

ACITS3 TASK ORDER FORM

PART I - TASK ORDER INFORMATION - CIVIL SERVANT

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: Aeroflightdynamics (AFDD) Directorate Systems Support			Start Date: October 1, 2014	End Date: August 31, 2015
Task Order No. Y12	Task Mod No. NA	Service Request No. SR YS 14-85	Customer Code Code YSC	SOW Reference C.3.1.1.2
TASK REQUESTER EMAIL: (b) (6)		NAME: Roy T. Shishido		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Samuel Caires		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Roy T. Shishido		PHONE: (b) (6)
TASK PREVIOUSLY COVERED BY ANOTHER CONTRACT OTHER THAN PREDECESSOR TO INCUMBENT? (If YES, provide in SOW)				
DOES THE TASK REQUIRE ACCESS TO GOVERNMENT DATABASES? (If YES, indicate in SOW)				

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

DOES THE TASK INCLUDE EIT ITEMS (Please review the EITAC documentation)

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 -
They meet the minimum recycled/recovered content.

TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS

Please enter this information on pages 2, 3, and 4.

COTR SIGNATURE:	CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ
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PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

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

PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6) 08/27/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	08/28/2014		
3. PROGRAM MGR.:	08/28/2014		
4. TASK REQUESTER:	SHISHIDO, ROY, TSUKASA (b) (6) 09/23/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	CAIRES, SAMUEL (b) (6) 09/24/2014		
6. COTR:	KIRSTEN NAGEL 09/26/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 09/29/2014		

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PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		

TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS

(b) (7)(E)

Specific Task Requirements

- Provide system administration (hardware and software) for Macintosh, Windows, UNIX and Linux systems
- Provide technical support to computer users
- Develop and make available "cheat sheet" style user guides upon request, post to web site.
- Take prompt ownership of issue and ensure users are provided with status of to include results of diagnosis (if applicable) and probable resolution, as well as time to fix. When necessary, route problems to other appropriate personnel (e.g., other members of the Automation Support Team, other support staff, vendors, etc.), but retain ownership of issue unless transferred to another party willing to assume ownership
- Provide support for the Automation Support Team issue tracking system, which is currently the AMRDEC Job Book system
- Provide regular backups for supported systems
- Provide computer security support following Department of Defense (DoD) , U.S. Army and /or NASA guidelines, as directed
- Support property management with maintaining accountability of computer and associated systems, including preparation of legacy equipment for reutilization or disposition and also ensuring property accountability of systems for use off-site

A requirement of this Task is for comprehensive documentation of all servers, hardware specifications, operating system, version, major applications and version being used, the user base using the applications and for what purpose with particular focus on the non-standard Linux/ Unix systems.

System and user support will be provided for the Macintosh, Windows, Linux/UNIX hardware and software used by the users of AFDD. This will include both phone support and hands-on troubleshooting. Software user support will be for both office automation functions (e.g., e-mail, Microsoft Office, scanning documents, etc.) as well as software that supports scientific research and development

When possible a user having a computer issue or problem or requesting assistance will be handled directly and immediately by this Task. In some cases, however, it may be more productive to refer the problem to someone with the specific expertise needed to promptly resolve the issue. Referrals may be made to other members of the AFDD Automation Support Team, to other contractor support groups, or to technical support from the hardware or software vendors involved.

A key element of the system support is being able to restore critical files when necessary. Backups of desktop Mac/Windows systems will be conducted on a weekly basis, with the expectation that files can be recovered within one day of a request for restoration. UNIX/Linux systems will have daily incremental backups and weekly to monthly to quarterly full backups.

The task will provide computer security support for the systems under this Task. This includes ensuring the computer systems comply with Army and/or NASA computer security policies.

This task provides system administration support and, therefore, computer security risks are inherent. Risks are mitigated through a technical approach of maintaining awareness of emerging security risks, implementing system and security patches, and applying industry standard tools to identify and eliminate vulnerabilities.

Work will normally be performed during regular work hours, with constant support coverage throughout the work day. The lunch period, being an important coverage span, will also be covered to ensure prompt support for customer walk-in requests. Occasionally, work may need to be scheduled and performed outside of normal business hours, on weekends, evenings or early mornings to minimize disruption for the users.

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	Accurate systems accountability that provides a reference point to facilitate other work		
2	Performance	Ensure timely completion of all scheduled backups that allow for prompt system restoration		
3	Performance	Comprehensive and accurate documentation on all servers, with particular focus on Linux/		
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TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1	Training	All Task personnel will be certified IAW Army Regulation (AR) 25-2, Information	11/30/2014	
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6				

ACITS3 TASK ORDER FORM (Continued)

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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 been identified as being covered under an organizational IT Security Plan. This Task support applications that have been designated as a "Special Management Attention" applications. If "Special Management Attention" applications do exist please describe: The Task's activities are covered under an umbrella Army security plan, AIS #336. All systems to include those that still remain on the NASA Ames network are covered under this plan. The classified computer systems are covered under NASA and Army security plans. Detailed information on the classified systems will be furnished to appropriately cleared personnel upon request.

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:

Ensure all systems comply with the intent of all appropriate Department of Defense (DoD), U.S. Army directives, regulations and policies. For those systems still remaining on the NASA network, compliance with applicable NASA directives, regulations and policies.

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 specialized security training requirements associated with this task.

If appropriate, specialized training requirements are described as follows:

All personnel assigned to support this task will be Security+ certified as well as certified in a computing environment (CE) area of support to comply with AR 25-2. One system administrator must also possess a Secret security clearance.

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?

Yes, for one administrator, and the minimum clearance level is Secret.

f. There are other IT Security requirements associated with this ACITS3 Task.

If appropriate they are described as follows:

A Disaster Recovery and Continuity of Operations Plans will be updated, tested and provided annually.

g. There 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

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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: Roy T. Shishido

Phone: (b) (6)

Organization's Computer Security Official

Name: Roy T. Shishido

Phone:

Alternate System Owner

Name: Sameera A. Gunatileka

Phone:

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Note Creator		Note Title		Date Created
Note				
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Note Creator		Note Title		Date Created
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