

# ACITS-3 FORM

## PART I – TASK ORDER INFORMATION

|   |                                  |  |                                    |  |
|---|----------------------------------|--|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C  |                                  | <b>Contract Title:</b> ACITS 3 NASA AMES             |                                    |  |
| <b>Date:</b><br>8/13/2015   |                                  | <b>Task Title:</b><br>Agency Cloud Computing Support |                                    |  |
| <b>Task Order No.:</b><br>I30   | <b>Task Mod No.:</b><br>Original | <b>Service Request No.:</b>                          | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b>Task Requester Email:</b><br>(b) (6)   |                                  | <b>Name:</b><br>Raymond OBrien                       |                                    | <b>Phone:</b><br>(b) (6)                         |
| <b>Financial Manager Email:</b><br>(b) (6)  |                                  | <b>Name:</b><br>Rafael Medina                        |                                    | <b>Phone:</b><br>(b) (6)                         |
| <b>Computer Security Officer Email:</b><br>(b) (6)  |                                  | <b>Name:</b><br>Alex Eiser                           |                                    | <b>Phone:</b><br>(b) (6)                         |
|   |                                  | <b>Name:</b>   |                                    | <b>Phone:</b>                                    |
|   |                                  | <b>Name:</b>   |                                    | <b>Phone:</b>                                    |
|   |                                  | <b>Name:</b>   |                                    | <b>Phone:</b>                                    |
| <b>Task previously covered by another contract other than predecessor to incumbent? (If YES, provide in SOW)</b>  |                                  |  |                                    | <b>YES</b>                                       |
| <b>Does the task require access to government databases? (If YES, indicate in SOW)</b>  |                                  |  |                                    | <b>NO</b>  |
| <b>SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)</b>  |                                  |  |                                    |  |
| <b>Does the task include EIT items? (Please review the EITAC documentation)</b>   |                                  |  |                                    | <b>NO</b>  |
| <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> |                                  |  |                                    |  |
| <b>GOVERNMENT FURNISHED EQUIPMENT (GFE)</b>   |                                  |  |                                    |  |
| <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>   |                                  |  |                                    |  |
| <b>AFFIRMATIVE PROCUREMENT (See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a>)</b>  |                                  |  |                                    |  |
| <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>  |                                  |  |                                    |  |
| <b>COTR SIGNATURE:</b>  |                                  | <b>CO SIGNATURE:</b>                                 |                                    |  |

# ACITS-3 FORM (Continued)

## PART 2 - TASK ORDER PLAN PROPOSAL

|                                |                                  |  |                                    |  |  |
|--------------------------------|----------------------------------|--|------------------------------------|--|--|
| <b>Contract No:</b> NNA13AB88C |                                  | <b>Contract Title:</b> ACITS 3 NASA AMES                 |                                    |  |  |
| <b>Date:</b><br>8/13/2015      |                                  | <b>Task Title:</b><br>Agency Cloud Computing Support     |                                    |  |  |
| <b>Task Order No.:</b><br>I30  | <b>Task Mod No.:</b><br>Original | <b>Service Request No.:</b>                              | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |  |
| <b>Categories</b>              | <b>Current Request</b>           | <b>Prior Cumulative Estimate Without Current Request</b> |                                    | <b>Total Cumulative Task Estimate</b>            |  |
| 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      |                                |  |                             |  |
|--------------------------------|--------------------------------|--|-----------------------------|--|
| <b>Contract No:</b> NNA13AB88C |                                | <b>Contract Title:</b> ACITS 3 NASA AMES             |                             |  |
| <b>Date:</b><br>8/13/2015      |                                | <b>Task Title:</b><br>Agency Cloud Computing Support |                             |  |
| <b>Task Order No.:</b><br>I30  |                                | <b>Task Mod No.:</b><br>0                            | <b>Service Request No.:</b> | <b>Customer Code:</b><br>NASA/Ames               |
|                                |                                |  |                             | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b>Approved By</b>             | <b>Name</b>                    | <b>Date</b>  | <b>Email</b>                | <b>Phone</b>                                     |
| 1. COTR Obrien                 | Kirsten Nagel                  | 9/14/2015  | (b) (6)                     |  |
| 2. CO Obrien                   | Anjennette Contreras-Rodriguez | 9/17/2015  |                             |  |

**ACITS-3 FORM (Continued)**

|   |                           |  |                                    |  |
|---|---------------------------|--|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C            |                           | <b>Contract Title:</b> ACITS 3 NASA AMES             |                                    |  |
| <b>Date:</b><br>8/13/2015                 |                           | <b>Task Title:</b><br>Agency Cloud Computing Support |                                    |  |
| <b>Task Order No.:</b><br>I30             | <b>Task Mod No.:</b><br>0 | <b>Service Request No.:</b>                          | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b># of Items:</b><br>Cost Plus Fixed Fee |                           | <b>Funding Level:</b><br>Task Level Funding          |                                    |  |
| <b>Task Background:</b>                   |                           |  |                                    |  |

### ACITS-3 FORM (Continued)

|                                |  |                             |                                    |  |
|--------------------------------|--|-----------------------------|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C | <b>Contract Title:</b> ACITS 3 NASA AMES             |                             |                                    |  |
| <b>Date:</b><br>8/13/2015      | <b>Task Title:</b><br>Agency Cloud Computing Support |                             |                                    |  |
| <b>Task Order No.:</b><br>I30  | <b>Task Mod No.:</b><br>0                            | <b>Service Request No.:</b> | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |

**Task Order Description:**

This task continues the work conducted in previous years, with a focus on growth of the customer base and types of service, continued integration of commercial cloud services with existing NASA IT services; implementation of technical, security, and business mechanisms that enable the NASA enterprise cloud service approach; and the management and operation of enterprise cloud services. This task is targeted at continuing to evolve the development of Agency cloud services in parallel with FY16 operation of the initial capabilities supported by the Agency service office for cloud computing.

The high-level scope of work includes technical, security, and business aspects associated with developing and offering enterprise-class cloud computing services for the Agency.

The low-level scope of work involves the design and technical configuration of cloud computing environments; operation of common services that enable Agency use of cloud computing; process and procedure development and their on-going maintenance; operation of managed computing environments built using commercial cloud services; software development; cloud-based application deployment, maintenance, and operations; end-use-focused, cloud-based infrastructure and application support; project management; technical writing; outreach and communications; service desk integration, off-shift on-call support during; cloud network design and operations; customer on-boarding; service catalog development and integration; cloud skills development; travel and registration fees for cloud-related training and NASA approved conferences; and third-party certification of cloud computing security plans -- all targeted at supporting the offering of cloud services during FY16.

Skill sets required: cloud environment manager; cloud systems administrator, cloud integration developer, IT security specialist, cloud technical engineer, network engineer/administrator, cloud solution architect, cloud application developer, project manager, technical writer, communications and outreach specialist; and IT business specialist.

### ACITS-3 FORM (Continued)

|  |                           |  |                                    |  |
|--|---------------------------|--|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C   |                           | <b>Contract Title:</b> ACITS 3 NASA AMES             |                                    |  |
| <b>Date:</b><br>8/13/2015  |                           | <b>Task Title:</b><br>Agency Cloud Computing Support |                                    |  |
| <b>Task Order No.:</b><br>I30  | <b>Task Mod No.:</b><br>0 | <b>Service Request No.:</b>                          | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <p><b>Government Furnished Property:</b></p> <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 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.</p> |                           |  |                                    |  |

### ACITS-3 FORM (Continued)

| <b>Contract No:</b> NNA13AB88C                     |                           | <b>Contract Title:</b> ACITS 3 NASA AMES   |                                    |  |
|--|---------------------------|--|------------------------------------|--|
| <b>Date:</b><br>8/13/2015                          |                           | <b>Task Title:</b><br>Agency Cloud Computing Support   |                                    |  |
| <b>Task Order No.:</b><br>I30                      | <b>Task Mod No.:</b><br>0 | <b>Service Request No.:</b>  | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b>Specific Deliverables and Deliverable Dates</b> |                           |  |                                    |  |
| No.  | Type of Deliverable       | Description of Deliverable   | Date Required                      |  |
| 3.   | Performance               | Produce monthly cloud utilization and charging reports for review by CSSO management before transmittal to customers. (Chpt 006)   |                                    |  |
| 4.   | Performance               | Produce monthly summary report of CSSO meta-layer configuration changes, service outages, service impacts, and tickets closed. (Chpt 001)                                    |                                    |  |
| 5.   | Performance               |  |                                    |  |
| 6.   | Performance               | Produce monthly summary report of General Purpose Managed Cloud Environment (GP MCE) configuration changes, service outages, service impacts, and tickets closed. (Chpt 016) |                                    |  |
| 7.   | Performance               | Produce monthly summary report of support for CSSO customers" (MCE Operators and, if applicable, their users) receiving support under this task. (Chpt 010, 011)             |                                    |  |
| 8.   | Performance               | Produce monthly summary report of projects operating within the GP MCE that are managed by the operational infrastructure and/or application teams. (Chpt 012)               |                                    |  |
| 9.   | Performance               | Produce monthly summary of progress on activities focused on CSSO network architecture, design, and operations (Chpt: CSSO 017)  |                                    |  |
| 10.  | Performance               | Produce monthly summary of significant steps, milestones, major activities completed that increase CSSO's operational maturity as it applies to the GP MCE. (Chpt 016)       |                                    |  |

### ACITS-3 FORM (Continued)

|   |                            |   |                                    |  |
|---|----------------------------|---|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C                      |                            | <b>Contract Title:</b> ACITS 3 NASA AMES                      |                                    |  |
| <b>Date:</b><br>8/13/2015                           |                            | <b>Task Title:</b><br>Agency Cloud Computing Support          |                                    |  |
| <b>Task Order No.:</b><br>I30                       | <b>Task Mod No.:</b><br>0  | <b>Service Request No.:</b>                                   | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b>Travel, Training, and Materials Requirements</b> |                            |   |                                    |  |
| <b>No.</b>  | <b>Type of Requirement</b> | <b>Description</b>  |                                    | <b>Date Required</b>                             |
| 1.  | Travel                     | Travel to cloud computing meetings, training, and conferences |                                    |  |
| 2.  | Training                   | Cloud computing training and conference registration fees     |                                    |  |
| 3.  | Material                   | Cloud computing software and/or professional services         |                                    |  |



### ACITS-3 FORM (Continued)

|   |   |  |                                    |  |
|---|---|--|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C                      |   | <b>Contract Title:</b> ACITS 3 NASA AMES             |                                    |  |
| <b>Date:</b><br>8/13/2015                           |   | <b>Task Title:</b><br>Agency Cloud Computing Support |                                    |  |
| <b>Task Order No.:</b><br>I30                       | <b>Task Mod No.:</b><br>0   | <b>Service Request No.:</b>                          | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |
| <b>Work Breakdown Structure (WBS) Charge Points</b> |   |  |                                    |  |
| <b>Charge Point</b>                                 | <b>Title</b>  |  |                                    |  |
| 001   | Agency Cloud CSSO Meta-layer Operations                             |  |                                    |  |
| 002   | Agency Cloud Integration  |  |                                    |  |
| 003   | Agency Cloud Project Management                                     |  |                                    |  |
| 004   | Agency Cloud Task Management  |  |                                    |  |
| 005   | Agency Cloud Operations Training                                    |  |                                    |  |
| 006   | Agency Cloud Business Operations                                    |  |                                    |  |
| 007   | Agency Cloud Communications   |  |                                    |  |
| 008   | Agency Cloud Security   |  |                                    |  |
| 009   | Agency Cloud Applications Training                                  |  |                                    |  |
| 010   | Agency Cloud MCE Operator and User Support at IaaS and PaaS layers  |  |                                    |  |
| 011   | Agency Cloud MCE Operator and User Support at Application Layer     |  |                                    |  |
| 012   | Agency Cloud GP MCE Managed Hosting and managed Application Support |  |                                    |  |
| 013   | Agency Cloud Security Training                                      |  |                                    |  |
| 014   | Agency Cloud Professional Services                                  |  |                                    |  |
| 015   | Agency Cloud Assessment and Authorization                           |  |                                    |  |
| 017   | Agency Cloud Networking   |  |                                    |  |
| 016   | Agency Cloud GP MCE Operations                                      |  |                                    |  |

## ACITS-3 FORM (Continued)

|                                |  |                             |                                    |  |
|--------------------------------|--|-----------------------------|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C | <b>Contract Title:</b> ACITS 3 NASA AMES             |                             |                                    |  |
| <b>Date:</b><br>8/13/2015      | <b>Task Title:</b><br>Agency Cloud Computing Support |                             |                                    |  |
| <b>Task Order No.:</b><br>I30  | <b>Task Mod No.:</b><br>0                            | <b>Service Request No.:</b> | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |

**IT Security Requirements:**

a. Are this task's activities covered under an organizational IT Security Plan?: NO

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?: NO  
If yes, what level of clearance is required?:

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: YES
- Results of Periodic IT Security Reviews: YES
- Other Documentation as Follows: Report of Status of IT Security Plan, Contingency Plan, and Risk Assessment of Critical Services: YES
- Other Documentation:

## ACITS-3 FORM (Continued)

|                                |  |                             |                                    |  |
|--------------------------------|--|-----------------------------|------------------------------------|--|
| <b>Contract No:</b> NNA13AB88C | <b>Contract Title:</b> ACITS 3 NASA AMES             |                             |                                    |  |
| <b>Date:</b><br>8/13/2015      | <b>Task Title:</b><br>Agency Cloud Computing Support |                             |                                    |  |
| <b>Task Order No.:</b><br>I30  | <b>Task Mod No.:</b><br>0                            | <b>Service Request No.:</b> | <b>Customer Code:</b><br>NASA/Ames | <b>SOW Reference:</b><br>C.3.1.1.7 and C.3.1.6.3 |

**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?**

user accounts, account management

- 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) | Ray Obrien | (b) (6) |
| Organization's Computer Security Official                      | Alex Eiser |         |
| Alternate System Owner   |            |         |