

ACITS3 TASK ORDER FORM

PART I - TASK INFORMATION

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS 3) Contract			
Date: October 21, 2013		Task Title: Code I Reimbursable Support			
Task Order No. I05	Task Mod No. Original	Service Request No.	Customer Code Code IO	SOW Reference C.3.1.1,C.3.1.2.6,C.3.1.4,	
TASK REQUESTER EMAIL: (b) (6)		NAME: Kim M. Hubbard		PHONE: (b) (6)	
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Rosatina K. Chan		PHONE: (b) (6)	
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Matthew C. Linton		PHONE: (b) (6)	
TASK PREVIOUSLY COVERED BY ANOTHER CONTRACT OTHER THAN PREDECESSOR TO INCUMBENT? (If YES, provide in SOW) NO					
DOES THE TASK REQUIRE ACCESS TO GOVERNMENT DATABASES? (If YES, indicate in SOW) YES					
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 - They meet the minimum recycled/recovered content.					
TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS Please enter this information on pages 2 and 3.					
COTR SIGNATURE: KIRSTEN NAGEL		CO SIGNATURE: ANJENETTE CONTRERAS-RODRIGUEZ			

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:			
Totals:			

APPROVED BY	Signature and Date	Email Address	Phone
1. TECH AREA MGR.:	(b) (6), (b) (4)	(b) (6), (b) (4)	(b) (6), (b) (4)
2. BUSINESS MGR.:	11/21/2013		
3. PROGRAM MGR.:	11/21/2013		
4. TASK REQUESTER:	KIM HUBBARD 11/22/2013	(b) (6)	(b) (6)
5. DIVISION LEVEL:	WILLIAM NOTLEY 11/25/2013		
6. COTR:	KIRSTEN NAGEL 11/25/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ		

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PRICING Cost Plus Fixed Price		FUNDING LEVEL CHARGE POINT LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>The objective of this subtask is to provide IT services available through the ACITS3 contract to customers outside of Code I. This includes all Information Technology (IT) project work and website development, integration, and maintenance, as well as development and guidance for applicable IT security plans. This task also includes the capability to host, administer, maintain, and operate computer hardware, operating systems, data bases, and IT support infrastructure components for customers outside of Code I.</p> <p>IT Project work for Code IO customers:</p> <p>Through this task, Code IO will act as a broker for and provider of these services and obtain reimbursement from the customer. The initial requirements will be obtained by the Code I Customer Advocate (CA). The Code I will determine and provide the quote for the services. The Task will compile the required estimates, and draft Memorandum of Understanding (MOU) for each event, factoring in existing constraints. A new charge point will be generated for each new event; estimating of events and task management will be charged to charge point 001. Costs will be moved from the event charge points to 001 as required for administration. The task will work with the Code I CA to identify the current or develop a new Service Level Agreement (SLA) for the service(s) associated with this task. Work for the service will then be performed and managed under this task.</p> <p>Application and Website Development, Integrations, Maintenance, Data Center Hosting and Administration Services:</p> <p>The goal of this task is to provide Code IO with the capability to host, administer, maintain, and operate computer hardware, operating systems, databases, applications, websites, and IT support infrastructure components for customers outside of Code I. This task also includes development and implementation of websites, applications, databases and security plans and provides support to fulfill Agency mandated IT requirements as required. All requirements for this task shall be exclusively funded by the requesting customers to include all applicable Code I fees.</p> <p>The task will use applicable IT resources, including but not limited to hardware, systems software, utility software, networks and monitoring systems, and when recommended, appropriate new tools and applications to improve support capabilities. Normal operations support will be provided from 7:00 am to 6:00 pm, and Applications and Database support will be from 8:00 am to 5:00 pm, Monday through Friday, excluding Government holidays. The contractor's technical approach should describe how off-shift support needs will be addressed when customers have such requirements.</p> <p>Provide the services, such as the following, to computer systems to meet service level agreements negotiated with each customer:</p> <ul style="list-style-type: none"> • Install Hardware and Operating Systems (OS) <ul style="list-style-type: none"> - Install and configure hardware and OS systems software. - Leverage VM infrastructure where possible. - Ensure existing documentation standards for hardware and system configuration are updated. • Operate Hardware and OS <ul style="list-style-type: none"> --Operate the hardware and OS software required to support the functioning of the systems under this task. - Provide staff operations to the extent needed to support batch processing schedules and printing requirements - Maintain backup systems • Perform maintenance and monitoring of systems software <ul style="list-style-type: none"> - Diagnose and correct configuration problems - Monitor system health - Apply security patches - Apply patches addressing or repairing functional problems - Maintain vendor agreements for hardware and software maintenance. • Perform System Upgrades <ul style="list-style-type: none"> - Install and configure systems software upgrades. - Ensure all associated elements (OS, Services, Databases, Data Storage systems,backups, and peripherals) are configured to support upgrades. - Ensure all like systems are at the same OS version and patch level where possible. Differences must be documented and approved by the Task Requester. • Follow IT Security guidelines 				

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required
1	Performance	For Each Estimate for IT Project: Estimated Event Completion Date and Resource Estimat	As Required
2	Performance	A monthly task report will be delivered to the Task Requester to report expenditures,	Monthly
3	Performance	The Task Manager and/or appropriate staff will meet at least weekly with the Task	Weekly
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TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required
1	Material	Cerenade license renewal	09/01/2014
2	Material	Waste Management Tool -	09/15/2014
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WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

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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 systems classified under FIPS 199 as moderate and are included in the Code IO Consolidated Moderate Security Plan.

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 on all servers, and addressing vulnerabilities identified by Code IS scans.

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?
 N/A

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: William Notley Phone: (b) (6)

Organization's Computer Security Official

Name: Matt Linton Phone: (b) (6)

Alternate System Owner

Name: _____ Phone: _____