

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/3/2016		Task Title: Code I Reimbursable Support		
Task Order No.: I35	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1,C.3.1.2.6,C.3.1.4
Order Type: Cost Plus		Funding Level: Subtask Level Funding		
Task Requester Email: (b) (6)		Name: Kim Hubbard		Phone: (b) (6)
Financial Manager Email: (b) (6)		Name: Rafael Medina		Phone: (b) (6)
Computer Security Officer Email: (b) (6)		Name: John Nguyen		Phone: (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)				YES
SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)				
Does the task include EIT items? (Please review the EITAC documentation)				NO
<p>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 the required agency forms (or equivalent) before the task order/modification is approved.</p>				
GOVERNMENT FURNISHED EQUIPMENT (GFE)				
<p>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 ASRC Federal Accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and become contractor property. The contractor shall follow agency rules regarding assignment of government owned equipment and other government supplied equipment. The contractor shall provide information, such as, Property Assignments, Property Location and Unused Equipment, upon request.</p>				
AFFIRMATIVE PROCUREMENT (See http://www.epa.gov/cpg/products.htm)				
<p>The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND -</p> <p>They meet the minimum recycled/recovered content.</p>				
COTR SIGNATURE: Kirsten Nagel (9/8/2016)			CO SIGNATURE: Anjennette Contreras-Rodriguez (9/8/2016)	

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
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Categories	Current Request	Prior Cumulative Estimate Without Current Request	Total Cumulative Task Estimate	
Onsite Hours	(b) (4)			
Offsite Hours				
Total Hours				
Onsite Labor				
Offsite Labor				
Subtotal ARTS Labor				
Teammate/Subcontractor Labor				
Subtotal Teammate/Sub Labor				
Total Labor				
Materials				
Equipment				
Travel				
Training				
Miscellaneous				
Other Direct Costs Subtotal				
Total Cost				
PMO				
Fee				
Total Price				

ACITS-3 FORM (Continued)

PART 3 - APPROVAL SUMMARY

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Order Type: Cost Plus		Funding Level: Subtask Level Funding		
Approved By	Name	Date	Email	Phone
1. COTR Hubbard	Kirsten Nagel	9/8/2016	(b) (6)	(b) (6)
2. CO Hubbard	Anjennette Contreras-Rodriguez	9/8/2016		

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Task Background:

The objective of this task is to provide IT services to customers outside of Code I and for the Security Operations Center (SOC). 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 includes the capability to host, administer, maintain, and operate computer hardware, operating systems, data bases, and IT support infrastructure components for customers.

Statement of Work - Requirements, part 1:

The Task will prepare cost/work estimates, and draft Memorandum of Understanding (MOU) for each new 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 staff 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.

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 8:00 AM 5:00 PM Pacific Time, Monday through Friday, excluding holidays. During the off hours, if system administrators are notified by the monitoring system of a large-scale critical service being down or by the application owner or user, a best effort to return to service will be provided.

The task will provide services, such as the following, to meet service level agreements negotiated with each customer:

" Access Control

- Maintain a system and process to support and document the addition, modification, and deletion of access at the following levels: Root Access and system level passwords, system administration, technical staff, and end user.

" Agency Mandated IT Requirements and System Security Plans

- Provide support for organizations to meet mandated Agency IT requirements.
- Provide support for organizations to meet mandated Agency security plan requirements.

" Application and Website Development, Implementation, and Ongoing Support

- Provide resources to analyze and document requirements.
- Design, develop, test, and implement applications and/or websites, per customer requirements.

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- Provide ongoing support to maintain the application or website as outlined in the service level agreement or MOU.

- Enhancements require written authorization from the Task Requester.

" Capacity Planning

- Perform capacity planning to ensure Code I has the necessary computer resources available to accomplish known or predictable missions.

- Respond to formal requests to size support requirements for expansion and scaling.

" Coordinate and act as liaison to ensure effective, secure, and efficient operations

- Coordinate with facilities staff for power management.

- Coordinate with security staff for security prevention efforts, alerts, incidents, training, and monitoring.

- Coordinate with network staff for data communications.

- Coordinate with applications managers and technical staff; follow established procedures where available and/or required.

- Coordinate with other tasks, as a service provider, to ensure all projects and tasks are supported in terms of capacity, schedule, and support.

" Database Support

- Install, maintain, and administer database management systems for external organization customers.

- Create and implement databases per customer requirements.

- Provide backup, security, account, and data dictionary administration per customer requirements.

- Monitor system health.

- Predict and/or diagnose and correct operation and configuration problems.

" Downtime Planning

- Significant downtime activities will be vetted through the monthly Change Advisory Board.

- In the event an activity needs to take place after hours, the task is required to request approval through the CAB prior to the requested date and time.

- In the event of an activity deemed an emergency, the CAB will be notified and short-term approval will be sought prior to work being done. The Task Requester will provide written authorization to proceed and note any issues that need to be addressed.

" Follow IT Security guidelines

- Maintain system security at all levels required and pursuant to NASA requirements.

- Ensure all systems are kept at current security patch levels for the particular platform and OS version.

(continued below)

Statement of Work - Requirements, part 2:

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" Install and Operate Hardware and Operating Systems (OS)

- Install and configure hardware and OS systems software.
- Leverage Virtual Machine infrastructure where possible.
- Ensure existing documentation standards for hardware and system configuration are updated.
- Operate the hardware and OS software required to support the systems functioning under this task.
- Support batch processing schedules and printing requirements
- Maintain backup systems

" Perform Maintenance and Monitoring of system software

- 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

- 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.

" Rack Management

- Manage the physical media used to support the systems identified above.
- Design, create, and document computer operations bays layout, and racks.

The task shall support the maintenance and enhancements of SOC security services application, in support of Agency incident response and prevention. The task will provide operational maintenance and enhancements for an incident management system, an information portal, auto-tools and other security services in support of Agency incident response. This task will also work with Department of Homeland Security (DHS) and vendor supported developmental technologies in the areas of IT security incident detection and prevention. SOC application service capabilities will include development and maintenance of the following:

(b) (7)(E)

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(b) (7)(E)

SOW Deliverables and Milestones (Continued from above):

Training/Travel/Material requirements are stated in the deliverable table. All software is specialized and is not currently available through ELMT. All versions of the same software licenses that were purchased in 2016 were waived by ELMT. All 2017 software purchase will be vetted through ELMT before purchase and waiver will be provided.

Government Furnished Property:

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 ACES supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.

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Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Provide an estimate and MOU to the Task Requester for new events, based on requirements received, and the estimated end date and if there are any specific terms and conditions associated		As required
2.	Performance	Deliver a Task Report to the Task Requester to report expenditures, activities, progress, issues, or concerns		monthly
3.	Performance	The Task Manager or other staff will meet regularly with the Task Requester or other personnel responsible for work under this task to review task performance and to identify and resolve any issues or problems.		As required

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Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description	Date Required	
1.	Material	(b) (7)(E)	10/31/2016	
2.	Material		10/1/2016	
3.	Travel		8/30/2017	
4.	Material		1/31/2017	
5.	Travel		1/31/2017	
6.	Travel		7/31/2017	
7.	Training		6/30/2017	

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Charge Points				
Charge Number	Description			
001	(b) (7)(E)			
002				
003				
004				
005				
006				
007				
008				
009				
010				
011				
012				
013				
014				
015				

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IT Security Requirements:

- a. Are this task's activities covered under an organizational IT Security Plan?: YES
- b. Does this task support applications that have been designated as a "Special Management Attention" application?: NO

If yes, please describe:

- c. Is specialized security training required?: NO

If yes, specialized training requirements are described as follows:

- d. Is a security clearance needed for any personnel on this task? YES

If yes, what level of clearance is required?:

Secret, for SOC Application Support

- e. IT Security Deliverables associated with this task:

- IT Risk Assessment: YES
- IT Security Plan: YES
- IT Contingency Plan: YES
- IT Security Vulnerability Test Results: NO
- Results of Periodic IT Security Reviews: NO
- Other Documentation as Follows: Report of Status of IT Security Plan, Contingency Plan, and Risk Assessment of Critical Services: NO
- Other Documentation:

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IT Security Requirements (Continued):

- f. Periodic reviews of IT Security measures are necessary. What is the role of the contractor under this 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?**

The task is responsible for all account management, ensuring the warning banners are installed on all servers, and addressing vulnerabilities identified by Code IS IT security scans.

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

Title	Name	Phone
System Owner (Responsible for the applicable IT Security Plan)	William Notley	(b) (6)
Organization's Computer Security Official	John Nguyen	
Alternate System Owner		