

# ACITS3 TASK ORDER FORM

## PART I - TASK ORDER INFORMATION - CIVIL SERVANT

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS3) Contract		
<b>Task Title:</b> System Administration Services: Code JC,RM, CP		<b>Start Date:</b> November 1, 2013		<b>End Date:</b> September 30, 2014
<b>Task Order No.</b> J02	<b>Task Mod No.</b> Original	<b>Service Request No.</b> JCE 14011	<b>Customer Code</b> Code JCE	<b>SOW Reference</b> C.3.1.1.2
<b>TASK REQUESTER EMAIL:</b> (b) (6)		<b>NAME:</b> Steve Frankel		<b>PHONE:</b> (b) (6)
<b>FINANCIAL MANAGER EMAIL:</b> (b) (6)		<b>NAME:</b> Yvonne Do		<b>PHONE:</b> (b) (6)
<b>COMPUTER SECURITY OFFICER EMAIL:</b> (b) (6)		<b>NAME:</b> Tony Damian		<b>PHONE:</b> (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, 3, and 4.

COTR SIGNATURE: KIRSTEN NAGEL

Digitally signed by KIRSTEN NAGEL  
DN: c=US, o=U.S. Government, ou=NASA, ou=People, ou=KIRSTEN NAGEL, o=US2342.F200000.100.1.1, email=Kirsten.Nagel@nasa.gov

CO SIGNATURE:

## 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:			
<b>Totals:</b>			

## PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6) 11/25/2013	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	11/25/2013		
3. PROGRAM MGR.:	11/25/2013		
4. TASK REQUESTER:	Steve Frankel 12/13/2013	(b) (6)	(b) (6)
5. DIVISION LEVEL:	GEORGE SUTTON 12/16/2013		
6. COTR:	KIRSTEN NAGEL 12/16/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ 12/16/2013		

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<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS3) Contract		
<b>Task Title:</b> System Administration Services: Code JC,RM, CP		<b>Start Date:</b> November 1, 2013		<b>End Date:</b> September 30, 2014
<b>Task Order No.</b> J02	<b>Task Mod No.</b> Original	<b>Service Request No.</b> JCE 14011	<b>Customer Code</b> Code JCE	<b>SOW Reference</b> C.3.1.1.2
<b>PRICING</b> Cost Plus Fixed Fee		<b>FUNDING LEVEL</b> CHARGE POINT LEVEL		
<p><b>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</b></p> <p>This objective of this task is to provide computer systems administration services and technical support to Code JC, Code RM and the Kepler Business Office.</p> <p>Code JC and their contractor and the Kepler Business Office require a combination of systems administration services and technical support for their information resources. These requirements may include supporting desktop systems, supporting server systems, handling support requests, and addressing custom/project specific needs. Limited support will be provided for video conferencing as well.</p> <p>The primary purpose of this task is to provide systems administration support. This support addresses requirements for non-ACES desktop and laptop systems as well as servers.</p> <p>A limited amount of support is provided for ACES systems, including installation and upgrade of software not supported by ACES (e.g. MS Project, Autocad) when requested or approved by the Task Requester.</p> <p>Task will be performed at the following on-site locations (b) (7)(E)</p> <p>The following services will be provided for the task:</p> <ul style="list-style-type: none"> <li>• Install or apply operating system upgrades, as needed, for each computer system supported by this task</li> <li>• Install or apply standard NASA IT software upgrades</li> <li>• Install security fixes and patches</li> <li>• Implement Ames security policies</li> <li>• Technical input for the NASA IT security plan</li> <li>• Limited conference room support</li> <li>• Install new computer systems and peripherals</li> <li>• Application support</li> <li>• Perform routine system administration including:             <ol style="list-style-type: none"> <li>1. Account management</li> <li>2. File system management</li> <li>3. System performance monitoring and tuning</li> <li>4. Maintaining network connectivity to the wall</li> <li>5. Coordinating cooperative effort(s) where necessary with local area network (LAN) and firewall support</li> <li>6. User Consulting support (problem troubleshooting and resolution) for:                 <ul style="list-style-type: none"> <li>Systems use</li> <li>Supported software</li> <li>Hardware/software failures</li> </ul> </li> </ol> </li> <li>• Coordinate/facilitate hardware maintenance calls</li> <li>• Installing, configuring, diagnosing, and upgrading the communication and security software required to establish remote connections to the Center and organization information resources; this support does NOT include establishing connectivity with internet service providers (ISPs) or off-site support requests</li> <li>• Installing, configuring and maintaining servers (file sharing, software licensing, etc.) as requested by the Task Requester or other management.</li> </ul> <p>The task will also provide analyst support by monitoring and analyzing data to make recommendations for approaches, methods and procedures for streamlining, and the staff will support training of new database elements. The task will also give upper management; recommendations for expenditures, and will assist in phasing plan creation, monitoring, and variance reporting.</p> <p>The Task will provide a range of computer systems administration services and technical support services to Code JC and their contractor, and the Kepler Business Office using the methods below. During times of increased demand, the task may increase staffing to fulfill requirements of the task.</p> <p>System Administration Support</p>				

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The task is expected to maintain supported systems. The support may require increased coverage in times of pre-launch and post-launch of missions. Some of the system administration tasks are listed below. It is possible that there may be no requirements for one or more of these categories at any given point in time.

### Computer Systems

The following services will be provided for both the customer computers and the servers:

- **Operating Systems:** The Task will maintain the operating system version(s), including appropriate patches, to the NASA/Center minimum configuration standards.
- **COTS Software:** The Task will maintain the NASA/Center standard commercial of the shelf software (COTS) software on the supported systems as well as any other software required to perform their job functions. These may include but will not be limited to Solidworks, Thermal Desktop, and AutoCAD.
- **Installations:** The Task will install and configure new computers and peripherals and system components (e.g., memory, video cards, network interface cards, etc) along with the software necessary for the system to utilize the new hardware. In addition, the task will perform initial system installations, including the required software load.
- **Networking:** The Task will establish and maintain the network connectivity (via the primary network interface) for the supported systems; the Task is not responsible for handling network failures. This support will typically involve requesting internet protocol (IP) address, configuring the appropriate network parameters (e.g., IP, DNS, DHCP, etc.).
- **IT Security:** The Task will comply with the Ames Security requirements and pay close attention to security alerts and apply security fixes to keep the systems as secure as possible. The task will apply security patches, perform system/data recoveries (after a break-in) for the supported systems; the systems and applications will be configured so as to be in compliance with NASA/Center security policies to the extent possible, given the budget, hardware, software and licenses constraints imposed upon the Task by the Task Requestor. Account management will also comply with the Ames security requirements.
- **Routine Administration:** The Task will perform routine administration of the supported systems (e.g., account management, file system management, system performance tuning, printing, etc.) paying particular attention to the servers. The system administrator will identify system and network problems and bring them to resolution, either by themselves or by coordinating repairs with the appropriate source, and will keep the software current, as required by the needs of the users and within the constraints of the task
- **System Failures:** The Task will provide system problem diagnostics and crash recoveries for all system failures of the supported systems. This support will be provided in compliance with the technical support, described below.
- **Maintenance:** The Task will facilitate hardware maintenance for those supported systems that are covered under some form of a vendor maintenance contract. This support will typically involve coordinating the maintenance call, contacting the maintenance vendor, arranging for access, and coordinating the repair with the user; the Task will follow the case until the problem is resolved (to the technical satisfaction of the Task).
- **Remote Access:** The Task will install, configure, diagnose, and upgrade the communication and security software (e.g., VPNs) establishing remote connections to the Center and organization information resources; this support does NOT include establishing connectivity with ISPs or off-site support requests.

### Support Requests

The Task will provide resolutions to support requests during the hours of 0900 – 1600 (referred to as business hours), Monday through Friday (excluding Government holidays).

The goal of the Task is to provide a response (acknowledgment of the support request) within 6 business hours of receipt of the support request, using the above initiation mechanism. For all support requests types except problem reports, the corrective actions will be performed on an as resources are available basis. For problem reports, the Task will provide a responsiveness that is based on the severity of the situation, defined by:

Severity	Definition	Examples
Critical	Multiple Customers unable to conduct business	Server Unavailable Server Failure High Visibility Project Support

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High	Customer Business impaired	Recoverable failures System Failure Software Failure
Routine	Customer Business Affected	Software Installation Printer Problem

  

The responsiveness for problem reports will be:

Severity	Responsiveness Guideline
"Critical"	Initial Response in 6 hours
"High"	Initial Response in 8 hours
"Routine"	Initial Response in 16 hours

  

The Task will use technology to the extent possible to track the problem requests and to handle escalations. In addition, the Task may require the use of other technologies (e.g., asset management, system health monitoring systems, etc.) to proactively identify and solve problems before they actually impact the end-user productivity.

Technical Support

The Task will provide technical support to the users of the supported systems. This support will include, but is not limited to, familiarization with the equipment/software, troubleshooting of problems with the systems and software, resolving problems (within the span of the Task's control), and providing consulting services. In addition, the Task has provisions for performing custom/project support that is unique to the Organization.

Application Support

The task will gain proficiency in selected applications sufficient to allow administration and simple end-user assistance in the operation and maintenance of the applications. The Government will fund the training.

Analyst Support for RM

The task will provide data tracking, monitoring and analysis of data housed within the database. Staff will recommend approaches, methods and procedures for streamlining current processes. Staff will resolve customer questions and issues. The task will suggest improvements to the current and future systems. The task will also be giving recommendations for expenditures to upper management, and will assist in phasing plan creation, monitoring, and variance reporting.

  

High	Customer Business impaired	Recoverable failures System Failure Software Failure
Routine	Customer Business Affected	Software Installation Printer Problem

  

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### Technical Support

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### Application Support

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### Analyst Support for RM

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### SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Schedule	Monthly electronic profile of support requests	12/02/2013	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

## 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 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:

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:

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 software patches, and applying industry standard tools to identify and eliminate vulnerabilities.

The Task staff will review security measures such as user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools at least annually to make sure they comply with 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 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

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

If appropriate they are described as follows:

The Task must have at least one NASA Certified System Administrator on the staff.

g. There are no 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: Annette Randal

Phone: (b) (6)

Organization's Computer Security Official

Name: Tony Damian

Phone:

Alternate System Owner

Name:

Phone:

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<b>Note Creator</b>		<b>Note Title</b>		<b>Date Created</b>
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