

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/23/2017		Task Title: Space Biosciences Division Computer Support		
Task Order No.: S42	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: 3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Task Requester Email: (b) (6)		Name: Marilyn Murakami		Phone: (b) (6)
Financial Manager Email: (b) (6)		Name: Maricela Davis		Phone: (b) (6)
Computer Security Officer Email: (b) (6)		Name: Donald Sullivan		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 (9/18/2017)			CO SIGNATURE: Anjennette Contreras-Rodriguez (9/18/2017)	

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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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				

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PART 3 - APPROVAL SUMMARY

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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Order Type: Cost Plus		Funding Level: Task Level Funding		
Approved By	Name	Date	Email	Phone
1. COTR Murakami	Kirsten Nagel	9/18/2017	(b) (6)	(b) (6)
2. CO Murakami	Anjennette Contreras-Rodriguez	9/18/2017		

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Statement of Work - Requirements, part 1:

The purpose of the task is to provide system administration support and user support for the Space Biosciences Division (Code SC) and it's three branches (b) (7)(E)

This work also includes long and short term planning for networking, computing and coordination of all aspects of the support services. The task is expected to maintain functional systems that are designated as subscribed systems or building-wide resources, such as printers and servers. Due to the increase monitoring of systems compliance, the task will analyze and update requirements such as End-of-Life (EOL) hardware and software where appropriate. They will be supporting any MARS mitigation that are required because of EOL of hardware and software. However, there is the understanding that research and laboratory systems and environments may require exceptions. 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:

- ¥ OS Installation and upgrades, patches, EOL, FDCC and CIS compliance
- ¥ Install or apply standard NASA IT software upgrades, install security fixes and patches depending on the system.
- ¥ Ensure that subscribed system backups are performed
- ¥ Support for new hardware acquisition
- ¥ Install new computer systems and peripherals
- ¥ Security support
- ¥ Support printers
- ¥ User support, which includes things such as problem troubleshooting and resolution, but not limited to: Systems use, supported software, hardware/software failures.
- ¥ Installing, configuring and maintaining servers (file servers, print servers, monitoring, logging, NAS, etc.)
- ¥ Support of database and project servers
- ¥ Web server support
- ¥ Support of loaner computers for various situations
- ¥ Support any computer, printer, server, etc. planning for organization, labs, etc.
- ¥ Limited conference room support
- ¥ Support of meetings and conferences when needed
- ¥ Perform routine system administration including: 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

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and firewall support
 ¥ Coordinate/facilitate hardware maintenance calls
 Coordinate of network installation, adds, moves, and changes

Government Furnished Property:

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Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Quarterly Ticket Reports		Quarterly
2.	Performance	Deliverables of Random User Directory Restore		Quarterly
3.	Performance	Monthly meeting on CSA project status updates		Monthly

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Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description		Date Required
1.	Material	Supplies may include (Tapes for Backups, Hard Drive Docks, Internal/external Hard Drives, Uninterrupted Power Source/Surge Protectors, Memory Ram, Adapters, Internal & External Expansion Cards,		8/31/2018
2.	Training	Attend IT Specialized training (2 training sessions for 2 people) in support of the Space Biosciences Division		8/31/2018
3.	Training	Attend IT Security training (2 training sessions for 2 people) in support of Space Biosciences Division.		8/31/2018

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Charge Points				
Charge Number	Description			
001	Contractor Management Support			
002	(b) (7)(E)			
003				
004				
005				

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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?: **YES**

If yes, specialized training requirements are described as follows:

The Task must have at least two (2) NASA Certified System Administrator on the staff.

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

If yes, what level of clearance is required?:

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

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:
Documentation provided by Code I

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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?

See SOW

- 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)	Karen Tambua	(b) (6)
Organization's Computer Security Official	Donald Sullivan	(b) (6)
Alternate System Owner	Mark Fonda	(b) (6)