

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: Code SS - Scientific Systems and Network Support			Start Date: October 1, 2014	End Date: August 31, 2015
Task Order No. S11	Task Mod No. Original	Service Request No.	Customer Code Code SS	SOW Reference 3.1.5
TASK REQUESTER EMAIL: (b) (6)		NAME: Mark L. Fonda		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Ben Varnell		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Donald V. Sullivan		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) NO

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=SAA, ou=Prop, ou=KIRSTEN NAGEL, o=D262121000010111-nagel
 Date: 2018.02.12 12:22:07-0700

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ
 Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
 DN: c=US, o=U.S. Government, ou=SAA, ou=PPV, o=D262121000010111-contreras, ou=ANJENNETTE CONTRERAS-RODRIGUEZ
 Date: 2018.02.12 12:58:47-0700

PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
(b) (4)			

PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6)		
2. BUSINESS MGR.:			
3. PROGRAM MGR.:			
4. TASK REQUESTER:	MARK FONDA <small>(b)(6) Mark Fonducci, Director, Information Systems Security, Air Force Research Laboratory, AFRL-RI-08-001, AFRL/RI/IS, Dayton, OH 45433-7199</small>	09/22/2014	(b) (6)
5. DIVISION LEVEL:	FREDRIC VAN WERT <small>(b)(6) Fredric Van Wert, Chief, Information Systems Security, Air Force Research Laboratory, AFRL-RI-08-001, AFRL/RI/IS, Dayton, OH 45433-7199</small>	09/23/2014	(b) (6)
6. COTR:	KIRSTEN NAGEL <small>(b)(6) Kirsten Nagel, Chief, Information Systems Security, Air Force Research Laboratory, AFRL-RI-08-001, AFRL/RI/IS, Dayton, OH 45433-7199</small>	09/26/2014	(b) (6)
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ <small>(b)(6) Anjennette Contreras-Rodriguez, Chief, Information Systems Security, Air Force Research Laboratory, AFRL-RI-08-001, AFRL/RI/IS, Dayton, OH 45433-7199</small>	09/29/2014	(b) (6)

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: Code SS - Scientific Systems and Network Support		Start Date: October 1, 2014		End Date: August 31, 2015
Task Order No. S11	Task Mod No. Original	Service Request No.	Customer Code Code SS	SOW Reference 3.1.5
PRICING Cost Plus Fixed Fee		FUNDING LEVEL CHARGE POINT LEVEL		
TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS				
A.1 PURPOSE AND DESCRIPTION OF TASK				
<p>The purpose of the task is to provide computer system administration for highly specialized scientific applied research and project systems, user and server support for subscribed (b) (7)(E)</p> <p>(b) (7)(E) The requirements include coordination of network changes and security support. This work also includes long and short term planning for networking, computing and coordination of all aspects of the support services.</p> <p>The task is expected to maintain functional systems that are designated as subscribed systems or building-wide resources, such as printers and servers. For the included systems this represents the system administration tasks to ensure that the systems are available to the users at a high percentage of uptime. These system administration tasks include:</p> <ul style="list-style-type: none"> • OS installations and upgrades, patches, FDCC and CIS compliance • Install or apply standard NASA IT software upgrades, install security fixes and patches • Application software installation, upgrades and troubleshooting to a limited extent depending on the system • Ensure that subscribed system backups are performed • Support for new hardware acquisition (ESD support) • Security support • Printer support • Limited conference room support (b) (7)(E) • Building (b) (7)(E) support, (E) Video Conference Room and Auditorium • Install new computer systems and peripherals • Perform routine system administration including: <ul style="list-style-type: none"> Account management, File system management, System performance monitoring and tuning Maintaining network connectivity to the wall • Coordinating cooperative effort(s) where necessary with local area network (LAN), wireless and firewall support • User support (problem troubleshooting and resolution), but not limited to: <ul style="list-style-type: none"> Systems use, Supported software, Hardware/software failures • Coordinate/facilitate hardware maintenance calls • Installing, configuring and maintaining servers (file sharing, print servers, monitoring, logging, NAS, etc.) as requested by the Task Requester or other management. • Documentation • Coordination of network installations, adds, moves and changes <p>Backups and data restores are completed for all subscriber systems on a subscription basis, as approved by the Task Requester, and are not included by default.</p> <p>In addition to the system security support mentioned above, building-wide security support has become a very significant responsibility for the task. Work includes helping define policies for the (b) (7)(E) buildings consistent with NASA policies, staying abreast of new vulnerabilities and notifying building residents and responding to agency initiatives. It also includes conducting frequent scans of systems for security vulnerabilities, as well as scanning systems before they are allowed to connect to the building network, and assisting system administrators with correcting vulnerabilities. Management includes understanding of NASA security policies and planning and implementing procedures to help minimize computer vulnerabilities.</p> <p>This task will provide technical expertise and support for Code S Certified System Administrators (CSA's). This may include information dissemination, education and Implementation of new policies and tools. This also includes information and research / investigation of the potential impact to science, creation and distribution of tools for patch management. The list of activities include:</p> <ol style="list-style-type: none"> a. NDC Domain/Authentication b. Security plan status and Annual testing/POA&M resolution c. CSA Share, Communications and SOC issues d. Data at Rest status 				

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e. USGCB/FDCC standards compliance status
f. Code S approved system images status
g. Patch management status
h. Incident response summary actions taken and preventative measures recommended.
i. Smart card reader installation and authentication
j. Others as elevated in discussions monthly (example smart card requirements)

This task will provide Information Systems Security Official (ISSO) support. The task will coordinate and oversee the completion of the Code S Security Plans from certification through Authorization to Operate (ATO). The task is responsible for researching, updating and creating documentation as necessary for the Security Plan, including classification of the system, implementation of the control details, documentation of the system, risk assessment and self-assessment on an annual basis or as needed to maintain compliance and ATO.
The task will provide support to the Code S organization in the event of incident response to security incidents, participate in Directorate level IT meetings, and provide updates to Code S System Owner (SO).

A high degree of understanding of the network (over 300 users) that has been established by the users in building N245, N239 is required. In addition to the network support mentioned above, the task is expected to provide building-wide network support for larger projects. Examples include: building rewire planning and coordination, short-term planning and coordination of network upgrades, reconfigurations of computer labs and dealing with problems and issue related to being on the ARCLAN network.

The overall management of this task requires an ability to coordinate the functioning of various computer servers, print servers and other devices. This management part of the task also requires the maintenance of network databases, the coordination of various accounting systems, assistance with developing computer support budgets and reporting systems, and tracking expenses. Short and long range technical planning of computer upgrades for the building is also a responsibility. The Task developed and continues to support computer lab systems for building users and their visitors. The Task is responsible for keeping the Code SS and SG user community informed via email, hard copy and the web of issues that could affect computing services. The staff provides an essential role in the development of systems in the building, in concert with the User Advisory Group mentioned above, and helps facilitate UAG activities.

The task will provide an interface to migrate lab space data to an interactive user driven system, and will provide systems administration, enhancements and maintenance of the lab space systems.

This task will provide systems administration and maintenance of the content management systems (CMS) for the existing Space Science and Astrobiology Division (Code SS) and NASA HQ Astrobiology program web sites and pre-existing web sub-architectures.

A.2 ACRYNOM LIST

ACE Ames Center for Exploration
ACES Agency Consolidated End-User Services
ACITS Ames Consolidated Information Technology Services
AMS Ames Management System
APG Ames Policy Guideline
ARCLAN Ames Research Center Local Area Network
ATO Authorization To Operate
BOF Birds of Feather
CFR California Federal Regulations
CIS Client Information System
CMS Content Management System
CSA Certified System Administrator
CSO Computer Security Official
EIT Electronic Information Technology
EITAC Electronic Information Technology Accessibility Compliance
ESD Enterprise Service Desk
FDCC Federal Desktop Core Configuration
GFE Government Furnished Equipment
GUI Graphical User Interface
HQ Headquarters

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<p>ISSO Information Systems Security Official</p> <p>IT Information Technology</p> <p>LAN Local Area Network</p> <p>LINUX Linus Unix like operating system</p> <p>NAS Network Attached Storage</p> <p>NASA National Aeronautics Space Administration</p> <p>NDC NASA Domain Control</p> <p>NPG NASA Policy Guideline</p> <p>ODC Other Direct Costs</p> <p>OS Operating System</p> <p>PC Personal Computer</p> <p>PD Performance Deliverables</p> <p>POA&M Plan of Action and Milestones</p> <p>SD Schedule Deliverables</p> <p>SO System Owner</p> <p>SOW Statement Of Work</p> <p>UAG User Advisory Group</p> <p>UNIX UNiplexed Information and Computing Service</p>				

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	Support (trouble call) requests report by Name, Org code, and Subscriber status	03/02/2015	
2	Performance	Support requests report by Name, Org code, and Subscriber status	12/01/2014	
3	Performance	Support requests report by Name, Org code, and Subscriber status	03/02/2015	
4	Performance	Support requests report by Name, Org code, and Subscriber status	06/01/2015	
5	Performance	Support requests report by Name, Org code, and Subscriber status	08/01/2015	
6	Schedule	Random Restore Directory Report	12/01/2014	
7	Schedule	Random Restore Directory Report	03/02/2015	
8	Schedule	Random Restore Directory Report	06/01/2015	
9	Schedule	Random Restore Directory Report	08/01/2015	
10	Schedule	Annual Contingency / Disaster Recovery Plan	02/02/2015	
11	Performance	Mtg on CSA Projects Status Update	12/01/2014	
12	Performance	Mtg on CSA Projects Status Update	03/02/2015	
13	Performance	Mtg on CSA Projects Status Update	06/01/2015	
14	Performance	Mtg on CSA Projects Status Update	08/01/2015	
15	Performance	Computer Security Plan Updates and Testing	08/14/2015	
16				
17				
18				
19				
20				
21				

TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1	Training	Agency IT annual security training	06/14/2015	
2	Training	Agency CSO annual security training	08/14/2015	
3	Material	Misc supplies as needed for Computer/printer equipment supplies		
4	Travel	Attend IT specialized training as identified		
5	Material	Provide Specialty Subs/Vendors System Admin as identified		
6				

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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:

See Section A.1 SOW attached

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:

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

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

Contractor employees who are defined as being in a "Position of Trust" will require a security check, as defined in NPG 2810.1.

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

If appropriate they are described as follows:

See Attached Section A.1 SOW and This Task's activities have been identified as being covered under an organizational IT Security Plan, Code S Moderate Systems-CD-999-M-ARC-1912. a. This Task does not support applications that have been designated as a "Special Management Attention" applications.

b. There are requirements for IT Security Risk Assessments, IT Contingency Plans, and/or ITS Plans, or any modification(s) thereto. If appropriate they are described as follows:

The task will maintain the systems, databases and the applications as per the applicable IT Security Plan.

The task will make sure that the appropriate controls are put in place on the systems as defined in the IT Security Plans. Further, the task will engage in making sure that the IT Security Plans are kept up to date and participate in the review process of the plans.

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

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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: Fred Vanwert

Phone:

(b) (6)

Organization's Computer Security Official

Name: Don Sullivan

Phone:

Alternate System Owner

Name: Carol Carroll

Phone:

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Task Order No. S11	Task Mod No. Original	Service Request No.	Customer Code Code SS	SOW Reference 3.1.5	
Note Creator		Note Title			Date Created
Note					
Note Creator		Note Title			Date Created
Note					
Note Creator		Note Title			Date Created
Note					