesses, and one weakness. These findings are summarized as follows:

Significant Strengths: 0

Strengths: 2

- The Offeror's past performance on the Navy Administrative Support contract, which is considered relevant to the CAS effort. This contract requires administrative support for the US Navy, and includes clerical duties, help desk support, phone and e-mail queries, document processing, management scheduling, and database management. Although similar in scope, this effort is not similar in size (1-year effort \$1M). Performance was judged to be excellent overall.
- The Offeror's past performance on the GSFC Visitors Center Support contract; the Federal Motor Carrier Safety Administration (FMSCA) Professional Support Services contract; the TSA Professional Support Services contract; and the Treasury Administrative Support Services contract. These efforts contain elements of the CAS Performance Work Statement and therefore as a whole were determined to be somewhat relevant to the CAS effort. Performance was judged to be excellent overall for these efforts.

Significant Weaknesses: 0

Weaknesses: 1

- The Offeror did not provide North American Industry Classification System (NAICS) codes for two contracts that were provided as past performance examples (Department of Treasury and Department of Navy).

In the Price factor, Wright's evaluated price was \$34.349M. The SEC determined the evaluated price was adequate to perform this effort; however, the DCAA proposal audit revealed that the Offeror used inadequate methodology to produce a budgetary forecast. In addition, the DCAA audit revealed that the Offeror did not propose cost in accordance with its own accounting system. Therefore, the SEC gave Wright a "Moderate" cost confidence rating.

IV. Decision

Immediately following the SEC's initial findings presentation on March 26, 2008, I met in executive session with the key senior advisors, all of whom heard the presentation and were familiar with the RFP. These advisors included representatives from the Office of Human Capital, Office of the Chief Financial Officer, Office of Chief Counsel, and the Office of Procurement. I solicited and considered their views in reaching my decision. With respect to the process and findings, I concluded that the evaluation plan was followed; and the evaluation of the proposals was comprehensive, thorough, and well-documented; and I fully agreed with its findings.

During the presentation, the senior advisors and I thoroughly questioned the SEC on a number of points. The SEC's presentation indicated that Deltha-Critique had a significant advantage in the Mission Suitability Factor evaluation. In addition, Deltha-Critique was the only Offeror not assessed any weaknesses (significant or otherwise) in the Mission Suitability factor. A comparison of all the Offerors in Mission Suitability revealed that Deltha-Critique received higher adjectival ratings and/or numerical scores in three of the four Mission Suitability subfactors and received only a slightly lower evaluation in the least weighted subfactor when compared to the proposal receiving the highest evaluation in this subfactor.

In the Mission Suitability factor, Deltha-Critique received an overall adjectival rating of Excellent (the highest adjectival rating assessed in the Mission Suitability factor) with five significant strengths, nine strengths and no significant weaknesses or weaknesses. The firm also received the highest adjectival rating for the Management and Technical Approach (MTA) subfactor (Very Good) which is the most heavily weighted subfactor (400 points). First, I considered it significant that Deltha-Critique proposed very high deductions for less than optimum performance. I felt that such high deductions demonstrate Deltha-Critique's confidence in its ability to provide quality service. Second, the firm proposed benefits package was assessed as a significant strength because of its high employer contribution ratio, training/education opportunities, high employer 401k matching and vesting schedule, and the use of monetary and non-monetary awards to improve recruitment and retention of qualified personnel. Third, Deltha-Critique's proposed Program Manager and Deputy Program Manager were assessed as significant strengths; both of these individual's have highly relevant experience managing administrative contracts, are familiar with NASA's processes and procedures, and are fully committed to this effort. Fourth, Deltha-Critique was also assessed a significant strength for its comprehensive and extremely thorough SHE Plan which was found to be of exceptional merit.

Among its numerous strengths in the overall Mission Suitability factor, the most noteworthy assessed to Deltha-Critique concerned (1) the use of the COTR Quarterly Customer Survey and its self-generated assessments to monitor contract performance and identify areas for improvement, (2) the proposed Program Manager's access to corporate resources to support the CAS effort, at no direct charge to the Government, (3) the Offeror's approach to accommodate short and long-term increases or decreases in the varying contract demands, and (4) the Offeror's well defined phase-in plan which outlines an approach to execute the phase-in in a shorter timeframe than the specified 18 days requested in the RFP. These strengths will ensure quality contract performance on the CAS effort.

In addition, Deltha-Critique also received strengths for (1) its proposed Task Management System, (2) its detailed communication process, (3) its planned use of a web-based proficiency and testing software, (4) its comprehensive risk analysis and, (5) its SHE risk mitigation plan. As mentioned above, Deltha-Critique was the only Offeror who did not receive any weaknesses, significant or otherwise, in the Mission Suitability subfactor. Deltha-Critique was assessed an Excellent (the only Offeror receiving an

Excellent in Mission Suitability), and I considered its Mission Suitability evaluation significantly stronger when compared with the evaluation findings of the other Offerors. Therefore, I determined Deltha-Critique had a significant advantage over the other Offerors in the Mission Suitability factor.

I next considered the Price factor. Several Offerors received a "High" Cost Confidence Rating, however, out of all the Offerors who received a "High" Cost Confidence Rating, Deltha-Critique's evaluated price was the lowest. In the Price factor, Deltha-Critique's evaluated price was \$29.031M (with no additional cost proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The DCAA proposal audit and the SEC's internal price evaluation determined there were no issues relative to the Offeror's proposed Price Volume. Therefore, the SEC gave Deltha-Critique a "High" Cost Confidence Rating. As noted, Deltha-Critique proposed the second lowest evaluated price for the CAS effort and there was no additional cost proposed for Phase-in. The only lower evaluated price was Shield Services, LLC. However, Shield Service received a "Low" Cost Confidence. Furthermore, in considering the significant strengths, strengths, significant weaknesses and weaknesses in Shield Services' Mission Suitability evaluation findings and the strengths and one weakness in the Past Performance evaluation findings, I determined that Shield Services' proposal did not offer a significant price advantage (albeit a questionable price advantage) sufficient to overcome the findings contained in the evaluation of the Mission Suitability and Past Performance factors to make its proposal the best value selection for this requirement. Therefore, I determined Deltha-Critique had an advantage over the other Offeror's in the Price factor.

In the Past Performance factor, Deltha-Critique received an adjectival rating of Excellent. A review of Deltha-Critique's past performance evaluations revealed three significant strengths and four strengths. Deltha-Critique received significant strengths for its past performance on the NASA/JSC Support Services contract which was assessed to be highly relevant, very similar in size, scope and complexity to the CAS effort. Deltha-Critique's performance was judged to be excellent overall. In addition Deltha-Critique received a significant strength for past performance on the DoE Oak Ridge Administrative Support Services contract which was assessed to be highly relevant in size, scope and complexity to the CAS effort. It was noted that Deltha-Critique has been awarded the highest performance rating in DoE's 60 year history and its performance was judged to be excellent overall. Lastly, Deltha-Critique received a significant strength for its LTC rate average which is 50 percent less than the Department of Labor Bureau of Labor Statistics LTC national average for the given NAICS code.

Deltha-Critique also received strengths for (1) past performance on the Navy Administrative and Clerical Support Services contract, (2) past performance on the DoE-WSI Services contract, and (3) past performance on the DoE Strategic Petroleum reserve Management and Technical Support Services contract. All contracts were considered relevant to the CAS effort and performance was judged to be an excellent overall. In addition, Deltha-Critique was also assessed a strength for its receipt of several performance recognition awards such as: The NASA Minority Contractor of the Year (2007) and the Department of Energy Award for Environmental Excellence (2001). I

concluded that the SEC properly evaluated the Past Performance factor, and assigned the appropriate adjective rating to each Offeror. Therefore, I concluded Deltha-Critique's past performance was highly relevant to the CAS effort and had a slight advantage in Past Performance over Chickasaw Nation Industries, Inc.'s Excellent rating for this factor as Chickasaw Nation Industries' Past Performance has one weakness.

Anadarko Industries, LLC

Anadarko Industries, LLC (Anadarko) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings. Although Anadarko received thirteen strengths overall in Mission Suitability and one significant strength and three strengths in Past Performance, the discriminators included a significant weakness and eight weaknesses in the Mission Suitability subfactors.

In addition to the numerous weaknesses in the Mission Suitability subfactors, the Offeror was assessed a significant weakness because its proposed Program Manager does not have daily oversight and management responsibility for the entire on-site workforce. Therefore, it was determined that such an approach to management could lead to conflict and inefficiency in the performance of the CAS effort. As a result, Anadarko's overall Mission Suitability adjectival rating was assessed as Good, which is lower than the firm selected for award.

In the Price factor, Anadarko's evaluated price was \$30.752M (with an additional \$75K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave Anadarko a "High" Cost Confidence Rating and the evaluated price was slightly higher than the evaluated price of the successful Offeror.

In the Past Performance factor Anadarko received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its slightly higher evaluated price.

CMW and Associates Corporation

CMW and Associates Corporation (CMW) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings. Although CMW received six strengths overall in Mission Suitability and one significant strength and one strength in Past Performance, the discriminators included four significant weaknesses and nine weaknesses in the Mission Suitability subfactors and a weakness in the Past Performance factor.

In addition to the numerous weaknesses in the Mission Suitability subfactors, the Offeror was assessed four significant weaknesses which concerned (1) the Offeror's failure to adequately address the approach and methodology to be used in fulfilling the

requirements of the Performance Work Statement (PWS), (2) the Offeror proposed extremely low performance deductions for less than optimum performance, (3) the Offeror proposed to seek Government approval to retain incumbent employees and assist in the interview/selection process, and (4) the Offeror's draft Safety, Health and Environmental (SHE) Plan did not address, in sufficient detail, all of the Data Requirements Descriptions (DRD) elements and sub-elements. As a result, CMW's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

In the Price factor, CMW's evaluated price was \$30.218M (with an additional \$21K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave CMW a "High" Cost Confidence Rating and the evaluated price was slightly higher than the evaluated price of the successful Offeror.

In the Past Performance factor CMW received an adjectival rating of Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its slightly higher evaluated price.

Chickasaw Nation Industries, Inc.

Chickasaw Nation Industries, Inc. (CNI) was not selected for award based upon a combination of the findings in Mission Suitability along with their higher evaluated price and no advantage in the Past Performance factor. Although CNI received three significant strengths and eleven strengths overall in Mission Suitability and four significant strengths and two strengths in Past Performance, the discriminators included four weaknesses in the Mission Suitability subfactors and one weakness in the Past Performance factor. In addition, CNI received a Moderate Cost Confidence Rating.

The weaknesses in the Offeror's proposal concerned (1) the low performance deductions proposed by the Offeror for less than optimum performance, (2) the inadequate methodology provided by the Offeror regarding the COTR Quarterly Customer Survey and how the survey will be used as a feedback mechanism for monitoring contract performance, (3) the inadequate rationale/qualifications for the proposed Work Leaders, and (4) elements of the Offeror's proposed fringe benefits package. As a result, CNI's overall Mission Suitability adjectival rating was assessed as Very Good, which is lower than the firm selected for award.

In the Price factor, CNI's evaluated price was \$31.392M (with no additional cost proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the DCAA proposal audit revealed issues with the Offeror's fringe and overhead rates and the G&A forecasting methodology, which created uncertainty that the total Government evaluated price was accurate. The SEC gave CNI a "Moderate" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

While the Offeror received an Excellent rating in the Past Performance factor, which was the same rating as the selected Offeror, I concluded that it was not quite as strong of an Excellent (one weakness was assessed). Given the above weaknesses in the Mission Suitability factor and the issues revealed from the DCAA audit resulting in a "Moderate" cost confidence rating in the Price Factor, combined with the slightly lower Excellent evaluation in Past Performance, I determined that this proposal did not offer any advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had weaknesses, a slightly lower Excellent rating in the Past Performance factor and no advantage in its higher evaluated price.

DQSI Corporation

DQSI Corporation (DQSI) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although DQSI received three strengths overall in Mission Suitability and one significant strength and two strengths in Past Performance, the discriminators included two significant weaknesses and five weaknesses in the Mission Suitability subfactors.

The significant weaknesses in the Offeror's proposal concerned (1) the extremely low performance deductions proposed by the Offeror for less than optimum performance, and (2) the Offeror's draft SHE Plan did not address, in sufficient detail, all of the DRD elements and sub-elements. In addition DQSI received several weaknesses that were significant discriminators: (1) The Offeror did not completely describe the approach it planned to use in fulfilling the requirements of the PWS, (2) the Offeror neglected to address the use of the contract-directed COTR Quarterly Customer Survey and its use as a performance feedback mechanism, (3) the Offeror proposed to have team leads serve as an Alternate Program Manager in the absence of the Program Manager, but did not provide adequate rationale for the SEC to determine if such team leads are qualified to serve in such a supervisory role and (5) elements of the Offeror's proposed fringe benefits package. In addition, the Offeror had a number of other weaknesses across all four Mission Suitability subfactors. As a result, DQSI's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

In the Price factor, DQSI's evaluated price was \$34.422M (with an additional \$52K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave DQSI a "High" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor DQSI received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses in Mission Suitability, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

ELEIT Technology, Incorporated

ELEIT Technology, Incorporated (ELEIT) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings. Although ELEIT received one significant strength and seven strengths overall in Mission Suitability and two strengths in Past Performance, the discriminators included fourteen weaknesses in the Mission Suitability subfactors.

Of the numerous weaknesses in Mission Suitability, the most noteworthy of the weaknesses in the Offeror's proposal concerned (1) the proposal did not address the use of the Government directed COTR Quarterly Customer Survey, (2) the management plan for backfilling positions for employees on short-term leave, (3) the inadequate rationale for addressing varying work demands, and (4) the fringe benefits package did not provide sufficient information for a complete evaluation by the SEC. In addition, the Offeror received a number of other weaknesses across all four Mission Suitability subfactors. As a result, ELEIT's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

In the Price factor, ELEIT's evaluated price was \$30.240M (with an additional \$37K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the SEC's internal price evaluation revealed discrepancies in the fully-burdened and final rates, as well as issues related to the Offeror's proposed productive work hours; which created uncertainty that the total Government evaluated price was accurate. The SEC gave ELEIT a "Moderate" Cost Confidence Rating and the evaluated price was slightly higher than the evaluated price of the successful Offeror.

In the Past Performance factor, ELEIT received an adjectival rating of Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its slightly higher evaluated price.

GAP Solutions, Inc.

GAP Solutions, Inc. (GAP) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although GAP received one significant strength and nine strengths overall in Mission Suitability and one significant strength and three strengths in Past Performance, the discriminators included one significant weakness and nine weaknesses in the Mission Suitability subfactors.

The significant weakness in the Offeror's proposal was their failure to provide a risk mitigation plan regarding implementation of their SHE Plan at MSFC. The Offeror also received nine weaknesses overall in the Mission Suitability factor. The most noteworthy of the weaknesses in the Offeror's proposal concerned (1) the Offeror did not fully

describe the approach it would employ in fulfilling the requirements of the PWS, (2) the Offeror did not address how the COTR Quarterly Customer Survey would be used as input into performance evaluations, (3) the role of the teammate/subcontractor Project Manager was not adequately described, (4) elements of the Offeror's proposed fringe benefits plan, (5) the proposal did not adequately describe how they intend to provide back-up office support to fulfill the contract requirements, and (6) the Offeror proposes not to pay current incumbent labor rates. In addition, the Offeror received a number of other weaknesses across the Mission Suitability subfactors. As a result, GAP's overall Mission Suitability adjectival rating was assessed as Good, which is lower than the firm selected for award.

In the Price factor, GAP's evaluated price was \$32.831M (with an additional \$18K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave GAP a "High" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, GAP received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had a significant weakness, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

LogiCore Corporation

LogiCore Corporation (LogiCore) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although LogiCore received three significant strengths and six strengths overall in Mission Suitability and one significant strength and one strength in Past Performance, the discriminators included four significant weaknesses and seven weaknesses in the Mission Suitability subfactors.

The significant weaknesses in the Offeror's proposal concerned (1) the organizational structure which split the day-to-day supervisory duties, (2) the inadequate methodology proposed for ensuring personnel are qualified to perform the tasks assigned, (3) elements of the Offeror's proposed fringe benefits package, and (4) the Offeror failed to submit Key Personnel Position Description and Resume forms for identified key personnel. In addition, the Offeror received a number of other weaknesses across the Mission Suitability subfactors. As a result, LogiCore's overall Mission Suitability adjectival rating was assessed as Good, which is lower than the firm selected for award.

In the Price factor, LogiCore evaluated price was \$35.887M (with an additional \$19K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the DCAA proposal audit found that the Offeror's proposal was inadequate for negotiations based on the use of unsupported and outdated burden rates. The DCAA audit also revealed issues relative to the proposed Subcontractor's fringe rates. Due to the issues identified above, there was a high degree

of uncertainty that the Offeror was capable of performing the effort at the Government evaluated price. The SEC gave LogiCore a "Low" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, LogiCore received an adjectival rating of Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

Media Fusion, Inc.

Media Fusion, Inc. (MFI) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings. Although MFI received three significant strengths and twelve strengths overall in Mission Suitability and two significant strengths and two strengths in Past Performance, the discriminators included five weaknesses the Offeror received in the Mission Suitability subfactors.

The weaknesses in the Offeror's proposal concerned (1) the Offeror's failure to address the use of the Government directed COTR Quarterly Customer Survey as feedback to address/mitigate quality issues, (2) the proposal details performance metrics that do not match the Performance Requirements Summary, (3) the approach to use Government directed training dollars at the Offeror's discretion, (4) the proposed use of a Transition Manager past the phase-in period, and (5) the lack of adequate rationale for designating the Logistics Supervisor as a key position. As a result, MFI's overall Mission Suitability adjectival rating was assessed as Very Good, which is lower than the firm selected for award.

In the Price factor, MFI's evaluated price was \$29.541M (with an additional \$22K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave MFI a "High" Cost Confidence Rating and the evaluated price was slightly higher than the evaluated price of the successful Offeror.

In the Past Performance factor, MFI received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its slightly higher evaluated price.

Shield Services, LLC

Shield Services, LLC (Shield) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings. Although Shield received two significant strengths and two strengths overall in Mission Suitability and two strengths in Past Performance, the discriminators included two significant weaknesses and fifteen weaknesses in the Mission Suitability subfactors and one weakness in the Past Performance factor.

The significant weaknesses in the Offeror's proposal concerned (1) the Offeror did not adequately address its approach and methodology to be used in the execution of the PWS, (2) the Offeror's proposal did not provide a risk mitigation approach for implementing its SHE program at MSFC. In addition, the Offeror received fifteen weaknesses overall in the Mission Suitability subfactors and one weakness in Past Performance factor. The most noteworthy of the weaknesses in the Offeror's proposal concerned (1) the proposed Quality Assurance Plan did not address how the contract-directed COTR Quarterly Customer Survey results would be addressed, (2) the role of the Offeror's President will overlap with the duties of the Program Manager, (3) elements of the Offeror's proposed fringe benefits plan does not meet the Service Contract Act minimum requirements in several areas, (4) in addition, the Offeror's proposal did not adequately address how the Offeror planned to manage short and long-term fluctuations in the level of support needed under the CAS effort. The Offeror also received a number of other weaknesses across the Mission Suitability subfactors. As a result, Shield's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

In the Price factor, Shield evaluated price was \$27.637M (with an additional \$51K proposed for Phase-in). The SEC determined the evaluated price was inadequate to perform this effort. The SEC's internal price evaluation determined discrepancies in labor burden rates and associated dollars. Due to the issues identified above, there was a high degree of uncertainty that the Offeror was capable of performing the effort at the Government evaluated price. Therefore, the SEC gave Shield a "Low" Cost Confidence Rating.

In the Past Performance factor, Shield received an adjectival rating of Good. Given the above, I determined that this proposal offered no advantage to the Government in Mission Suitability and Past Performance compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, and a lower adjectival rating in the Past Performance factor. Further, I determined that Shield Services' proposal did not offer a price advantage (albeit a questionable price advantage) sufficient to overcome the findings contained in the evaluation of the Mission Suitability and Past Performance factors to make its proposal the best value selection for this requirement.

Total Solution, Inc.

Total Solution, Inc. (Total Solutions) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although Total Solutions received two significant strengths and eight strengths overall in Mission Suitability and two significant strengths and two strengths in Past Performance, the discriminators included eight weaknesses in the Mission Suitability subfactors and one weakness in the Past Performance factor.

The noteworthy weaknesses concerned (1) inadequate description provided for the role of Task Leaders, (2) failure to address the use of the Government directed COTR Quarterly Customer Survey as feedback to address/mitigate quality issues, (3) elements of the Offeror's proposed fringe benefits package, (4) the planned adjustments for cost of living violates the Service Contract Act, (5) the Offeror's teammate's leave accrual plan violates the Service Contract Act, and (6) the Offeror's proposal to seek Government involvement in the hiring of incumbent employees. The Offeror also received additional weaknesses in the Mission Suitability factor. As a result, Total Solutions' overall Mission Suitability adjectival rating was assessed as Good, which is lower than the firm selected for award.

In the Price factor, Total Solutions' evaluated price was \$32.924M (with an additional \$17K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. The SEC gave Total Solutions a "High" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, Total Solutions received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

Washington Technology Group, Inc.

Washington Technology Group, Inc. (Washington) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although Washington received eleven strengths overall in Mission Suitability and two significant strengths and three strengths in Past Performance, the discriminators included four significant weaknesses and fourteen weaknesses in the Mission Suitability subfactors.

The significant weaknesses in the Offeror's proposal concerned (1) the Offeror's failure to adequately address the approach and methodology to be used in executing the PWS, (2) the Offeror's extremely low deduction amounts for less than optimum performance, (3) elements of the Offeror's proposed fringe benefits package, and (4) the Offeror's proposed SHE Plan did not address, in sufficient detail, all of the DRD elements. In

addition, the Offeror received fourteen weaknesses overall in Mission Suitability. The most noteworthy of the weaknesses in the Offeror's proposal concerned (1) the Offeror did not adequately address how feedback from the COTR Quarterly Customer Survey will be used as input in its quality control process, (2) the Offeror's proposed alternative method of performance deductions, (3) inadequate rationale provided by the Offeror to justify the need for a Corporate Review Committee, (4) the Offeror's plan to provide replacement personnel, (5) the Offeror's approach to address varying demands, and (6) the Offeror's omission of the key personnel resume for the Quality Control Manager. In addition the Offeror also received a number of other weaknesses across the Mission Suitability subfactors. As a result, Washington's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

In the Price factor, Washington's evaluated price was \$31.403M (with an additional \$21K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the DCAA proposal audit revealed the Offeror's fringe and G&A rates were incorrect and overstated, and the Offeror's overhead applied to other direct cost and subcontractor cost were understated. In addition, the DCAA audit revealed that the Offeror used inadequate methodology to produce budgetary forecast. Due to issues identified by DCAA, the SEC determined there was uncertainty that the total evaluated price was accurate. The SEC gave Washington a "Moderate" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, Washington received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

Will Technology, Inc.

Will Technology, Inc. (Will) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although Will received two significant strengths and seven strengths overall in Mission Suitability and one significant strength and three strengths in Past Performance, the discriminators included one significant weakness and six weaknesses in the Mission Suitability subfactors.

The significant weakness in the Offeror's proposal was its failure to provide deduction percentages for less than optimum performance as directed in Clause B.3 (Price Deductions for Less Than Optimum Performance) and Provision L.13 (Instructions for Proposal Preparation) of the RFP. In addition, the Offeror received six weaknesses overall in Mission Suitability. The most noteworthy of the weaknesses in the Offeror's proposal concerned (1) the Offeror did not address how feedback from the contract directed COTR Quarterly Customer Survey will be used as part of their performance self-assessment, (2) elements of the Offeror's proposed fringe benefits package, (3) the

Offeror's inconsistent use of the Technical Coordinator and Administrative/Lead job titles, and (4) the Offeror's lack of adequate rationale for designating key personnel positions. In addition the Offeror also received a number of other weaknesses across the Mission Suitability subfactors. As a result, Will's overall Mission Suitability adjectival rating was assessed as Good, which is lower than the firm selected for award.

In the Price factor, Will's evaluated price was \$32.678M (with an additional \$9K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the DCAA proposal audit found that the Offeror's proposal was inadequate for negotiations based on the Offeror's unsupported and outdated direct and indirect rates. Due to DCAA findings, the SEC determined there was a high degree of uncertainty that the Offeror's total evaluated price was accurate. The SEC gave Will a "Low" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, Will received an adjectival rating of Very Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

Wright Solutions, Inc.

Wright Solutions, Inc. (Wright) was not selected for award based upon a combination of the findings in Mission Suitability along with their Past Performance evaluation findings and higher evaluated price. Although Wright received five strengths overall in Mission Suitability and two strengths in Past Performance, the discriminators included four significant weaknesses and seven weaknesses in the Mission Suitability subfactors and one weakness in the Past Performance factor.

The significant weaknesses in the Offeror's proposal concerned (1) the Offeror's failure to propose performance deductions for less than optimum performance as required in Clause B.3 (Price Deductions For Less Than Optimum Performance) and Provision L.13 (Instructions for Proposal Preparation) in the RFP, (2) the Offeror's proposed organization structure which is unclear concerning the role of the off-site Program Managers, (3) the Offeror's proposed Phase-in approach did not provide a Transition Plan in accordance with Provision L.13 (Instruction for Proposal Preparation) in accordance with the RFP, and (4) the Offeror's SHE Plan did not address in sufficient detail all DRD elements. In addition the Offeror also received a number of other weaknesses across the Mission Suitability subfactors. As a result, Wright's overall Mission Suitability adjectival rating was assessed as Fair, which is lower than the firm selected for award.

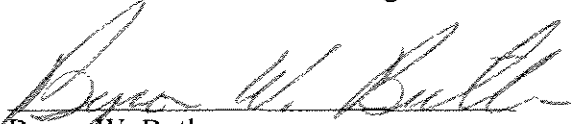
In the Price factor, Wright evaluated price was \$34.349M (with an additional \$34K proposed for Phase-in). The SEC determined the evaluated price was adequate to perform this effort. However, the DCAA proposal audit revealed that the Offeror used

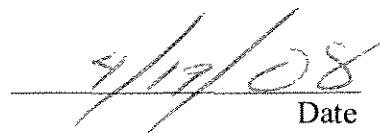
inadequate methodology to produce budgetary forecast. In addition, the DCAA audit found that the Offeror did not propose cost in accordance with its own accounting system. Due to the DCAA findings, the SEC determined there was uncertainty that the total evaluated price was accurate. The SEC gave Wright a "Moderate" Cost Confidence Rating and the evaluated price was higher than the evaluated price of the successful Offeror.

In the Past Performance factor, Wright received an adjectival rating of Good. Given the above, I determined that this proposal offered no advantage to the Government in any of the evaluation factors compared to the selected Offeror. That is, it had significant weaknesses, weaknesses, a lower adjectival rating in the Past Performance factor and no advantage in its higher evaluated price.

V. Selection

From the findings I concluded that it is clear Deltha-Critique thoroughly understood the requirements of the CAS effort and clearly communicated its ability to successfully perform the requirements. After polling all of my advisors and obtaining their inputs, I concluded that consistent with Federal Acquisition Regulations 52.215-1(f) (Section M.2 "Award without Discussions," of the RFP where it was stated that the Government intended to award without discussions), award on initial proposals is appropriate and Deltha-Critique provides the Best Value for the Government based on its clear advantage in the Mission Suitability factor coupled with its advantage in the Past Performance and Price factors. I determined Deltha-Critique had a slight advantage over CNI in the Past Performance factor (and a greater advantage than those receiving a lower adjectival rating). I also determined that Deltha-Critique had a slight or greater advantage under the Price factor. I noted this was obvious in all instances except for the questionable slightly lower evaluated price and low confidence level of Shield Services, LLC, which has been discussed above. I also noted that Deltha-Critique had a clear advantage in the Mission Suitability factor over all of the other Offerors. Furthermore, I was mindful that Deltha-Critique was the only Offeror that did not have any weaknesses (significant or otherwise) in any of the evaluation factors. Consequently, based on a best value tradeoff, I select Deltha-Critique Joint Venture for award of the Center-wide Administrative Support Services Contract at the George C. Marshall Space Flight Center.


Byron W. Butler
Source Selection Authority


Date