

## ACITS3 TASK ORDER FORM

## PART I - TASK INFORMATION

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS 3) Contract		
<b>Date:</b> September 16, 2013		<b>Task Title:</b> Code S Scientific Systems and Network Support		
<b>Task Order No.</b> S-01	<b>Task Mod No.</b>	<b>Service Request No.</b>	<b>Customer Code</b> Code SS	<b>SOW Reference</b> 3.1.5
<b>TASK REQUESTER EMAIL:</b> (b) (6)		<b>NAME:</b> Mark L. Fonda		<b>PHONE:</b> (b) (6)
<b>FINANCIAL MANAGER EMAIL:</b> (b) (6)		<b>NAME:</b> Ben Varnell		<b>PHONE:</b> (b) (6)
<b>COMPUTER SECURITY OFFICER EMAIL:</b> (b) (6)		<b>NAME:</b> Donald V. Sullivan		<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) NO				
<b>SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)</b>				
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.				
<b>GOVERNMENT FURNISHED EQUIPMENT (GFE)</b>				
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.				
<b>AFFIRMATIVE PROCUREMENT (See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a>)</b>				
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.				
<b>TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS</b> Please enter this information on pages 2 and 3.				
COTR SIGNATURE: KIRSTEN NAGEL		CO SIGNATURE: ANJENETTE CONTRERAS-RODRIGUEZ		

## PART 2 - TASK ORDER PLAN PROPOSAL AND APPROVAL SUMMARY

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>			

APPROVED BY	Signature and Date	Email Address	Phone
1. TECH AREA MGR.:	(b) (4), (b) (6)	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:			
3. PROGRAM MGR.:			
4. TASK REQUESTER:	MARK FONDA	(b) (6)	(b) (6)
5. DIVISION LEVEL:	Van Wert, Fredric R. (ARC-S)		
6. COTR:	KIRSTEN NAGEL 12/04/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ 12/16/2013		

### ACITS3 TASK ORDER FORM (Continued)

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PRICING Firm Fixed Price		FUNDING LEVEL CHARGE POINT LEVEL		
TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS Statement of Work (SOW)				
A.1 PURPOSE AND DESCRIPTION OF TASK				
<div style="background-color: black; width: 100%; height: 70px; position: relative;"> <div style="position: absolute; top: 5px; right: 5px; color: white; font-size: 12px;">(b) (7)(E)</div> </div>				
<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"> <li>OS installations and upgrades, patches, FDCC and CIS compliance</li> <li>Install or apply standard NASA IT software upgrades, install security fixes and patches</li> <li>Application software installation, upgrades and troubleshooting to a limited extent depending on the system</li> <li>Ensure that subscribed system backups are performed</li> <li>Support for new hardware acquisition (ESD support)</li> <li>Security support</li> <li>Printer support</li> <li>Limited conference room support</li> </ul> <div style="background-color: black; width: 100%; height: 20px; position: relative;"> <div style="position: absolute; top: 5px; right: 5px; color: white; font-size: 12px;">(b) (7)(E)</div> </div> <ul style="list-style-type: none"> <li>Install new computer systems and peripherals</li> <li>Perform routine system administration including: Account management, File system management, System performance monitoring and tuning Maintaining network connectivity to the wall</li> <li>Coordinating cooperative effort(s) where necessary with local area network (LAN), wireless and firewall support</li> <li>User support (problem troubleshooting and resolution), but not limited to: Systems use, Supported software, Hardware/software failures</li> <li>Coordinate/facilitate hardware maintenance calls</li> <li>Installing, configuring and maintaining servers (file sharing, print servers, monitoring, logging, NAS, etc.) as requested by the Task Requester or other management.</li> <li>Documentation</li> <li>Coordination of network installations, adds, moves and changes</li> </ul> <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 (b) (7)(E) building 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"> <li>a. NDC Domain/Authentication</li> <li>b. Security plan status and Annual testing/POA&amp;M resolution</li> </ol>				

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#### SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required
1	Performance	Support (trouble call) requests report by Name, Org code, and Subscriber status	01/03/2014
2	Performance	Support requests report by Name, Org code, and Subscriber status	04/03/2014
3	Performance	Support requests report by Name, Org code, and Subscriber status	07/03/2014
4	Performance	Support requests report by Name, Org code, and Subscriber status	10/03/2014
5	Schedule	Random Restore Directory Report	01/03/2014
6	Schedule	Random Restore Directory Report	04/03/2014
7	Schedule	Random Restore Directory Report	07/03/2014
8	Schedule	Random Restore Directory Report	10/03/2014
9	Schedule	Annual Contingency / Disaster Recovery Plan	01/03/2014
10	Performance	BiMonthly Mtg on CSA Projects Status Update	11/15/2013
11	Performance	BiMonthly Mtg on CSA Projects Status Update	01/15/2014
12	Performance	BiMonthly Mtg on CSA Projects Status Update	03/15/2014
13	Performance	BiMonthly Mtg on CSA Projects Status Update	05/15/2014
14	Performance	BiMonthly Mtg on CSA Projects Status Update	07/15/2014
15	Performance	BiMonthly Mtg on CSA Projects Status Update	09/15/2014
-6	Performance	Annual Computer Security Plan and Testing	09/15/2014

#### TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required
1	Training	Agency IT annual security training	09/15/2014
2	Training	Agency CSO annual security training	09/15/2014
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	11/01/2013
6			

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## WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

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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 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 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.

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

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: Carol Carroll

Phone:

(b) (6)

Organization's Computer Security Official

Name: Don Sullivan

Phone:

Alternate System Owner

Name: Fred Vanwert

Phone: