

## ACITS3 TASK ORDER FORM

## PART I - TASK INFORMATION

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS 3) Contract		
<b>Date:</b> September 16, 2013		<b>Task Title:</b> Code IO Data Center & Facilities Operations Management (November 1, 2013 - September 30, 2013)		
<b>Task Order No.</b> I07	<b>Task Mod No.</b> Original	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1
<b>TASK REQUESTER EMAIL:</b> (b) (6)		<b>NAME:</b> Milton Checchi		<b>PHONE:</b> (b) (6)
<b>FINANCIAL MANAGER EMAIL:</b> (b) (6)		<b>NAME:</b> Rosatina Chan		<b>PHONE:</b> (b) (6)
<b>COMPUTER SECURITY OFFICER EMAIL:</b> (b) (6)		<b>NAME:</b> Ernest Lopez		<b>PHONE:</b> (b) (6)

TASK PREVIOUSLY COVERED BY ANOTHER CONTRACT OTHER THAN PREDECESSOR TO INCUMBENT? (If YES, provide in SOW) YES

DOES THE TASK REQUIRE ACCESS TO GOVERNMENT DATABASES? (If YES, indicate in SOW)

NO

**SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)**

DOES THE TASK INCLUDE EIT ITEMS (Please review the EITAC documentation) No, the task does not include EITAC items.

Upon receipt of this task order request, the contractor shall review the task requirement(s) and inform the Government, as part of its task order/modification response, any discrepancies between standards initially cited and those the contractor proposes to deliver to the Government. Examples of discrepancies include ODCs for which some other standard might be or become applicable and, as a result, require citation in the task order, as well as any cited standards that the contractor believes is not applicable (provide rationale). Note: If, by mistake, the task, including and ODC of the task, should not meet an applicable standard not cited by the requester, it is the requester, not the contractor who is a fault; and the requester must find a way (e.g., by modifying the task request) to bring the task into compliance. In such cases, the requester shall complete a revised ARC form 789 (or equivalent) before the task order/modification is approved.

**GOVERNMENT FURNISHED EQUIPMENT (GFE)**

Government will provide all appropriate equipment and software necessary for the performance of this task unless otherwise noted in this task order. The contractor in accordance with the contract can acquire equipment not presently available as GFE. Equipment identified as task unique will be expensed to the task in accordance with ACITS3 accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and be contractor property. The contractor shall follow NASA Ames rules regarding movement and assignment of government owned equipment and ODIN supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.

**AFFIRMATIVE PROCUREMENT (See <http://www.epa.gov/cpg/products.htm>)**

The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND -

A waiver signed by the designated Environmental Program Manager is attached.

**TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS**

Please enter this information on pages 2 and 3.

COTR SIGNATURE: KIRSTEN NAGEL

Digitally signed by KIRSTEN NAGEL  
DN: cn=KIRSTEN NAGEL, o=NASA, ou=Program, ou=ACITS3, email=KIRSTEN.NAGEL@NASA.GOV, c=US  
Date: 2013.09.16 15:18:47 -04'

CO SIGNATURE: ANJENETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENETTE CONTRERAS-RODRIGUEZ  
DN: cn=ANJENETTE CONTRERAS-RODRIGUEZ, o=NASA, ou=Program, ou=ACITS3, email=ANJENETTE.CONTRERAS@NASA.GOV, c=US  
Date: 2013.09.16 15:47:14 -04'

## PART 2 - TASK ORDER PLAN PROPOSAL AND APPROVAL SUMMARY

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:			
Labor:	(b) (4)		
ODC Subcontracting:			
ODC Material:			
ODC Travel:			
ODC Training:			
Program Mgt Cost:			
Fee:			
<b>Totals:</b>			

APPROVED BY	Signature and Date	Email Address	Phone
1. TECH AREA MGR.:	(b) (4), (b) (6)	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	(b) (4), (b) (6) 11/21/2013		
3. PROGRAM MGR.:	(b) (4), (b) (6) 11/21/2013		
4. TASK REQUESTER:	MILTON CHECCHI 12/09/2013	(b) (6)	(b) (6)
5. DIVISION LEVEL:	WILLIAM NOTLEY 12/11/2013		
6. COTR:	KIRSTEN NAGEL 12/11/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ 12/13/2013		

### ACITS3 TASK ORDER FORM (Continued)

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolodated Information Technology Services (ACITS 3) Contract		
<b>Date:</b> September 16, 2013		<b>Task Title:</b> Code IO Data Center & Facilities Operations Management (November 1, 2013 - September 30, 2013)		
<b>Task Order No.</b> I07	<b>Task Mod No.</b> Original	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1
<b>PRICING</b> Cost Plus Fixed Price		<b>FUNDING LEVEL</b> CHARGE POINT LEVEL		
<b>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</b>				
<b>A.1 PURPOSE AND DESCRIPTION OF TASK</b>				
<p>The purpose of this task is to provide Code IO IT-related Facility management and Data Center Operations including System Administration that is required for the operation of the IT Directorate's facilities (b) (7)(E)</p> <p>(b) (7)(E) he location and number of facilities may be dynamic over the life for the ACITS3 contract. These facilities enable ARC to provide infrastructure, Mission, Agency, and Government wide services with outstanding availability and reliability.</p> <p>The Contractor shall manage both the mechanical and electrical plant (including, but not limited to electrical, HVAC, UPS, backup generators, and PDUs) and the IT infrastructure (including, but not limited to, Servers (physical, virtual, cloud), data backup, cabling, network services, and storage systems. In this capacity, the contractor is responsible for diverse efforts, including, but not limited to, operations, configuration management, installation and testing new equipment, monitoring all systems, including IT and environmental equipment, specialized cleaning of the IT facilities as required, documentation, development of standard operating procedures (SOPs), access control, cable management, and capacity planning and management. The Contractor shall also maintain and administer the operating systems and hardware of several other systems under other codes as directed by Code I management.</p> <p>The technology and specific systems and requirements necessary to provide optimal support to the data centers are expected to change over the lifetime of this contract. The contractor shall demonstrate a thorough knowledge and extensive experience in all current technologies relative to data center services (e.g., virtual systems, cloud computing, and “green initiatives”). The contractor shall also provide ARC with the benefit of its experience and expertise in relevant emerging technologies.</p> <p>The task will follow all processes as defined by the Code I Project Management Office (e.g. Lite/Medium/Full NPR 7120.7 frameworks as applicable), Customer Experience Office, Business Management Office and Enterprise Architecture Office. The task will participate in the Code I Business Process Assessment Workshops and working group teams for IPv6, Incident Management, Problem Management, Change Management, Configuration Management, and will support Agency Initiatives as needed. The contractor shall ensure that best practices and lessons learned, such as Gartner and ITIL, are implemented and maintained in the ARC Data Centers.</p> <p>Specifically, the Contractor will provide the following services:</p> <p>1. Data Center Administration</p> <p>The Contractor shall provide technical support in the conduct of IT-related technical planning associated with IT resource management; planning for new IT systems and IT facilities; definition of near- and long-range IT requirements; and evaluation of new standards, practices, and policies. The contractor shall provide administrative and technical support for all IT planning and management activities, including, but not limited to, Capital Planning and Investment Control (CPIC), Enterprise Architect (EA), website registration, summary investment business cases, data calls, privacy, Section 508, waiver tracking and reporting, IT asset management support, and integration of EA and IT portfolio management. The Contractor shall provide technical resources to support engineering analysis and evaluation of new IT concepts, technologies, architectures, and systems; definition of functional requirements and synthesis of IT systems requirements; identification of relevant solutions, systems, and products; and development of cost/benefit estimates.</p> <p>The contractor shall provide IT Governance and policy analysis with regards to existing policies, procedures, and guidelines, and their impact to Center Operations and services. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to Federal records management as applied to Federal systems.</p> <p>The Contractor shall provide for the design, development, installation, maintenance, operations, upgrades, configuration management, archiving, customer support, training, and security of electronic records systems and related applications, including tracking systems for technical reports and data. The Contractor shall provide technical support and coordination to ensure effective and efficient Records Management and Vital Records Management, including, but not limited to, entering records into the system, reviewing policies and procedures, supporting day-to-day operations, and archiving records.</p> <p>The Contractor shall provide for the repair and replacement of hardware components and software modules, applications, and systems necessary to ensure the operability of all covered computing and communication systems. Supporting functions include problem diagnosis; +</p>				

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#### SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required
1	Schedule	Realign & Consolidate Code IO Infrastructure in (b) (7)(E) rack installs & server migration).	06/30/2014
2	Schedule	Realign & Consolidate Code IO Infrastructure in (b) (7)(E) rack installs & server migration).	08/29/2014
3	Schedule	Automate Data Center Equipment Request Work flow.	12/13/2013
4	Schedule	Manage the implementation of new PDU systems in (b) (7)(E)	11/29/2013
5	Schedule	Manage the installation of electrical whips for the new (b) (7)(E) DU units.	11/29/2013
6	Schedule	Re-Configure each rack (b) (7)(E) for dual, diverse electrical feeds.	02/28/2014
7	Schedule	Manage implementation of new UPS in (b) (7)(E) to replace the existing Mitsubishi UPS.	08/29/2014
8	Schedule	Manage deployment of additional Compellent Storage to support multiple storage tiers.	12/27/2013
9	Schedule	Manage implementation of new UPS units in (b) (7)(E) replacing existing GE units.	12/13/2013
10	Schedule	Manage implementation of NetBackup software and backup server hardware refresh.	11/29/2013
11	Schedule	Integrate backup system with Code T tape storage libraries (b) (7)(E)	12/27/2013
12	Schedule	Implement a Data Center Information Management system for (b) (7)(E)	01/31/2014
13	Schedule	Integrate the DCIM system into the automated Data Center Request Work flow.	06/27/2014
14	Schedule	Implement prototype of RedHat Storage/GlusterFS utilizing up to 30 Dell C2100 servers.	07/25/2014
15	Schedule	Implement & maintain a central repository of Standard Operating Procedures.	02/28/2014
16	Schedule	Implement & maintain a central repository of Run Books for each supported system.	08/29/2014
17	Schedule	Implement & maintain a central repository of base CIS benchmark OS images.	08/29/2014
18	Schedule	Implement an automation framework (puppet/Chef/etc) to maintain supported OS images.	09/26/2014
19	Schedule	Prepare a proposal to implement an Incident Management process for Code IO.	03/28/2014
20	Schedule	Prepare a proposal to refresh the Code IO storage area network switch infrastructure.	06/27/2014
21	Schedule	Participate in the preparation of a proposal to refresh the Code IO data center network.	07/25/2014
22	Schedule		
1	Performance	Provide 95% availability during business hours for all supported production systems.	Monthly
2	Performance	Provide 95% data backup success for server class systems.	Monthly
3	Performance	Provide Quarterly dashboard summary report of Code IO capacity, utilization, & projects.	Quarterly
1	Performance	Provide 90% success preparing procurement paperwork for TR sign off within 5 bus. days.	Monthly
2	Performance	Provide 90% success preparing MOU paperwork for TR sign off within 5 business days.	Monthly

#### TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required
1	Training	Attendance to VMworld for one staff member.	08/25/2014
2	Travel	Travel to VMworld (San Francisco) for one staff member.	08/25/2014
3	Training	Attendance to AWS re:Invent for one staff member.	11/10/2014
4	Travel	Travel to AWS re:Invent (Las Vegas) for one staff member.	11/10/2014
5	Training	Attendance to PuppetCONF for one staff member.	09/23/2014
6	Travel	Travel to PuppetCONF (San Francisco) for one staff member.	09/23/2014
7	Training	Attendance to RedHat Conference for one staff member.	04/14/2014

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No.	Type of Requirement	Description		Date Required
8	Travel	Travel to RedHat Conference (San Francisco) for one staff member.		04/14/2014
9	Training	Attendance to SNIA SPDE Conference for one staff member.		06/09/2014
10	Travel	Travel to SNIA SPDE Conference (Santa Clara) for one staff member.		06/09/2014
11	Material	Data Center Infrastructure		Ongoing
12	Material	Hardware & Software Maintenance:		Varies
1	Material	Altima Technologies - DCIM		06/30/2014
2	Material	AutoDesk - CAD		12/31/2013
3	Material	Brocade - SAN		05/30/2014
4	Material	Brocade - FabricWatch		07/31/2014
5	Material	Dell Compellent - Storage		10/31/2014
6	Material	Dell - Server Hardware (C2100)		06/30/2014
7	Material	Jam Software - File management		04/30/2014
8	Material	HP - Thin Clients		07/11/2014
9	Material	Microsoft - Support		06/30/2014
10	Material	Mirantis - DevOps Support		09/30/2014
11	Material	NexSAN - Storage		07/11/2014
12	Material	Proofpoint - SMTP relays		05/16/2014
13	Material	Raritan - KVMoIP		05/16/2014
14	Material	RedHat - Linux		05/16/2014
15	Material	ServerLift - DCOps/Safety		07/01/2014
16	Material	SolarWinds - Monitoring		04/25/2014
17	Material	Symantec - Backup SW		05/30/2014
18	Material	Synapsense - Monitoring		10/31/2014
19	Material	Uptime Power - UPS		11/03/2014
20	Material	VMware - VEEAM SW		02/07/2014
21	Material	VMware - vCenter HB SW		03/07/2014
22	Material	VMware - vSphere SW		05/09/2014
23	Material	VMware - vFoglight SW		06/30/2014
24	Material	Xceedium - Security/Compliance SW		09/01/2014
25				
26		Specialty Subcontractor Skill sets:		
27		Electrical Installers		Ongoing
28		Data Center Cleaners		Quarterly
29		IT Automation/DevOps Consulting		Ongoing
30		Communications Testing & RF Equipment		12/13/2013
31				
32				
33				

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No.	Type of Requirement	Description			Date Required
34					

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#### WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

<b>Charge Point</b>	<b>Title</b>
001	General Administration
002	Data Center Administration
003	General Technical System Administration
004	Facilities Management
005	Facilities, Safety, & Logistics
006	Data Center Management
007	Electrical Renovation Project
010	eAuth / NAMS System Administration Support
011	Messaging
012	Hosting Services
013	Virtualization Services
014	Backup and Archive Services
015	Computing Infrastructure Monitoring
016	Physical Infrastructure Monitoring
017	Storage Engineering & Administration
018	Application Support & Administration
019	Ames Exchange Support
020	IT Security Plan Management
021	PMO Project Server Administration
022	Active Directory Support
023	Data Center Operations Incident Management
024	Agency Data Center Consolidation Project Support
050	Chargeback
100	SOC Subtask Support
150	DevOps / IT Automation

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**IT SECURITY REQUIREMENTS**

Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this ACITS3 task are as follows:  
*(Please address the following topics/questions, if applicable, concerning the intended task).*

a. This Task's activities have been identified as being covered under an organizational IT Security Plan. This Task does not support applications that have been designated as a "Special Management Attention" applications. If "Special Management Attention" applications do exist please describe:  
 The task maintains system classified under FIPS-199 as moderate and are included in the IO & SOC Moderate IT Security Plans. The task maintains security plans with an ATO for the systems supported.

b. Periodic reviews of IT Security measures are necessary. What is the role of the ACITS3 contractor under this ACITS3 Task in areas such as review of user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools?  
 Please describe as appropriate:  
 The task is responsible for all account management, ensuring that the warning banners are installed and administered on all servers, and addresses vulnerabilities identified by Code IS.

c. Typically, the Task will not be involved with activities that require compliance with NASA's NPG 2810.1 and Ames' APG 2410.1 that define the requirements for reuse, reassignment or accessing of IT assets and/or their release for repair; if such an activity does occur, the Task Requester will be contacted to identify the civil servant who will have oversight and approval for reuse, reassignment or accessing of IT assets and/or their release for repair associated with this task.

d. The Task personnel are trained in NASA's and Ames' policies and procedures relating to IT Security and will participate in the required annually IT security training to maintain proficiency. There are no specialized security training requirements associated with this task.  
 If appropriate, specialized training requirements are described as follows:

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?  
 No security clearances are needed on this task.

f. There are no other IT Security requirements associated with this ACITS3 Task.  
 If appropriate they are described as follows:

g. There are specific IT Security Deliverables associated with this ACITS3 Task.  
 If appropriate they are as follows:

- ☒ IT Risk Assessment
- ☒ IT Security Plan
- ☒ IT Contingency Plan
- ☒ IT Security Vulnerability Test Results
- ☐ Results of periodic IT Security Reviews
- ☒ Other documentation as follows: Report of status of IT Security Plan, Contingency Plan, and Risk Assessment of critical services provided by Code I

h. In the event of an IT Security Incident associated with systems and data under this Task, the Ames Chief Information Security Official, the Security Operations Center (SOC), and the Task Requester will be notified immediately by the contractor. In order to ensure full coordination, the following individuals will also be notified in the event of an IT Security Incident:

System Owner (Responsible for the applicable IT Security Plan)	
Name: <u>Milton Checchi</u>	Phone: <u>(b) (6)</u>
Organization's Computer Security Official	
Name: <u>Matthew Linton</u>	Phone: <u>(b) (6)</u>
Alternate System Owner	
Name: <u>Kenneth Freeman</u>	Phone: <u>(b) (6)</u>