

05

1. Order No. JETS-OPS05-IC-01 Contract No.: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: Karen Adams Tel No.: <u>281-483-1863</u> Fax: <u>281-483-7890</u> E-mail: <u>karen.d.adams@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-OPS05-IP-01, Revision 1 NNJ04JA53C
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5. Contractor: Muniz Engineering, Inc. 16903 Buccaneer Lane, Suite 200 Houston, Texas 77058 Phone: 281-483-1863 x n/a Fax: 281-483-7890 TIN: CAGE CODE:	6. Deliver On or Before: See attached schedule of delivery F.O.B. Point: Destination Discount Terms: Net 30 Days.
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	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS05-IC-01, NNJ04JA53C
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8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Jessica C. Miller</u> Signature: _____ Date: _____ CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	EVA Office Information Technology Services	1	LOT		\$ 55,070.25	
	Estimated Cost: \$51,587.08					
	Maximum Award Fee \$3,483.17					
	Total Estimated Cost and Fee \$55,070.25					

12. For JSC Internal Use Only: Requisition No.: <u>n/a</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: <u>n/a</u> Rissue To: <u>IA/Glenn Robinson</u>	13. Total \$ 55,070.25
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14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative

Date: _____

1. Task Order Number/Title

JETS-OPS05-IC- 01 - EVA Office Information Technology Services

2. Technical Monitor Representative (TMR)

Primary: D.G. (Greg) Lestourgeon(XA)

Alternate: Dianne Robinson (IC)

3. Narrative Task Description

- a. The contractor shall be responsible for the daily IT support of the EVA Office (Code XA), as specified in the JETS Statement of Work (SOW) areas 4.2, 4.3, 4.4, 5.0, 5.2, 5.4, and 5.5.
- b. The contractor shall be responsible for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- c. The contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- d. The contractor shall be responsible for arranging and conducting meetings (approximately one per month) to inform the user community of upcoming IT capabilities and events. The contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB). The NACB typically meets once each week for one to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week. In addition, the contractor shall attend the IT Steering Council (meets twice monthly) and the IRD Customer Forum (meets once a month). The contractor shall report back to the organization any issues which will impact the organization.
- e. The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day IT operations. In addition, the contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the EVA Office. The 24/7 on-call support shall be accomplished via a contractor provided pager. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors. The contractor shall assist all members of the EVA Office in reducing the number of unsolicited emails and work with the Consolidated Help Desk if a virus is suspected on a user workstation.
- f. The contractor shall provide support to the EVA Office user community working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (16) hours per week are required for the investigation and resolution of user-reported issues. The contractor shall make contact with the end-user within one (1) business day of a reported issue. The contractor

shall coordinate with off-site personnel assigned to the EVA Office and assure commonality of hardware/software.

- g. The contractor shall be responsible for assisting in the installation and use of Public Key Infrastructure (PKI).
- h. The contractor shall maintain the laptop loan pool for the EVA Office. This will include a tracking log (user and due date), configuring the laptops for individual users and ensuring wipe and load are performed when laptops are returned (if necessary). The current virus files will continue to be checked out from the IRD Customer Support Office, currently located in building 45, room 209.
- i. The contractor shall maintain and assure the accuracy of the Customer Service System (CSS) database. The contractor shall receive all requirements for new IT or telephone equipment and write all Service Requests (SR's) required to obtain the IT or telephone equipment. The contractor shall write all SR's for moves within the EVA Office. The contractor shall write all SR's for new ID's or changes to existing ID's. The contractor shall review all SR's written for off-site EVA Office personnel to assure accuracy and where new items are being purchased, assure these are in compliance with the EVA Office IT Plan and provide for commonality between on-site hardware and software.
- j. The contractor shall be responsible for all file access rights for any share directory and maintain records. The contractor shall be knowledgeable of the XA Web site and do routine updates, and minor programming changes.
- k. The contractor shall review home storage usage for all EVA Office employees and advise when usage is 80% maximum. The contractor shall assist employees in efficient use of home directories. The contractor shall provide assistance to employees in backing up data on individual hard drives, CD's or other media. The contractor shall assist users in the use of their workstations/phones/printers/DVD/CD burners/scanners, etc.
- l. The contractor shall gather requirements from all members of the EVA Office and coordinate with management. After approval of requested items has been received, the contractor shall write the IT Plan and present to both EVA Office management and the JSC Chief Information Officer.
- m. The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses. The contractor shall provide assistance on reducing unsolicited email and respond to all virus incidents. The contractor shall assure all office workstations have the latest anti-virus software loaded. The contractor shall provide check-out copies of those items which are allowed for home use and maintain log records.
- n. The contractor shall maintain a current Security Plan for the EVA Office, as required by IRD. The contractor shall perform all duties as the Organizational Computer Security Representative (OCSR) as defined by IRD, and coordinate with the Organizational Computer Security Manager (OCSM).

- o. The contractor shall maintain a configuration-managed diagram of the EVA Office, as well as a configuration-managed document listing pertinent information, such as locations, hardware tag numbers, cable and jack numbers, of all EVA Project Office components, with applicable software license codes.
- p. The contractor shall be knowledgeable of the XA Web site, perform routine updates, and work with other IRD contractors to perform programming changes.
- q. The contractor will be provided office space, computer and phone in the EVA Office (this will be their permanent office).
- r. The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 3/1/05/ through 9/30/05.

5. Deliverables Required

- a) Security Plan for the EVA Office.
- b) IT Plan for the EVA Office.
- c) Configuration-managed diagram of IT equipment for the EVA Office.
- d) Configuration-managed document listing pertinent information of all EVA Office IT components and telephone equipment and applicable software license codes. The applicable items should be recorded and maintained in the IRD server registration database.

1. Task Order Number/Title

JETS-OPS05-IM-01 – Information Resources Directorate (IRD) Management Support

2. Technical Monitor Representative (TMR)

IM/John W. Jurgensen

3. Narrative Task Description

The contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW areas 3.0c (for center wide support) and 4.4, including, but not limited to the following:

- a. The contractor shall draft process flows and charters for NASA approval for supported activities.
- b. The contractor shall be responsible for supporting the annual Center wide Capital Planning and Investment Control (CPIC) activities and the IT Planning Process. Specifically, the contractor shall support the multi-year IT POP, Exhibit 53, Exhibit 300, and the IT Security Focus Area data calls which will involve reviewing the call from Headquarters, supporting the development of collection methodology, analyzing the data collected, and supporting the submits to Headquarters. Supporting the IT Planning Process will involve similar activities for the “next” fiscal year IT investments, but will contain increased detail over the CPIC.

For both the CPIC and IT Planning processes, interaction with all JSC organizations for data collection and analysis is required.

This activity shall be in accordance with the NASA Office of the Chief Information Officer document “NASA Information Technology Capital Planning and Investment Control Process”, current version, and with the NASA document “Information Technology Guidance Document Portion of the Program Operating Plan (POP) Call”, current version. A copy of each document is attached.

The JSC CFO’s web site (Annual Agency Information Technology Data Call for POP 2004) contains the Headquarters CPIC data call as well as submits and reports from the previous year. The link to this website shall be provided by the TMR.

The data collection activities associated with this coordination may involve developing and maintaining databases.

- c. The contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Information Resources Directorate Control Board (ICB)
- CPIC and IT Planning

Bi-weekly

- Information Technology Steering Council (ITSC)

The contractor shall be responsible, at a minimum, for creating agendas; writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings. The contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

d. Supporting IRD's change management process.

The contractor shall be the IRD central "clearinghouse" for routing, tracking and statusing all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions.

e. The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be supported through 9/30/05.

5. Deliverables Required

- CPIC and IT Planning products, e.g., Exhibit 53's and 300's, supporting databases (DRD-02)
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities based on TMR request

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work requests that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Extended hours may be required on TMR request.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$169,260.65
Maximum Award Fee:	\$11,553.37
Total Cost:	\$180,814.02

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

Enclosures:

NASA CPIC Process

IP POP Guidance 2-12-04

JSC – Annual Agency IT POP Data Call for POP 2002



NASA_CPIC_Process.pdf



IT_POP_Guidance_02-12-04.pdf



JSC - Annual Agency I-T POP Data Call for POP 2002.htm

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
 JETS-OPS05-IM-01, Revision 1
 Contract No.: NNJ04JA53C

2. Date of Order
 See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
 Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
 NASA Johnson Space Center, 2101 Nasa Parkway
 Houston, TX 77058-3696
 Org./Buyer: Karen Adams

 Tel No.: 281-483-1863 Fax: 281-483-7890
 E-mail: karen.d.adams@nasa.gov

4. Ship To:
 Transportation Officer, Building 421
 NASA Johnson Space Center
 Houston, TX 77058-3696
 Mark For: **Accountable Property**

 Order No.: JETS-OPS05-IM-01, Revision 1 NNJ04JA53C

5. Contractor:

 Muniz Engineering, Inc.
 16903 Buccaneer Lane, Suite 200
 Houston, Texas 77058

 Phone: 281-483-1863 x n/a Fax: 281-483-7890

 TIN: CAGE CODE:

6. Deliver On or Before: See attached schedule of delivery

 F.O.B. Point: Destination

 Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
 NASA Johnson Space Center
 Attn: LF231/Accounts Payable Group
 Houston, TX 77058-3696
 Order No.: JETS-OPS05-IM-01, Revision 1 NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

 Name: _____ (Person authorized to sign)
 Signature: _____ Date: _____

10. Name: Jessica C. Miller

 Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Information Resources Directorate (IRD) Management Support	1	LOT		\$175,492.12	
	Estimated Cost: \$164,467.69					
	Maximum Award Fee \$11,024.43					
	Total Estimated Cost and Fee \$175,492.12					

12. For JSC Internal Use Only:
 Requisition No.: n/a COMP. PART. PPC: n/a
 Rissue To: IA/Glenn Robinson

13. Total

 \$175,492.12

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ Date: _____

Authorized U.S. Government Representative

1. Task Order Number/Title

JETS-OPS05-IM-01 Revision 1 – Information Resources Directorate (IRD)
Management Support

2. Technical Monitor Representative (TMR)

IM/John W. Jurgensen

3. Narrative Task Description

The contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW areas 3.0c (for center wide support) and 4.4, including, but not limited to the following:

- a. The contractor shall draft process flows and charters for NASA approval for supported activities.
- b. The contractor shall be responsible for supporting the annual Center wide Capital Planning and Investment Control (CPIC) activities and the IT Planning Process. Specifically, the contractor shall support the multi-year IT POP, Exhibit 53, Exhibit 300, and the IT Security Focus Area data calls which will involve reviewing the call from Headquarters, supporting the development of collection methodology, analyzing the data collected, and supporting the submits to Headquarters. Supporting the IT Planning Process will involve similar activities for the “next” fiscal year IT investments, but will contain increased detail over the CPIC.

For both the CPIC and IT Planning processes, interaction with all JSC organizations for data collection and analysis is required.

This activity shall be in accordance with the NASA Office of the Chief Information Officer document “NASA Information Technology Capital Planning and Investment Control Process”, current version, and with the NASA document “Information Technology Guidance Document Portion of the Program Operating Plan (POP) Call”, current version. A copy of each document is attached.

The JSC CFO’s web site (Annual Agency Information Technology Data Call for POP 2004) contains the Headquarters CPIC data call as well as submits and reports from the previous year. The link to this website shall be provided by the TMR.

The data collection activities associated with this coordination may involve developing and maintaining databases.

- c. The contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Information Resources Directorate Control Board (ICB)
- CPIC and IT Planning

Bi-weekly

- Information Technology Steering Council (ITSC)

The contractor shall be responsible, at a minimum, for creating agendas; writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings. The contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

d. Supporting IRD's change management process.

The contractor shall be the IRD central "clearinghouse" for routing, tracking and statusing all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions.

e. The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be supported through 9/30/05.

5. Deliverables Required

- CPIC and IT Planning products, e.g., Exhibit 53's and 300's, supporting databases (DRD-02)
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities based on TMR request

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work requests that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Extended hours may be required on TMR request.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage. .

9. Total Cost Summary and Cost Phasing by Month

Cost: \$164,467.69
Maximum Award Fee: \$11,024.43
Total Cost: \$175,492.12

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

	Previous Value	Rev 1 Value	New Value
Cost	\$ 169,260.65	\$ (4,792.96)	\$ 164,467.69
Fee	\$ 11,553.37	\$ (528.94)	\$ 11,024.43
Total Cost and Fee	\$ 180,814.02	\$ (5,321.90)	\$ 175,492.12

Enclosures:

NASA CPIC Process

IP POP Guidance 2-12-04

JSC – Annual Agency IT POP Data Call for POP 2002



NASA_CPIC_Process.pdf



IT_POP_Guidance_02-12-04.pdf



JSC - Annual Agency I-T POP Data Call for POP 2002.htm

1. Task Order Number/Title

JETS-OPS05-IM-01 Revision 2 – Information Resources Directorate (IRD)
Management Support

2. Technical Monitor Representative (TMR)

IM/Charlotte D. Owens

3. Narrative Task Description

The contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW areas 3.0c (for center wide support) and 4.4, including, but not limited to the following:

- a. The contractor shall draft process flows and charters for NASA approval for supported activities.
- b. The contractor shall be responsible for supporting the annual Center wide Capital Planning and Investment Control (CPIC) activities and the IT Planning Process. Specifically, the contractor shall support the multi-year IT POP, Exhibit 53, and Exhibit 300 data calls which will involve reviewing the call from Headquarters, supporting the development of collection methodology, analyzing the data collected, and supporting the submits to Headquarters. Supporting the IT Planning Process will involve similar activities for the “next” fiscal year IT investments, but will contain increased detail over the CPIC.

For both the CPIC and IT Planning processes, interaction with all JSC organizations for data collection and analysis is required. This activity shall be in accordance with the NASA Office of the Chief Information Officer document “NASA Information Technology Capital Planning and Investment Control Process”, current version, and with the NASA document “Information Technology Guidance Document Portion of the Program Operating Plan (POP) Call”, current version. A copy of each document is available on request.

The JSC CFO’s web site (Annual Agency Information Technology Data Call for POP 2005) contains the Headquarters CPIC data call as well as submits and reports from the previous year. The link to this website will be provided by the TMR/COTR.

The data collection activities associated with this coordination may involve developing and maintaining databases.

- c. The contractor shall be responsible for consulting on the final products which will be representing JSC to NASA Headquarters and if necessary, the Office of Management and Budget. The contractor shall be responsible for quality control review on all of the associated documentation and submittal.

The contractor shall assess the JSC organizations' developed Exhibit 53s and Major Investment Exhibit 300s for a comprehensive JSC product (preliminary review with comments and recommendations), and offer best practice solutions, where needed. The contractor shall assess the JSC organizations' developed Exhibit 300s and provide recommendations on the preparation and integration of a comprehensive JSC submittal to NASA Headquarters. The contractor shall provide JSC with additional Exhibit 300 review support and additional recommendations in response to NASA Headquarters review and various ad hoc inquiries through submittal and pass-back process with Office of Management and Budget (OMB).

The planned Exhibit 300s includes Kennedy Space Center's (KSC) Space Shuttle Program Ground Operations, Launch Control System, Integrated Logistics and Shuttle Processing Support. It is possible that a deviation in the number and content of Exhibit 300s may occur. Thus, the contractor should plan for a total of 5 - 7 Exhibit 300s. For KSC, the contractor shall provide consultation services for existing Exhibit 300's as well as on a new Exhibit 300 for Ground Cameras.

This task includes utilizing analytical methodologies to facilitate a comprehensive JSC IT Program Operating Plan (POP) submittal, working with the organizational representatives, supplying boilerplate language as necessary, and performing analyses and consulting on the organization's document submittal. Analysis could include technical and fiscal aspects, existing and projected capabilities, alternative implementation strategies, cost benefit analysis, obsolescence, growth, and other criteria as defined by the JSC Chief Information Officer, NASA Management and/or the OMB. Support IRD with overall project and communication management and CPIC process improvement expertise.

d. The contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Information Resources Directorate Control Board (ICB)
- CPIC and IT Planning

Bi-weekly

- Information Technology Steering Council (ITSC)

The contractor shall be responsible, at a minimum, for creating agendas; writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings. The contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

e. Supporting IRD's change management process.

The contractor shall be the IRD central “clearinghouse” for routing, tracking and statusing all CR’s submitted to IRD, including determining the intended control board or management forum, and tracking associated actions.

f. The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

Period of Performance – 9/1/04 – 9/30/05

5. Deliverables Required

- CPIC and IT Planning products, e.g., Exhibit 53's and 300's, supporting databases (DRD-02)
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities
- The deliverables consist of multiple completed Exhibit 300s (approximately 5-7 Exhibit 300 documents) and supporting documentation. The contractor shall provide a Monthly Contract Management Status Report.
- The contractor shall provide weekly status to the Strategic Planning and Integration Office to address potential changes in assumptions and methodology, current accomplishments and finding, and external issues that may hinder the advanced development.

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work requests that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Extended hours may be required and should be coordinated with TMR.

Travel may be required under this task order to assist in the development of the Exhibit 300 documentation. The contractor shall anticipate three one-week trips to NASA Kennedy Space Center during the period of July 2005 to September 2005 for two individuals.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.
- c. Completed Exhibit 300 Submittals.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$206,932.88
Maximum Award Fee: \$13,329.86
Total Cost: \$256,543.73

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 2 adds KSC Exhibit 300 support to this Task Order.

	Previous Value	Rev 2 Value	New Value
Cost	\$ 164,467.69	\$ 42,465.19	\$ 206,932.88
Fee	\$ 11,024.43	\$ 2,305.43	\$ 13,329.86
Total Cost and F	\$ 175,492.12	\$ 44,770.62	\$ 220,262.74

Enclosures:

OPS05-IM-01 SUMMARY

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
Subcontract Labor														
G&A														
Subtotal Labor														
Materials														
Travel														
Training														
Equipment/Maintenance														
Subtotal Non-Labor														
Available Fee														
Total Cost and Fee														\$ 220,262.74

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-OPS05-IM-01, Revision 3 Contract No.: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: Karen Adams Tel No.: <u>281-483-1863</u> Fax: <u>281-483-7890</u> E-mail: <u>karen.d.adams@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-OPS05-IM-01, Revision 3 NNJ04JA53C
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5. Contractor: Muniz Engineering, Inc. 16903 Buccaneer Lane, Suite 200 Houston, Texas 77058 Phone: 281-483-1863 x n/a Fax: 281-483-7890 TIN: CAGE CODE:	6. Deliver On or Before: See attached schedule of delivery F.O.B. Point: Destination Discount Terms: Net 30 Days.
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7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS05-IM-01, Revision 3 NNJ04JA53C
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8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Jessica C. Miller</u> Signature: _____ Date: _____ CONTRACTING OFFICER
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11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Information Resources Directorate (IRD) Management Support	1	LOT		\$ 249,757.13	
	Estimated Cost: \$ 234,497.73					
	Maximum Award Fee \$ 15,259.40					
	Total Estimated Cost and Fee \$ 249,757.13					

12. For JSC Internal Use Only: Requisition No.: <u>n/a</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: <u>n/a</u> Rissue To: <u>IA/Glenn Robinson</u>	13. Total \$ 249,757.13
--	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date _____

1. Task Order Number/Title

JETS-OPS05-IM-01 Revision 3 – Information Resources Directorate (IRD)
Management Support

2. Technical Monitor Representative (TMR)

IM/Charlotte D. Owens

3. Narrative Task Description

The contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW areas 3.0c (for center wide support) and 4.4, including, but not limited to the following:

- a. The contractor shall draft process flows and charters for NASA approval for supported activities.
- b. The contractor shall be responsible for supporting the annual Center wide Capital Planning and Investment Control (CPIC) activities and the IT Planning Process. Specifically, the contractor shall support the multi-year IT POP, Exhibit 53, and Exhibit 300 data calls which will involve reviewing the call from Headquarters, supporting the development of collection methodology, analyzing the data collected, and supporting the submits to Headquarters. Supporting the IT Planning Process will involve similar activities for the “next” fiscal year IT investments, but will contain increased detail over the CPIC.

For both the CPIC and IT Planning processes, interaction with all JSC organizations for data collection and analysis is required. This activity shall be in accordance with the NASA Office of the Chief Information Officer document “NASA Information Technology Capital Planning and Investment Control Process”, current version, and with the NASA document “Information Technology Guidance Document Portion of the Program Operating Plan (POP) Call”, current version. A copy of each document is available on request.

The JSC CFO’s web site (Annual Agency Information Technology Data Call for POP 2005) contains the Headquarters CPIC data call as well as submits and reports from the previous year. The link to this website will be provided by the TMR/COTR.

The data collection activities associated with this coordination may involve developing and maintaining databases.

- c. The contractor shall be responsible for consulting on the final products which will be representing JSC to NASA Headquarters and if necessary, the Office of Management and Budget. The contractor shall be responsible for quality control review on all of the associated documentation and submittal.

The contractor shall assess the JSC organizations' developed Exhibit 53s and Major Investment Exhibit 300s for a comprehensive JSC product (preliminary review with comments and recommendations), and offer best practice solutions, where needed. The contractor shall assess the JSC organizations' developed Exhibit 300s and provide recommendations on the preparation and integration of a comprehensive JSC submittal to NASA Headquarters. The contractor shall provide JSC with additional Exhibit 300 review support and additional recommendations in response to NASA Headquarters review and various ad hoc inquiries through submittal and pass-back process with Office of Management and Budget (OMB).

The planned Exhibit 300s for JSC includes the JSC - Flight Operations, JSC - Integrated Planning System, JSC - Mission Control Center, JSC - Software Development/Integration Laboratory, JSC - Space Shuttle Program Flight Software, JSC - Space Shuttle Program Integration, JSC - Space Station Production Facility, and the JSC - Space Station Training Facility. The support for this effort does not require any travel.

The planned Exhibit 300s includes Kennedy Space Center's (KSC) Space Shuttle Program Ground Operations, Launch Control System, Integrated Logistics and Shuttle Processing Support. It is possible that a deviation in the number and content of Exhibit 300s may occur. Thus, the contractor should plan for a total of 5 - 7 Exhibit 300s. For KSC, the contractor shall provide consultation services for existing Exhibit 300's as well as on a new Exhibit 300 for Ground Cameras.

This task includes utilizing analytical methodologies to facilitate a comprehensive JSC IT Program Operating Plan (POP) submittal, working with the organizational representatives, supplying boilerplate language as necessary, and performing analyses and consulting on the organization's document submittal. Analysis could include technical and fiscal aspects, existing and projected capabilities, alternative implementation strategies, cost benefit analysis, obsolescence, growth, and other criteria as defined by the JSC Chief Information Officer, NASA Management and/or the OMB. Support IRD with overall project and communication management and CPIC process improvement expertise.

d. The contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Information Resources Directorate Control Board (ICB)
- CPIC and IT Planning

Bi-weekly

- Information Technology Steering Council (ITSC)

The contractor shall be responsible, at a minimum, for creating agendas; writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings. The contractor shall also be responsible for tracking data related to

management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

e. Supporting IRD's change management process.

The contractor shall be the IRD central "clearinghouse" for routing, tracking and statusing all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions.

f. The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

Period of Performance – 9/1/04 – 9/30/05

5. Deliverables Required

- CPIC and IT Planning products, e.g., Exhibit 53's and 300's, supporting databases (DRD-02)
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities
- The deliverables consist of multiple completed Exhibit 300s and supporting documentation. The contractor shall provide a Monthly Contract Management Status Report.
- The contractor shall provide weekly status to the Strategic Planning and Integration Office to address potential changes in assumptions and methodology, current accomplishments and finding, and external issues that may hinder the advanced development.

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work requests that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Extended hours may be required and should be coordinated with TMR.

Travel may be required under this task order to assist in the development of the Exhibit 300 documentation. The contractor shall anticipate three one-week trips to NASA Kennedy Space Center during the period of July 2005 to September 2005 for two individuals.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.
- c. Completed Exhibit 300 Submittals.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$234,497.73
Maximum Award Fee:	\$15,259.40
Total Cost:	\$249,757.13

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 3 adds JSC Exhibit 300 support to this Task Order.

	Previous Value	Rev 2 Value	New Value
Cost	\$ 206,932.88	\$ 27,564.85	\$ 234,497.73
Fee	\$ 13,329.86	\$ 1,929.54	\$ 15,259.40
Total Cost and F	\$ 220,262.74	\$ 29,494.39	\$ 249,757.13

1. Task Order Number/Title

JETS-OPS05-IP-01 - Boundary Services Systems Daily Operations

2. Technical Monitor Representative (TMR)

Primary: Stanley Johnson (IP2)

Alternate: Robert Hennan (IP2)

3. Narrative Task Description

The contractor shall be responsible for the daily operation of the JSC Boundary Services Systems (BSS), as specified in the JETS Statement of Work (SOW) areas 5.3 and 5.5.

The individual components of the BSS include the Inner and Outer JSC Firewalls, the Special Purpose ISOLAN Firewall, the Backup/Development Firewall, the Firewall Administrative System, the Firewall Log Servers, the Firewall Log Processing Server, the Primary and Backup IPSec Servers, the Point-to-Point Tunneling Protocol (PPTP) Server, the RaptorMobile-EC Server, the Webproxy Server, and the Neoteris Server, as listed in the Information Resources Directorate (IRD) Maintenance Database that was baselined in Attachment J-7 of the JETS Contract, as well as the Secure Server system and the Websense web filtering system.

The contractor shall be responsible for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.

The contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.

The contractor shall be responsible for arranging and conducting meetings (approximately one per month) to inform the user community of upcoming BSS capabilities and events. The contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day BSS operations. In addition, the contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the BSS or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors.

The contractor shall provide daily review and analysis of the firewall and other log files of the BSS, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues.

The contractor shall provide support to the user community for issues that are related to the BSS, including receiving and electronic tracking of incoming calls and requests, handling BSS-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (16) hours per week are required for the investigation and resolution of user-reported issues. The contractor shall make contact with the end-user within one (1) business day of a reported issue.

The contractor shall be responsible for the development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses.

The contractor shall maintain a current Security Plan for the BSS, as specified in DRD-14 IT Security Plans. In addition, the contractor shall maintain a configuration-managed architecture diagram of the BSS, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all BSS components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated in the IRD Maintenance Database.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

- a) Security Plan for the BSS, as specified in DRD-14 IT Security Plans
- b) Configuration-managed architecture diagram of the BSS
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all BSS components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Maintenance Database.
- d) Monthly reports of BSS related calls and service requests

6. Training

Training shall include semi-annual attendance by one individual to Public Key Infrastructure (PKI) training and annual attendance of InterOPS training/conference.

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$380,980.78
Maximum Award Fee:	\$25,103.53
Total Cost:	\$406,084.31

Monthly Cost Phasing - See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

OPS05-IP-01

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
G&A														
Subtotal Labor														
Materials														
Travel														
Training														
Equipment/Maintenance														
Subtotal Non-Labor														
Award Fee														
Total Cost and Fee														\$ 406,084.31

156.67

IT Prof III	EP Allocation
	Monthly Hours
	FB Rate
	Direct Labor
Analyst	EP Allocation
	Monthly Hours
	FB Rate
	Direct Labor
IT Prof III	EP Allocation
	Monthly Hours
	FB Rate
	Direct Labor
Analyst	EP Allocation
	Monthly Hours
	FB Rate
	Direct Labor
Analyst	EP Allocation
	Monthly Hours
	FB Rate
	Direct Labor

Total Labor
Program Management Allocation
PMO Training Allocation
Supervisor Allocation (IP)
Supervisor Training Allocation

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-OPS05-IP-01, Revision 1
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

Tel No.: 281-483-1863 Fax: 281-483-7890
E-mail: karen.d.adams@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-OPS05-IP-01, Revision 1 NNJ04JA53C

5. Contractor:

Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

Phone: 281-483-1863 x n/a Fax: 281-483-7890

TIN: CAGE CODE:

6. Deliver On or Before: See attached schedule of delivery

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-OPS05-IP-01, Revision 1 NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Jessica C. Miller

Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Boundary Services Systems Daily Operations Subtask Description(s). Estimated Cost: \$385,771.42 Maximum Award Fee \$25,216.40 Total Estimated Cost and Fee \$410,987.82	1	LOT		\$410,987.82	

12. For JSC Internal Use Only:
Requisition No.: n/a COMP. PART. PPC: n/a
Rissue To: IA/Glenn Robinson

13. Total

\$ 410,987.82

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date _____

1. Task Order Number/Title

JETS-OPS05-IP-01 Revision 1 - Boundary Services Systems Daily Operations

2. Technical Monitor Representative (TMR)

Primary: Stanley Johnson (IP2)

Alternate: Robert Hennan (IP2)

3. Narrative Task Description

The contractor shall be responsible for the daily operation of the JSC Boundary Services Systems (BSS), as specified in the JETS Statement of Work (SOW) areas 5.3 and 5.5.

The individual components of the BSS include the Inner and Outer JSC Firewalls, the Special Purpose ISOLAN Firewall, the Backup/Development Firewall, the Firewall Administrative System, the Firewall Log Servers, the Firewall Log Processing Server, the Primary and Backup IPSec Servers, the Point-to-Point Tunneling Protocol (PPTP) Server, the RaptorMobile-EC Server, the Webproxy Server, and the Neoteris Server, as listed in the Information Resources Directorate (IRD) Maintenance Database that was baselined in Attachment J-7 of the JETS Contract, as well as the Secure Server system and the Websense web filtering system.

The contractor shall be responsible for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.

The contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.

The contractor shall be responsible for arranging and conducting meetings (approximately one per month) to inform the user community of upcoming BSS capabilities and events. The contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day BSS operations. In addition, the contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the BSS or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors.

The contractor shall provide daily review and analysis of the firewall and other log files of the BSS, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues.

The contractor shall provide support to the user community for issues that are related to the BSS, including receiving and electronic tracking of incoming calls and requests, handling BSS-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (16) hours per week are required for the investigation and resolution of user-reported issues. The contractor shall make contact with the end-user within one (1) business day of a reported issue.

The contractor shall be responsible for the development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses.

The contractor shall maintain a current Security Plan for the BSS, as specified in DRD-14 IT Security Plans. In addition, the contractor shall maintain a configuration-managed architecture diagram of the BSS, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all BSS components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated in the IRD Maintenance Database.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

- a) Security Plan for the BSS, as specified in DRD-14 IT Security Plans
- b) Configuration-managed architecture diagram of the BSS
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all BSS components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Maintenance Database.
- d) Monthly reports of BSS related calls and service requests

6. Training

Training shall include semi-annual attendance by one individual to Public Key Infrastructure (PKI) training and annual attendance of InterOPS training/conference.

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$385,771.42
Maximum Award Fee:	\$25,216.40
Total Cost:	\$410,987.82

Monthly Cost Phasing - See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

Previous Value	Rev # Value	New Value
\$ 380,980.78	\$ 4,790.64	\$ 385,771.42
\$ 25,103.53	\$ 112.87	\$ 25,216.40
\$ 406,084.31	\$ 4,903.51	\$ 410,987.82

OPS05-IP-01 Revision 1

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
Subcontract Labor														
G&A														
Subtotal Labor														
Materials														
Travel														
Training														
Equipment/Maintenance														
Subtotal Non-Labor														
Available Fee														
Total Cost and Fee														\$ 410,987.82

Attachment 1

1. Task Order Number/Title

JETS-OPS05-IP-02 – IT Security Situational Awareness

2. Technical Monitor Representative (TMR)

Primary: Sandra Price (IP)

Alternate: Paul Wilson (IP)

3. Narrative Task Description

The contractor shall be responsible for the daily operation of the JSC Network Intrusion Detection (NID) systems, as specified in the JETS Statement of Work (SOW) area 5.2.

The JSC NID systems include the Internet Security Systems (ISS) RealSecure Site Protector and Network Flight Recorder systems, as listed in the Information Resources Directorate (IRD) Systems Maintenance Database that was baselined in Attachment J-7 of the JETS Contract, as well as XQoS ContExt (Content Extractor), which was brought online in January 2004.

As a part of the network scanning activities, the contractor shall be responsible for generating ad-hoc reports in a format to be determined by the IRD Information Technology (IT) Security Office based on the specifics of each individual security situation. It is estimated that the contractor shall provide two (2) such reports per month.

The contractor shall be responsible for regular network security scanning using the Internet Security Systems (ISS) Scanner, nmap, wireless and other scanning tools as specified by the IRD IT Security Office. The network scanning is to be performed per the quarterly requirements defined by the NASA Code V Vulnerability Reduction Guidance (updated yearly). In addition to the quarterly scanning, scans are to be performed on any new system installed at the Center, in support of web registration, and on an ad-hoc basis due to security threats or data calls.

The contractor shall use the JSC NID and XQoS systems to assist the IRD IT Security Office in the resolution of virus-related issues.

The contractor shall be responsible for processing Alerts from the antivirus products (Symantec) and assisting users in the resolution of virus-related issues on a daily basis. The processing of alerts will entail verifying infection and /or origin of viruses. If infection has occurred the contractor will contact the user and OCSM for repair. Notification to user and OCSM should be done by phone and email.

Sample of Virus alert
Samantec

Virus Name: Downloader.Trojan
Computer: "computer name"
Location: D:\documents and settings\mwaids\Local Settings\Temporary Internet Files\Contene.IE5\CR9VE6F1\NETWIN\[1].CHM
Requested Action: Clean

Actual Action; Quarantine
Date: 08/16/2004 Time: 01:59:57 PM
Source: Norton AntiVirus Corporate Edition
User Name: "domain userid"

The contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day network security operations as detailed above. In addition, the contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the network security operations infrastructure or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Phone. If the contractor detects or is notified via Government-provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security investigations and forensics analyses.

The contractor shall maintain a current Security Plan for the JSC NID systems, as specified in DRD-14 IT Security Plans. In addition, the contractor shall maintain a configuration-managed architecture diagram of the NID infrastructure, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all NID components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

- a) Security Plan for the JSC IT security situational awareness system, as specified in DRD-14 IT Security Plans
- b) Configuration-managed architecture diagram of the JSC IT security situational awareness systems
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all JSC IT security situational awareness components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Server Registration Database.
- d) The contractor shall produce scanning reports for each scan that is performed.
- e) The contractor shall prepare a memorandum as directed by the IRD IT Security Office for each quarterly scan, web registration, organizational and incident investigation scan that is performed. The appropriate IRD IT Security management signature shall be obtained for each memorandum. (See attached)
- f) The contractor shall be responsible for providing quarterly network security and wireless security audit reports electronically to IRD IT Security personnel.

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The contractor shall provide monthly System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$224,355.11
Maximum Award Fee: \$14,960.81
Total Cost: \$239,315.92

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
 JETS-OPS05-IP-02, Revision 1
 Contract No.: NNJ04JA53C

2. Date of Order
 See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
 Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
 NASA Johnson Space Center, 2101 Nasa Parkway
 Houston, TX 77058-3696
 Org./Buyer: Karen Adams

 Tel No.: 281-483-1863 Fax: 281-483-7890
 E-mail: karen.d.adams@nasa.gov

4. Ship To:
 Transportation Officer, Building 421
 NASA Johnson Space Center
 Houston, TX 77058-3696
 Mark For: **Accountable Property**

 Order No.: JETS-OPS05-IP-02, Revision 1 NNJ04JA53C

5. Contractor:

 Muniz Engineering, Inc.
 16903 Buccaneer Lane, Suite 200
 Houston, Texas 77058

 Phone: 281-483-1863 x n/a Fax: 281-483-7890

 TIN: CAGE CODE:

6. Deliver On or Before: See attached schedule of delivery

 F.O.B. Point: Destination

 Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
 NASA Johnson Space Center
 Attn: LF231/Accounts Payable Group
 Houston, TX 77058-3696
 Order No.: JETS-OPS05-IP-02, Revision 1 NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
 Name: _____ (Person authorized to sign)
 Signature: _____ Date: _____

10. Name: Jessica C. Miller

 Signature: _____ Date: _____
 CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	IT Security Situational Awareness	1	LOT		\$299,152.64	
	Estimated Cost: \$280,530.83					
	Maximum Award Fee \$18,621.81					
	Total Estimated Cost and Fee \$299,152.64					

12. For JSC Internal Use Only:
 Requisition No.: n/a COMP. PART. PPC: n/a
 Rissue To: IA/Glenn Robinson

13. Total
 \$299,152.64

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ Date: _____

Authorized U.S. Government Representative

1. Task Order Number/Title

JETS-OPS05-IP-02 Revision 1 – IT Security Situational Awareness

2. Technical Monitor Representative (TMR)

Primary: Sandra Price (IP)

Alternate: Paul Wilson (IP)

3. Narrative Task Description

The contractor shall be responsible for the daily operation of the JSC Network Intrusion Detection (NID) systems, as specified in the JETS Statement of Work (SOW) area 5.2.

The JSC NID systems include the Internet Security Systems (ISS) RealSecure Site Protector and Network Flight Recorder systems, as listed in the Information Resources Directorate (IRD) Systems Maintenance Database that was baselined in Attachment J-7 of the JETS Contract, as well as XQoS ContExt (Content Extractor), which was brought online in January 2004.

As a part of the network scanning activities, the contractor shall be responsible for generating ad-hoc reports in a format to be determined by the IRD Information Technology (IT) Security Office based on the specifics of each individual security situation. It is estimated that the contractor shall provide two (2) such reports per month.

The contractor shall be responsible for regular network security scanning using the Internet Security Systems (ISS) Scanner, nmap, wireless and other scanning tools as specified by the IRD IT Security Office. The network scanning is to be performed per the quarterly requirements defined by the NASA Code V Vulnerability Reduction Guidance (updated yearly). In addition to the quarterly scanning, scans are to be performed on any new system installed at the Center, in support of web registration, and on an ad-hoc basis due to security threats or data calls.

The contractor shall use the JSC NID and XQoS systems to assist the IRD IT Security Office in the resolution of virus-related issues.

The contractor shall be responsible for processing Alerts from the antivirus products (Symantec) and assisting users in the resolution of virus-related issues on a daily basis. The processing of alerts will entail verifying infection and /or origin of viruses. If infection has occurred the contractor will contact the user and OCSM for repair. Notification to user and OCSM should be done by phone and email.

Sample of Virus alert
Samantec

Virus Name: Downloader.Trojan
Computer: "computer name"
Location: D:\documents and settings\mwaidd\Local Settings\Temporary Internet Files\Contene.IE5\CR9VE6F1\NETWIN[1].CHM
Requested Action: Clean

Actual Action; Quarantine
Date: 08/16/2004 Time: 01:59:57 PM
Source: Norton AntiVirus Corporate Edition
User Name: "domain userid"

The contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day network security operations as detailed above. In addition, the contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the network security operations infrastructure or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Phone. If the contractor detects or is notified via Government-provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security investigations and forensics analyses.

The contractor shall maintain a current Security Plan for the JSC NID systems, as specified in DRD-14 IT Security Plans. In addition, the contractor shall maintain a configuration-managed architecture diagram of the NID infrastructure, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all NID components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

- a) Security Plan for the JSC IT security situational awareness system, as specified in DRD-14 IT Security Plans
- b) Configuration-managed architecture diagram of the JSC IT security situational awareness systems
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all JSC IT security situational awareness components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Server Registration Database.
- d) The contractor shall produce scanning reports for each scan that is performed.
- e) The contractor shall prepare a memorandum as directed by the IRD IT Security Office for each quarterly scan, web registration, organizational and incident investigation scan that is performed. The appropriate IRD IT Security management signature shall be obtained for each memorandum. (See attached)
- f) The contractor shall be responsible for providing quarterly network security and wireless security audit reports electronically to IRD IT Security personnel.

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The contractor shall provide monthly System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$280,530.83
Maximum Award Fee: \$18,621.81
Total Cost: \$299,152.64

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

	Previous Value	Rev # Value	New Value
Cost	\$ 224,355.11	\$ 56,175.72	\$ 280,530.83
Fee	\$ 14,960.81	\$ 3,661.00	\$ 18,621.81
Total Cost and Fee	\$ 239,315.92	\$ 59,836.72	\$ 299,152.64

OPS05-IP-02

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
Subcontract Labor														
G&A														
Subtotal Labor														
Materials														
Travel														
Training														
Equipment/Maintenanc														
Subtotal Non-Labor														
Available Fee														
Total Cost and Fee														\$299,152.64

Attachment 1

1. Task Order Number/Title

JETS-OPS05-IP-03 - Integration and Process Management Support

2. Technical Monitor Representative (TMR)

Primary: Chuck Carpenter (IP)

Alternate: Chris Ortiz (IP)

3. Narrative Task Description

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

The contractor shall provide support for Integration and Process Management in accordance with JETS SOW 4.4. . All metrics are to be posted in the appropriate area of the IRD WBS (\\jsc-fs01\2810 IT Security\Functions\2810.1.3 Metrics & Reporting). In addition to posting in the WBS, some of the metrics are to be posted on the appropriate website (e.g. IT Security under OCSM Tools & Information) or in the Center Director's Metric (CDM) tool. Specifically the contractor shall:

Support the various IT Security Boards and meetings

The contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process, the NACB Web Registration process, the IRD waiver processes and tools to create agenda items for the

- Weekly Network Access Control Board (NACB)
- Monthly Birds of a Feather (BOF)
- Monthly Organizational Computer Security Manager (OCSM) meetings.

Network Access Control Board Support

The contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to.

- Describe minimum technical requirements for SR that come through the NACB to customers
- Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
- Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SRs)
- Manage NACB SR database (includes agenda, minutes, etc.)
- Review all NACB SR's and referenced IT Security Plans to ensure that the requested service has been appropriately documented within the organization IT security plans.
- Re-scheduling SR's with interim approval to return to the NACB

The contractor shall also track and provide metric information relating to NACB SR's:

- Number of SR's processed

- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

NACB Website Registration Process for JSC

The contractor shall be responsible for the NACB Website Registration process.

Specifically:

- Enhance & manage Web site registration system and process
- Act as the primary interface between customers and the NACB by helping them to understand the website registration policy and processes.
- Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
- Review and provide recommendation for approval of the LIFT scan results for Web site registrations
- Ah-hoc reports

The contractor shall track metrics associated with website registration including...

- Number of Websites Registered, approved, rejected, time in queue
- Number of accounts on the LIFT machines

Support Existing IT Security Databases

The contractor shall be responsible for maintaining various IRD it security databases, including the ...

- System Administrator Certification Database,
- Web Registration Database
- Security Plan Database
- Virus Tracking Database
- IT security Investigations DB
- Incident Response Database
- IT Security Training Database.
- IT Security POC Database

The contractor shall be responsible for data entry, data integration, and data analysis for the above databases. The contractor shall have the ability to generate new reports from the various databases as requested by the IT Security Manager (ITSM).

Security Incident Response Logging and Tracking

The contractor shall be responsible for tracking IT Security incident response information. The contractor shall be the focal point for opening up security incident ticket information, and producing management reports detailing open, closed, and associated ticket metrics. The contractor shall be responsible for data entry, data integration, and data analysis of the security incident response database.

Information Technology System (ITS) Metrics Integration

The contractor shall be responsible for reporting IT Security metrics from the various databases that they are responsible for maintaining. At the end of each month IT Security

must report to center management a series of metrics on IT security. The contractor will be responsible for gathering, compiling, and reporting metrics for the IT Security office using the established center tools. The metrics include, but are not limited to...

- Training Metrics
 - Solar Training Metrics for All Civil Servants and Managers by Organization
 - System admin certification program metrics
- IT security plan compliance metrics
 - Quarterly IT Security Plan Registration
 - Monthly compliance metrics by organization
- Number of open security incidents
 - Number of system compromises
 - Number of system infected with a virus
 - Number of on-going investigations
 - Number of on-going incidents
 - Lessons Learned

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be supported through 9/30/05.

5. Deliverables Required

a) Meeting Support

- agendas
- recording and posting meeting minutes,
- documenting associated actions

b) Database maintenance, data entry and analysis.

- As built documentation for the various databases described above.
- Monthly metric reports from the various IT Security databases
- ad-hoc reporting as requested to support the center ITSM.

c) NACB SR Metrics

- Number of SR's processed
- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

d) Website Registration Metric Reports

- Number of accounts on the LIFT machines
- Number of Websites Registered, approved, rejected, time in queue
- Report number of sites, number of systems by organization, operating system, web services, web server (with each major web registration activity)

e) IT Security Metrics

- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization
- Overview of system admin certification program metrics by Organization.
- IT security plan compliance metrics by Organization.

6. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSonline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

- LIFT accounts created with 24 hours of receiving request 99% of the time.
- Posting of agenda's one week prior to meeting 95% of the time
- Posting of meeting minutes and actions two working days after meeting 95% of the time
- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization posted within 2 working days of receipt of data from HR,95% of the time (OCSM Tools & Information).
- Overview of system admin certification program metrics by Organization posted weekly on or before Friday by 3 pm 95% of the time (OCSM Tools & Information)
- IT security plan compliance metrics by Organization posted weekly on or before Friday by 3 pm 95% of the time. (OCSM Tools & Information)
- The contractor shall provide monthly customer satisfaction metrics as described in DRD-03 for the NACB support.
- 100% meeting coverage.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$62,976.22
 Maximum Award Fee: \$4,255.83
 Total Cost: \$67,232.05

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-OPS05-IP-03, Revision 1 Contract No.: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: Karen Adams Tel No.: <u>281-483-1863</u> Fax: <u>281-483-7890</u> E-mail: <u>karen.d.adams@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-OPS05-IP-03, Revision 1 NNJ04JA53C
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5. Contractor: Muniz Engineering, Inc. 16903 Buccaneer Lane, Suite 200 Houston, Texas 77058 Phone: 281-483-1863 x n/a Fax: 281-483-7890 TIN: CAGE CODE:	6. Deliver On or Before: See attached schedule of delivery F.O.B. Point: Destination Discount Terms: Net 30 Days.
--	--

	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS05-IP-03, Revision 1 NNJ04JA53C
--	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Jessica C. Miller</u> Signature: _____ Date: _____ <p style="text-align: center;">CONTRACTING OFFICER</p>
---	--

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Integration and Process Management Support s	1	LOT		\$76,425.29	
	Estimated Cost				\$71,640.07	
	Maximum Award Fee				\$4,785.22	
	Total Estimated Cost and Fee				\$76,425.29	

12. For JSC Internal Use Only: Requisition No.: <u>n/a</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: <u>n/a</u> Rissue To: IA/Glenn Robinson	13. Total <p style="text-align: center;">\$76,425.29</p>
--	--

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

1. Task Order Number/Title

JETS-OPS05-IP-03 Revision 1 - Integration and Process Management Support

2. Technical Monitor Representative (TMR)

Primary: Chuck Carpenter (IP)

Alternate: Chris Ortiz (IP)

3. Narrative Task Description

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

The contractor shall provide support for Integration and Process Management in accordance with JETS SOW 4.4. . All metrics are to be posted in the appropriate area of the IRD WBS (\\jsc-fs01\2810 IT Security\Functions\2810.1.3 Metrics & Reporting). In addition to posting in the WBS, some of the metrics are to be posted on the appropriate website (e.g. IT Security under OCSM Tools & Information) or in the Center Director's Metric (CDM) tool. Specifically the contractor shall:

Support the various IT Security Boards and meetings

The contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process, the NACB Web Registration process, the IRD waiver processes and tools to create agenda items for the

- Weekly Network Access Control Board (NACB)
- Monthly Birds of a Feather (BOF)
- Monthly Organizational Computer Security Manager (OCSM) meetings.

Network Access Control Board Support

The contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to.

- Describe minimum technical requirements for SR that come through the NACB to customers
- Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
- Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SRs)
- Manage NACB SR database (includes agenda, minutes, etc.)
- Review all NACB SR's and referenced IT Security Plans to ensure that the requested service has been appropriately documented within the organization IT security plans.
- Re-scheduling SR's with interim approval to return to the NACB

The contractor shall also track and provide metric information relating to NACB SR's:

- Number of SR's processed

- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

NACB Website Registration Process for JSC

The contractor shall be responsible for the NACB Website Registration process.

Specifically:

- Enhance & manage Web site registration system and process
- Act as the primary interface between customers and the NACB by helping them to understand the website registration policy and processes.
- Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
- Review and provide recommendation for approval of the LIFT scan results for Web site registrations
- Ah-hoc reports

The contractor shall track metrics associated with website registration including...

- Number of Websites Registered, approved, rejected, time in queue
- Number of accounts on the LIFT machines

Support Existing IT Security Databases

The contractor shall be responsible for maintaining various IRD it security databases, including the ...

- System Administrator Certification Database,
- Web Registration Database
- Security Plan Database
- Virus Tracking Database
- IT security Investigations DB
- Incident Response Database
- IT Security Training Database.
- IT Security POC Database

The contractor shall be responsible for data entry, data integration, and data analysis for the above databases. The contractor shall have the ability to generate new reports from the various databases as requested by the IT Security Manager (ITSM).

Security Incident Response Logging and Tracking

The contractor shall be responsible for tracking IT Security incident response information. The contractor shall be the focal point for opening up security incident ticket information, and producing management reports detailing open, closed, and associated ticket metrics. The contractor shall be responsible for data entry, data integration, and data analysis of the security incident response database.

Information Technology System (ITS) Metrics Integration

The contractor shall be responsible for reporting IT Security metrics from the various databases that they are responsible for maintaining. At the end of each month IT Security

must report to center management a series of metrics on IT security. The contractor will be responsible for gathering, compiling, and reporting metrics for the IT Security office using the established center tools. The metrics include, but are not limited to...

- Training Metrics
 - Solar Training Metrics for All Civil Servants and Managers by Organization
 - System admin certification program metrics
- IT security plan compliance metrics
 - Quarterly IT Security Plan Registration
 - Monthly compliance metrics by organization
- Number of open security incidents
 - Number of system compromises
 - Number of system infected with a virus
 - Number of on-going investigations
 - Number of on-going incidents
 - Lessons Learned

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be supported through 9/30/05.

5. Deliverables Required

a) Meeting Support

- agendas
- recording and posting meeting minutes,
- documenting associated actions

b) Database maintenance, data entry and analysis.

- As built documentation for the various databases described above.
- Monthly metric reports from the various IT Security databases
- ad-hoc reporting as requested to support the center ITSM.

c) NACB SR Metrics

- Number of SR's processed
- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

d) Website Registration Metric Reports

- Number of accounts on the LIFT machines
- Number of Websites Registered, approved, rejected, time in queue
- Report number of sites, number of systems by organization, operating system, web services, web server (with each major web registration activity)

e) IT Security Metrics

- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization
- Overview of system admin certification program metrics by Organization.
- IT security plan compliance metrics by Organization.

6. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

- LIFT accounts created with 24 hours of receiving request 99% of the time.
- Posting of agenda's one week prior to meeting 95% of the time
- Posting of meeting minutes and actions two working days after meeting 95% of the time
- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization posted within 2 working days of receipt of data from HR,95% of the time (OCSM Tools & Information).
- Overview of system admin certification program metrics by Organization posted weekly on or before Friday by 3 pm 95% of the time (OCSM Tools & Information)
- IT security plan compliance metrics by Organization posted weekly on or before Friday by 3 pm 95% of the time. (OCSM Tools & Information)
- The contractor shall provide monthly customer satisfaction metrics as described in DRD-03 for the NACB support.
- 100% meeting coverage.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$71,640.07
 Maximum Award Fee: \$4,785.22
 Total Cost: \$76,425.29

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

\$	76,425.29	Previous Value	Rev # Value	New Value
Cost		\$ 62,976.22	\$ 8,663.85	\$ 71,640.07
Fee		\$ 4,225.83	\$ 559.39	\$ 4,785.22
Total Cost and Fee		\$ 67,232.05	\$ 9,193.24	\$ 76,425.29

1. Task Order Number/Title

JETS-OPS05-IP-03 Revision 1 - Integration and Process Management Support

2. Technical Monitor Representative (TMR)

Primary: Chuck Carpenter (IP)

Alternate: Chris Ortiz (IP)

3. Narrative Task Description

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

The contractor shall provide support for Integration and Process Management in accordance with JETS SOW 4.4. . All metrics are to be posted in the appropriate area of the IRD WBS (\\Jsc-fs01\2810 IT Security\Functions\2810.1.3 Metrics & Reporting). In addition to posting in the WBS, some of the metrics are to be posted on the appropriate website (e.g. IT Security under OCSM Tools & Information) or in the Center Director's Metric (CDM) tool. Specifically the contractor shall:

Support the various IT Security Boards and meetings

The contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process, the NACB Web Registration process, the IRD waiver processes and tools to create agenda items for the

- Weekly Network Access Control Board (NACB)
- Monthly Birds of a Feather (BOF)
- Monthly Organizational Computer Security Manager (OCSM) meetings.

Network Access Control Board Support

The contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to.

- Describe minimum technical requirements for SR that come through the NACB to customers
- Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
- Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SRs)
- Manage NACB SR database (includes agenda, minutes, etc.)
- Review all NACB SR's and referenced IT Security Plans to ensure that the requested service has been appropriately documented within the organization IT security plans.
- Re-scheduling SR's with interim approval to return to the NACB

The contractor shall also track and provide metric information relating to NACB SR's:

- Number of SR's processed

a) Meeting Support

- agendas
- recording and posting meeting minutes,
- documenting associated actions

b) Database maintenance, data entry and analysis.

- As built documentation for the various databases described above.
- Monthly metric reports from the various IT Security databases
- ad-hoc reporting as requested to support the center ITSM.

c) NACB SR Metrics

- Number of SR's processed
- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

d) Website Registration Metric Reports

- Number of accounts on the LIFT machines
- Number of Websites Registered, approved, rejected, time in queue
- Report number of sites, number of systems by organization, operating system, web services, web server (with each major web registration activity)

e) IT Security Metrics

- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization
- Overview of system admin certification program metrics by Organization.
- IT security plan compliance metrics by Organization.

6. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSonline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

- Number of SR's approved / changed / modified / returned
- Average time the SR's has been waiting for NACB approval
- Number SR's with interim approval that will expire in (30,60,90 days) at each weeks meetings
- Reviewed all agenda item SR's and IT Security Plans 24 hours prior to NACB meeting.

NACB Website Registration Process for JSC

The contractor shall be responsible for the NACB Website Registration process.

Specifically:

- Enhance & manage Web site registration system and process
- Act as the primary interface between customers and the NACB by helping them to understand the website registration policy and processes.
- Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
- Review and provide recommendation for approval of the LIFT scan results for Web site registrations
- Ah-hoc reports

The contractor shall track metrics associated with website registration including...

- Number of Websites Registered, approved, rejected, time in queue
- Number of accounts on the LIFT machines

Support Existing IT Security Databases

The contractor shall be responsible for maintaining various IRD it security databases, including the ...

- System Administrator Certification Database,
- Web Registration Database
- Security Plan Database
- Virus Tracking Database
- IT security Investigations DB
- Incident Response Database
- IT Security Training Database.
- IT Security POC Database

The contractor shall be responsible for data entry, data integration, and data analysis for the above databases. The contractor shall have the ability to generate new reports from the various databases as requested by the IT Security Manager (ITSM).

Security Incident Response Logging and Tracking

The contractor shall be responsible for tracking IT Security incident response information. The contractor shall be the focal point for opening up security incident ticket information, and producing management reports detailing open, closed, and associated ticket metrics. The contractor shall be responsible for data entry, data integration, and data analysis of the security incident response database.

Information Technology System (ITS) Metrics Integration

The contractor shall be responsible for reporting IT Security metrics from the various databases that they are responsible for maintaining. At the end of each month IT Security

must report to center management a series of metrics on IT security. The contractor will be responsible for gathering, compiling, and reporting metrics for the IT Security office using the established center tools. The metrics include, but are not limited to...

- Training Metrics
 - Solar Training Metrics for All Civil Servants and Managers by Organization
 - System admin certification program metrics
- IT security plan compliance metrics
 - Quarterly IT Security Plan Registration
 - Monthly compliance metrics by organization
- Number of open security incidents
 - Number of system compromises
 - Number of system infected with a virus
 - Number of on-going investigations
 - Number of on-going incidents
 - Lessons Learned

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be supported through 9/30/05.

5. Deliverables Required

- LIFT accounts created with 24 hours of receiving request 99% of the time.
- Posting of agenda's one week prior to meeting 95% of the time
- Posting of meeting minutes and actions two working days after meeting 95% of the time
- Weekly Solar Training Metrics for All Civil Servants and Managers by Organization posted within 2 working days of receipt of data from HR,95% of the time (OCSM Tools & Information).
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- The contractor shall provide monthly customer satisfaction metrics as described in DRD-03 for the NACB support.
- 100% meeting coverage.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$71,640.07
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 Total Cost: \$76,425.29

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

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Fee		\$ 4,225.83	\$ 559.39	\$ 4,785.22
Total Cost and Fee		\$ 67,232.05	\$ 9,193.24	\$ 76,425.29

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-OPS05-IT-01
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

Tel No.: 281-483-1863 Fax: 281-483-7890
E-mail: karen.d.adams@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-OPS05-IT-01, NNJ04JA53C

5. Contractor:

Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

Phone: 281-483-1863 x n/a Fax: 281-483-7890
Email: karen.d.adams@nasa.gov

TIN: CAGE CODE:

6. Deliver On or Before: _____

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-OPS05-IT-01, NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Jessica C. Miller

Signature: Original signed /s/ J. Miller Date: 8/31/04
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Administration and Sustaining Engineering	1	LOT		\$2,030,089.44	
	Estimated Cost: \$1,906,628.50					
	Maximum Award Fee \$123,460.94					
	Total Estimated Cost and Fee \$2,030,089.44					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: N/A
Rissue To: I/A/Glenn Robinson

13. Total

\$2,030,089.44

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

1. Task Order Number/ Title

JETS-OPS05-IT-01 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: IT4/Ruben Reyes
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall operate computer systems and provide system administration for JETS systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baseline in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order and in accordance with JETS Statement of Work (SOW) areas 4.2, 4.3, and 4.3.2.

During the term of this task order, the number and type of systems the Contractor supports may change. The COTR or his/her designee will notify the contractor of changes and the contractor shall document these changes in the IRD Maintenance Database. The Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the change.

All systems administration sustaining engineering functions defined in this task order shall be reported at the subtask level. Subtasks correspond to 21 tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	Engineering Computation Facility	
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA
Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA

Subtask 21.0 Contract Administration

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Review system/security logs for issues and contact the IRD OCSM, the TMR, and the IT Security Manager (ITSM) should any issues be found.
- Data transmission among systems
- Systems performance monitoring
- Creation and deletion of network printer queues
- System backups/restores
- Virus protection and scans
- Problem identification/resolution and root cause analysis will be performed in accordance with IRDs corrective action process and appropriate personnel.
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS and Unix systems
- Comply with all current JSC IT policies and procedures, including JSC 29638 the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Configuration Management procedures.
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task.
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

These systems may be located within IRD or organizations located in on-site JSC facilities. These services shall be provided for all the systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order.

The contractor shall perform backup system administration functions for the IRD Lab systems, located in building 46 and listed in Attachment J-9. Any required work will be documented by the IRD Lab manager and coordinated with the COTR or his/her designee.

The contractor shall be responsible for coordinating as required with associate contractors and for obtaining COTR or his/her designee concurrence for all scheduled hardware and software upgrades, maintenance outages, break-fix repairs, and software patch installations.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided. The components listed in Attachment J-9 under the heading "IRD Maintenance Agreement List", are the stand-alone items that comprise the systems listed in Attachment J-7. The "IRD Maintenance Agreement List" is the baselined list of system components to be maintained.

The Contractor shall maintain server and peripherals data in the IRD Maintenance Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document. Changes to all systems managed under this task order shall be documented in the IRD maintenance database unless exempted by the COTR or his/her designee.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades, for developing or updating JSC Information Technology Security Plans. The contractor is responsible for the security plans, as identified in Appendix A.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

5. Training

The contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

6. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide a hurricane plan per DRD 17.

The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database

9. Metrics

The contractor shall provide monthly Customer Satisfaction, System Administrator Productivity, and System Availability metrics as specified in DRD-03 Metrics Reports.

Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$1,906,628.50
Maximum Award Fee:	\$123,460.94
Total Cost:	\$2,030,089.44

Monthly Cost Phasing – See Attachment 1

11. Additional systems for support under this task order:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
General Systems Support	ITSSC	Network/ Misc	Bldg. 46		24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		Dell PowerEdge 2650, Win2k Solar Winds NEMS # 1653717		Rm. 300							
		Dell PowerEdge 2650, RH Linux OSCAR NEMS # 1653705		Rm. 300							

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		Dell PowerEdge 2650, RH Linux ZOWE NEMS # 1653704		Rm. 300							
		Dell PowerVault 1105 Tape Backup NEMS # n/a		Rm. 300							
		NetOptics Tap 8 port NEMS # 1653817		Rm. 300							
		NetOptics Tap 4 port NEMS # n/a		Rm. 300							

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NetOptics Tap 8 port NEMS # 1652090		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653757		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653758		Rm. 154							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2084661		Rm. 300 3cw29							

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2084660		Rm. 300 3cw29							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2140708		Rm. 300 3cw29							
		IPAQ Pocket PC Wireless Network Sniffer, NAI corp NEMS # 1650925	Bldg. 45	Rm. 329							

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		Computer, Laptop Dolch NEMS # 1987840	Bldg. 46	Rm. 154							
		Server, ADP NAI 10/100 sniffer pod NEMS # 1987868		Rm. 300							
		NAI Server ADP 10/100 sniffer pod ET02NA-PRO NEMS # 1987867		Rm. 300							
		NAI Server ADP fddi sniffer pod NEMS #		Rm. 300							

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		Tape Back-up Library									
		Secure Server									
		Security Data Warehouse									
		Websense									
		AI-ITS-NTW3									
		InfoExpress									
Network Intrusion Detection (NID)	ITSSC	IRD IT Security Systems	Various		24/7	99.900%	4 hrs	5			

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
General Systems Support	ITSSC	IRD Web Systems		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-IRD-DEV6									
		JSC-IRD-DEV7									
		JSC-IRD-COTSDEV									
		JSC-IRD-COTS1									
		JSC-IRD-COTS2									
General Systems Support	ITSSC	NetIQ	Bldg. 46	Rm 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-Patchman1									
		JSC-Patchman2									
		JSC-Patchman3									
		JSC-Patchman4									
Design and Data Management System	IMPASS	DDMS - Design and Data Management System			24/7	100.0%	4 Hr	5	Yes	Yes	Yes

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-ISD-DIL02									
General Systems Support	DSSSC	CFO Systems	Bldg. 46	RM 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-FMD-PRICE01	Bldg 46	RM 154							
		JSC-FMD-PRICE02		RM 300							
General Systems Support	IMPASS	IRD CSS		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
NAME CHANGE		Hummer7 (Remedy-SQL1)									
NEW SYSTEM		Remedy-SQL2									

RealSecure was identified in Attachment J-7. RealSecure is now known as SiteProtector. Detailed below are the individual elements comprising SiteProtector:

<u>Name</u>	<u>Qty</u>
ISS Proventia	4
ISS Network Sensors	4
ISS DB Server	1
ISS APP Server	1
ISS Event Collector	1
Site Protector Console	2
ISS Management Console	2
Spare Network Sensors	10

The following items listed in Attachments J-7, J-8, and J-9 are no longer supported:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room
	ITSSC (PKI Systems)	JSC-ISD-RA2		
	NACC Tab	CISDTSO and CISDDVM		
	DDMS	DDMS13		
	DDMS	DDMS14		
	Graphics and Duplication/Printing Servers	DT6135-4		
	Video Servers	JSC_TVOPS_SRV		
	IMPASS (Contract Admin)	IMPASS003		
	IMPASS (Contract Admin)	IMPASSWEB_BDN		
	IMPASS (Contract Admin)	JSCIMPASSBDN		
	IMPASS (Contract Admin)	JSCIMPASSCFG1		
	IMPASS (Contract Admin)	JSCIMPASSWEB SER		
	IMPASS (Contract Admin)	JSCIMPASSWW W1		

13. The following items have changed location since the baseline provided in Attachment J-7.

NONE

Appendix A. Current IT Security Plans

SubTasks	I/T SECURITY PLAN #	COMMENT
1.0 Engineering Computation Facility	SPIA0005	
2.0 CFO Systems	SPLA0002	Controlled by CFO office
3.0 IRD IT Security Systems	SPIA0005	
4.0 IRD CSS	SPIA0005	
5.0 IRD Web	SPIA0005	
6.0 CR 945	SPAA0002	Controlled by CIO office
7.0 NetIQ	SPIA0002	
8.0 SIDD	SPIA0013	
9.0 CSM	SPIA0002	
10.0 NASAPOST	SPIA0007	
11.0 Network Misc.	SPIA0006, SPIA0007	
12.0 EDCC	SPIA0005	
13.0 DDMS	SPIA0005	
14.0 Library Systems	SPIA0005	
15.0 Still Digital Imagery Systems	SPIA0001	
16.0 Video Servers	SPIA0001, SPIA0015	
17.0 Graphics and Du-Print Servers	SPIA0001	
18.0 PAO Systems	SPIA0001	
19.0 JSC Search	SPIA0002	
20.0 IMPASS Development	SPIA0005	

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1. Task Order Number/ Title

JETS-OPS05-IT-01 Revision 1 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: IT4/Ruben Reyes
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall operate computer systems and provide system administration for JETS systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baseline in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order and in accordance with JETS Statement of Work (SOW) areas 4.2, 4.3, and 4.3.2.

During the term of this task order, the number and type of systems the Contractor supports may change. The COTR or his/her designee will notify the contractor of changes and the contractor shall document these changes in the IRD Maintenance Database. The Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the change.

All systems administration sustaining engineering functions defined in this task order shall be reported at the subtask level. Subtasks correspond to 21 tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	Engineering Computation Facility	
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA
Subtask 18.0	PAO Systems	AP

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Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA

Deleted: Subtask 21.0 Contract Administration

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Review system/security logs for issues and contact the IRD OCSM, the TMR, and the IT Security Manager (ITSM) should any issues be found.
- Data transmission among systems
- Systems performance monitoring
- Creation and deletion of network printer queues
- System backups/restores
- Virus protection and scans
- Problem identification/resolution and root cause analysis will be performed in accordance with IRDs corrective action process and appropriate personnel.
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS and Unix systems
- Comply with all current JSC IT policies and procedures, including JSC 29638 the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Configuration Management procedures.
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task.
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

These systems may be located within IRD or organizations located in on-site JSC facilities. These services shall be provided for all the systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order.

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The contractor shall perform backup system administration functions for the IRD Lab systems, located in building 46 and listed in Attachment J-9. Any required work will be documented by the IRD Lab manager and coordinated with the COTR or his/her designee.

The contractor shall be responsible for coordinating as required with associate contractors and for obtaining COTR or his/her designee concurrence for all scheduled hardware and software upgrades, maintenance outages, break-fix repairs, and software patch installations.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided. The components listed in Attachment J-9 under the heading "IRD Maintenance Agreement List", are the stand-alone items that comprise the systems listed in Attachment J-7. The "IRD Maintenance Agreement List" is the baselined list of system components to be maintained.

The Contractor shall maintain server and peripherals data in the IRD Maintenance Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document. Changes to all systems managed under this task order shall be documented in the IRD maintenance database unless exempted by the COTR or his/her designee.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades, for developing or updating JSC Information Technology Security Plans. The contractor is responsible for the security plans, as identified in Appendix A.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned

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tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

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5. Training

The contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

6. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide a hurricane plan per DRD 17.

The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSonline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be

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processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database

9. Metrics

The contractor shall provide monthly Customer Satisfaction, System Administrator Productivity, and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

10. Total Cost Summary and Cost Phasing by Month

Cost: \$1,767,217.61
Maximum Award Fee: \$111,947.99
Total Cost: \$1,879,165.60

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

	Previous Value	Rev # Value	New Value
Cost	\$ 1,906,628.50	\$ (139,410.89)	\$ 1,767,217.61
Fee	\$ 123,460.94	\$ (11,512.95)	\$ 111,947.99
Total Cost and Fee	\$ 2,030,089.44	\$ (150,923.84)	\$ 1,879,165.60

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11. Additional systems for support under this task order:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
General Systems Support	ITSSC	Network/ Misc	Bldg. 46		24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		Dell PowerEdge 2650, Win2k Solar Winds NEMS # 1653717		Rm. 300							
		Dell PowerEdge 2650, RH Linux OSCAR NEMS # 1653705		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		Dell PowerEdge 2650, RH Linux ZOWE NEMS # 1653704		Rm. 300							
		Dell PowerVault 1105 Tape Backup NEMS # n/a		Rm. 300							
		NetOptics Tap 8 port NEMS # 1653817		Rm. 300							
		NetOptics Tap 4 port NEMS # n/a		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NetOptics Tap 8 port NEMS # 1652090		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653757		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653758		Rm. 154							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS #		Rm. 300 3cw29							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		2084661									
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2084660		Rm. 300 3cw29							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2140708		Rm. 300 3cw29							
		IPAQ Pocket PC Wireless Network Sniffer,	Bldg. 45	Rm. 329							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NAI corp NEMS # 1650925									
		Computer, Laptop Dolch NEMS # 1987840	Bldg. 46	Rm. 154							
		Server, ADP NAI 10/100 sniffer pod NEMS # 1987868		Rm. 300							
		NAI Server ADP 10/100 sniffer pod ET02NA- PRO NEMS # 1987867		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Wk	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NAI Server ADP fddi sniffer pod NEMS # 1987755		Rm. 300							
		NAI Server ADP fddi sniffer pod NEMS # 1987756		Rm. 300							
		London		RM 154							
		London- Dev		RM 154							
		Lift		RM 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		IRD IT Security Systems									
		Tape Back-up Library									
		Secure Server									
		Security Data Warehouse									
		Websense									
		AI-ITS-NTW3									
		InfoExpress									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
Network Intrusion Detection (NID)	ITSSC	IRD IT Security Systems	Various		24/7	99.900%	4 hrs	5			
		XQoS ContExt (Content Extractor)	Bldg 46	RM 300							
		ISS Network Scanners									
		Linux Scanners									
		NAS									
		External Scanner									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		SafeSuite Server									
General Systems Support	ITSSC	IRD Web Systems		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-IRD-DEV6									
		JSC-IRD-DEV7									
		JSC-IRD-COTSDEV									
		JSC-IRD-COTS1									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-IRD-COTS2									
General Systems Support	ITSSC	NetIQ	Bldg. 46	Rm 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-Patchman1									
		JSC-Patchman2									
		JSC-Patchman3									
		JSC-Patchman4									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
Design and Data Management System	IMPASS	DDMS - Design and Data Management System			24/7	100.0%	4 Hr	5	Yes	Yes	Yes
		JSC-IRD-DDMSD1									
		JSC-IRD-DDMSD1									
		JSC-IRD-DDMSD2									
		JSC-IRD-DDMSS1									
		JSC-IRD-DDMSS2									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-IRD-DDMSP1									
		JSC-IRD-DDMSP2									
		JSC-IRD-DDMSP3									
		JSC-IRD-DDMSP4									
General Systems Support	IMPASS	Video Servers									
		JSC-ISD-VID03									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-ISD-VID04									
Human Space Flight Imaging Operations	IMPASS	Still Digital Imaging System									
		JSC-ISD-DIL02									
General Systems Support	DSSSC	CFO Systems	Bldg. 46	RM 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-FMD-PRICE01	Bldg 46	RM 154							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-FMD-PRICE02		RM 300							
General Systems Support	IMPASS	IRD CSS		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
NAME CHANGE in (Parenthesis)		Hummer1 (REM-PRD-CTX)	Bldg. 46	Rm. 300							
NAME CHANGE		Hummer2 (REM-PRD-ARS)									
NAME CHANGE		Hummer3 (REM-STG-CTX)									

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ISS Proventia	4
ISS Network Sensors	4
ISS DB Server	1
ISS APP Server	1
ISS Event Collector	1
Site Protector Console	2
ISS Management Console	2
Spare Network Sensors	10

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12. The following items listed in Attachments J-7, J-8, and J-9 are no longer supported:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room
	ITSSC (PKI Systems)	JSC-ISD-RA2		
	NACC Tab	CISDTSO and CISDDVM		
	DDMS	DDMS13		
	DDMS	DDMS14		
	Graphics and Duplication/Printing Servers	DT6135-4		
	Video Servers	JSC_TVOPS_SRV		

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	IMPASS (Contract Admin)	IMPASS003		
	IMPASS (Contract Admin)	IMPASSWEB_BDN		
	IMPASS (Contract Admin)	JSCIMPASSBDN		
	IMPASS (Contract Admin)	JSCIMPASSCFG1		
	IMPASS (Contract Admin)	JSCIMPASSWEB SER		
	IMPASS (Contract Admin)	JSCIMPASSWW W1		

13. The following items have changed location since the baseline provided in Attachment J-7.

NONE

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Appendix A. Current IT Security Plans

SubTasks	I/T SECURITY PLAN #	COMMENT
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2.0 CFO Systems	SPLA0002	Controlled by CFO office
3.0 IRD IT Security Systems	SPIA0005	
4.0 IRD CSS	SPIA0005	
5.0 IRD Web	SPIA0005	
6.0 CR 945	SPAA0002	Controlled by CIO office
7.0 NetIQ	SPIA0002	
8.0 SIDD	SPIA0013	
9.0 CSM	SPIA0002	
10.0 NASAPOST	SPIA0007	
11.0 Network Misc.	SPIA0006, SPIA0007	
12.0 EDCC	SPIA0005	
13.0 DDMS	SPIA0005	
14.0 Library Systems	SPIA0005	
15.0 Still Digital Imagery Systems	SPIA0001	
16.0 Video Servers	SPIA0001, SPIA0015	
17.0 Graphics and Du-Print Servers	SPIA0001	
18.0 PAO Systems	SPIA0001	
19.0 JSC Search	SPIA0002	
20.0 IMPASS Development	SPIA0005	

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1. Task Order Number/ Title

JETS-OPS05-IT-01 Revision 2 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: IT4/Ruben Reyes
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall operate computer systems and provide system administration for JETS systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baseline in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order and in accordance with JETS Statement of Work (SOW) areas 4.2, 4.3, and 4.3.2.

During the term of this task order, the number and type of systems the Contractor supports may change. The COTR or his/her designee will notify the contractor of changes and the contractor shall document these changes in the IRD Maintenance Database. The Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the change.

All systems administration sustaining engineering functions defined in this task order shall be reported at the subtask level. Subtasks correspond to 21 tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	Engineering Computation Facility	
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA
Subtask 18.0	PAO Systems	AP

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Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA

Deleted: Subtask 21.0 Contract Administration

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Review system/security logs for issues and contact the IRD OCSM, the TMR, and the I T Security Manager (ITSM) should any issues be found.
- Data transmission among systems
- Systems performance monitoring
- Creation and deletion of network printer queues
- System backups/restores
- Virus protection and scans
- Problem identification/resolution and root cause analysis will be performed in accordance with IRDs corrective action process and appropriate personnel.
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS and Unix systems
- Comply with all current JSC IT policies and procedures, including JSC 29638 the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Configuration Management procedures.
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task.
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

These systems may be located within IRD or organizations located in on-site JSC facilities. These services shall be provided for all the systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order.

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The contractor shall perform backup system administration functions for the IRD Lab systems, located in building 46 and listed in Attachment J-9. Any required work will be documented by the IRD Lab manager and coordinated with the COTR or his/her designee.

The contractor shall be responsible for coordinating as required with associate contractors and for obtaining COTR or his/her designee concurrence for all scheduled hardware and software upgrades, maintenance outages, break-fix repairs, and software patch installations.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided. The components listed in Attachment J-9 under the heading "IRD Maintenance Agreement List", are the stand-alone items that comprise the systems listed in Attachment J-7. The "IRD Maintenance Agreement List" is the baselined list of system components to be maintained.

The Contractor shall maintain server and peripherals data in the IRD Maintenance Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document. Changes to all systems managed under this task order shall be documented in the IRD maintenance database unless exempted by the COTR or his/her designee.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades, for developing or updating JSC Information Technology Security Plans. The contractor is responsible for the security plans, as identified in Appendix A.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned

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tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

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5. Training

The contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

6. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Maintenance Database, as baselined in Attachment J-7 of the JETS Contract and items 11, 12 and 13 on this task order, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide a hurricane plan per DRD 17.

The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

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8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database

9. Metrics

The contractor shall provide monthly Customer Satisfaction, System Administrator Productivity, and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

10. Total Cost Summary

Cost:	\$1,788,821.02
Maximum Award Fee:	\$111,947.99
Total Cost:	\$1,900,769.01

11. Cost Phasing by Month - See Attachments

12. Revision Summary of Task Order

Revision 2 increases the material costs by \$21,604.01 for SubTask 13 (DDMS) to include cost of 32 512MB SUN memory modules necessary to maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Maintenance Database as required under Section -. Narrative Task Description of this Task Order.

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11. Additional systems for support under this task order:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
General Systems Support	ITSSC	Network/ Misc	Bldg. 46		24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		Dell PowerEdge 2650, Win2k Solar Winds NEMS # 1653717		Rm. 300							
		Dell PowerEdge 2650, RH Linux OSCAR NEMS # 1653705		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		Dell PowerEdge 2650, RH Linux ZOWE NEMS # 1653704		Rm. 300							
		Dell PowerVault 1105 Tape Backup NEMS # n/a		Rm. 300							
		NetOptics Tap 8 port NEMS # 1653817		Rm. 300							
		NetOptics Tap 4 port NEMS # n/a		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NetOptics Tap 8 port NEMS # 1652090		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653757		Rm. 300							
		Niksun NetDetector 2U Appliance NEMS # 1653758		Rm. 154							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS #		Rm. 300 3cw29							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		2084661									
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2084660		Rm. 300 3cw29							
		NAI S4000 Model EG2S Gigabit Sniffer NEMS # 2140708		Rm. 300 3cw29							
		IPAQ Pocket PC Wireless Network Sniffer,	Bldg. 45	Rm. 329							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NAI corp NEMS # 1650925									
		Computer, Laptop Dolch NEMS # 1987840	Bldg. 46	Rm. 154							
		Server, ADP NAI 10/100 sniffer pod NEMS # 1987868		Rm. 300							
		NAI Server ADP 10/100 sniffer pod ET02NA- PRO NEMS # 1987867		Rm. 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		NAI Server ADP fddi sniffer pod NEMS # 1987755		Rm. 300							
		NAI Server ADP fddi sniffer pod NEMS # 1987756		Rm. 300							
		London		RM 154							
		London- Dev		RM 154							
		Lift		RM 300							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		IRD IT Security Systems									
		Tape Back-up Library									
		Secure Server									
		Security Data Warehouse									
		Websense									
		AI-ITS-NTW3									
		InfoExpress									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
Network Intrusion Detection (NID)	ITSSC	IRD IT Security Systems	Various		24/7	99.900%	4 hrs	5			
		XQoS ContExt (Content Extractor)	Bldg 46	RM 300							
		ISS Network Scanners									
		Linux Scanners									
		NAS									
		External Scanner									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		SafeSuite Server									
General Systems Support	ITSSC	IRD Web Systems		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-IRD-DEV6									
		JSC-IRD-DEV7									
		JSC-IRD-COTSDEV									
		JSC-IRD-COTS1									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-IRD-COTS2									
General Systems Support	ITSSC	NetIQ	Bldg. 46	Rm 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-Patchman1									
		JSC-Patchman2									
		JSC-Patchman3									
		JSC-Patchman4									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
Design and Data Management System	IMPASS	DDMS - Design and Data Management System			24/7	100.0%	4 Hr	5	Yes	Yes	Yes
		JSC-IRD-DDMSD1									
		JSC-IRD-DDMSD1									
		JSC-IRD-DDMSD2									
		JSC-IRD-DDMSS1									
		JSC-IRD-DDMSS2									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-IRD-DDMSP1									
		JSC-IRD-DDMSP2									
		JSC-IRD-DDMSP3									
		JSC-IRD-DDMSP4									
General Systems Support	IMPASS	Video Servers									
		JSC-ISD-VID03									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-ISD-VID04									
Human Space Flight Imaging Operations	IMPASS	Still Digital Imaging System									
		JSC-ISD-DIL02									
General Systems Support	DSSSC	CFO Systems	Bldg. 46	RM 300	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
		JSC-FMD-PRICE01	Bldg 46	RM 154							

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
		JSC-FMD-PRICE02		RM 300							
General Systems Support	IMPASS	IRD CSS		N/A	24/7	99.9%	4 Hr	5	Yes	Yes	Yes
NAME CHANGE in (Parenthesis)		Hummer1 (REM-PRD-CTX)	Bldg. 46	Rm. 300							
NAME CHANGE		Hummer2 (REM-PRD-ARS)									
NAME CHANGE		Hummer3 (REM-STG-CTX)									

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Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room	Principal Period Of Performance (PPP)	Minimum Availability	Hardware Maximum Time to Repair	Operations Required, Shifts/Week	S/W Release Support y/n	Tier 2 Support y/n	ID Support y/n
NAME CHANGE		Hummer4 (REM-STG-ARS)									
NAME CHANGE		Hummer5 (REM-DEV-CTX)									
NAME CHANGE		Hummer6 (REM-DEV-ARS)									
NAME CHANGE		Hummer7 (Remedy-SQL1)									
NEW SYSTEM		Remedy-SQL2									

RealSecure was identified in Attachment J-7. RealSecure is now known as SiteProtector. Detailed below are the individual elements comprising SiteProtector:

Name Qty

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ISS Proventia	4
ISS Network Sensors	4
ISS DB Server	1
ISS APP Server	1
ISS Event Collector	1
Site Protector Console	2
ISS Management Console	2
Spare Network Sensors	10

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12. The following items listed in Attachments J-7, J-8, and J-9 are no longer supported:

Title	Current Contract Identifier	Systems are in bold type with system elements listed below.	Bldg. Location	Room
	ITSSC (PKI Systems)	JSC-ISD-RA2		
	NACC Tab	CISDTSO and CISDDVM		
	DDMS	DDMS13		
	DDMS	DDMS14		
	Graphics and Duplication/Printing Servers	DT6135-4		
	Video Servers	JSC_TVOPS_SRV		

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	IMPASS (Contract Admin)	IMPASS003		
	IMPASS (Contract Admin)	IMPASSWEB_BDN		
	IMPASS (Contract Admin)	JSCIMPASSBDN		
	IMPASS (Contract Admin)	JSCIMPASSCFG1		
	IMPASS (Contract Admin)	JSCIMPASSWEB SER		
	IMPASS (Contract Admin)	JSCIMPASSWW W1		

13. The following items have changed location since the baseline provided in Attachment J-7.

NONE

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Appendix A. Current IT Security Plans

SubTasks	I/T SECURITY PLAN #	COMMENT
1.0 Engineering Computation Facility	SPIA0005	
2.0 CFO Systems	SPLA0002	Controlled by CFO office
3.0 IRD IT Security Systems	SPIA0005	
4.0 IRD CSS	SPIA0005	
5.0 IRD Web	SPIA0005	
6.0 CR 945	SPAA0002	Controlled by CIO office
7.0 NetIQ	SPIA0002	
8.0 SIDD	SPIA0013	
9.0 CSM	SPIA0002	
10.0 NASAPOST	SPIA0007	
11.0 Network Misc.	SPIA0006, SPIA0007	
12.0 EDCC	SPIA0005	
13.0 DDMS	SPIA0005	
14.0 Library Systems	SPIA0005	
15.0 Still Digital Imagery Systems	SPIA0001	
16.0 Video Servers	SPIA0001, SPIA0015	
17.0 Graphics and Du-Print Servers	SPIA0001	
18.0 PAO Systems	SPIA0001	
19.0 JSC Search	SPIA0002	
20.0 IMPASS Development	SPIA0005	

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
 JETS-OPS05-IT-02
 Contract No.: NNJ04JA53C

2. Date of Order
 See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
 Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
 NASA Johnson Space Center, 2101 Nasa Parkway
 Houston, TX 77058-3696
 Org./Buyer: Karen Adams

 Tel No.: 281-483-1863 Fax: 281-483-7890
 E-mail: karen.d.adams@nasa.gov

4. Ship To:
 Transportation Officer, Building 421
 NASA Johnson Space Center
 Houston, TX 77058-3696
 Mark For: **Accountable Property**

 Order No.: JETS-OPS05-IT-02, NNJ04JA53C

5. Contractor:

 Muniz Engineering, Inc.
 16903 Buccaneer Lane, Suite 200
 Houston, Texas 77058

 Phone: 281-483-1863 x n/a Fax: 281-483-7890

 TIN: 76-0359413 CAGE CODE: 0XBY6

6. Deliver On or Before: _____

 F.O.B. Point: Destination

 Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
 NASA Johnson Space Center
 Attn: LF231/Accounts Payable Group
 Houston, TX 77058-3696
 Order No.: JETS-OPS05-IT-02, NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor [] is, [] is not required. Sign below if required and return to contracting officer.

 Name: _____ (Person authorized to sign)
 Signature: _____ Date: _____

10. Name: Jessica C. Miller

 Signature: Original signed /s/ J. Miller Date: 8/31/04
 CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Consolidated Information Resources Directorate (IRD) Storage Area Network Adm (CISAN) Administration	1	LOT		\$230,520.97	
	Estimated Cost: \$217,604.43					
	Maximum Award Fee \$12,916.54					
	Total Estimated Cost and Fee \$230,520.97					

12. For JSC Internal Use Only:
 Requisition No.: N/A COMP. PART. PPC: N/A
 Rissue To: IA/Glenn Robinson

13. Total
 \$230,520.97

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative Date _____

1. Task Order Number/Title

JETS-OPS05-IT-02 - Consolidated Information Resources Directorate (IRD) Storage Area Network (CISAN) Administration

2. Technical Monitor Representative (TMR)

Primary: IT4/Hung Luu

Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The contractor shall be responsible for the operation and storage component system management of the CISAN Systems, as specified in the JETS Statement of Work (SOW) Section 4.2, 4.3, and 4.3.2.

The individual components of the CISAN include Storage Arrays, tape backup systems, fiber channel switches, related cables, and the SAN management software for the following systems: Engineering Computation Facility (ECF), Consolidated Storage Management (CSM), Design and Data Management System (DDMS), and Shuttle Interagency Debris Database (SIDD) as baselined in Attachment J-7.

All storage systems functions defined in this task order shall be reported at the subtask level. Subtasks correspond to the equivalent tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	ECF Systems	25% MA 75% OA
Subtask 2.0	CSM Systems	100% IA
Subtask 3.0	Help Desk	100% IA

The Contractor shall provision storage allocations per approved Service Requests (SRs) in the Customer Service Systems (CSS) within 10 business days, including any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by IRD.

The contractor shall manage zoning on the CISAN fabric to maintain isolation between SAN resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

In addition, the contractor shall maintain a configuration-managed architecture diagram of the CISAN, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components, applicable software license

codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall monitor the performance of the CISAN components using the Government-supplied Veritas SANPoint Control application, and implement any tuning changes through approved Server Operations Configuration Control Board (SOCCB) Change Requests (CRs).

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries.

The Contractor shall perform problem identification, resolution and root cause analysis.

The contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor must adhere to the standard IRD practices and procedures as outlined in the Server Operations Management Plan (SOMP) of the SOCCB.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day CISAN operations.

The contractor shall provide support to the user community for issues that are related to the CISAN, including receiving and documenting incoming calls and requests, handling CISAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

The Contractor shall also provide the initial layout and maintain the configuration drawings for the CISAN fiber layout.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order. The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades, for developing or updating JSC Information Technology Security Plans. The contractor is responsible for Appendix A security plans.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract

Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Training

The contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

6. Deliverables Required

The contractor shall provide online monthly reports on storage statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage for chargeback purposes.

The contractor shall maintain a current Security Plan for the CISAN, as specified in Data Requirements Document (DRD) 14 IT Security Plans.

Initial submittal of CISAN fiber layout shall be 60 days from Contract start. The Contractor shall deliver CISAN fiber layouts within 30 days from updates to the system.

The contractor shall provide a monthly summary report for any unplanned outages.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include availability metrics for the CISAN provided per DRD 03.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall update and submit security plans for approval per DRD 14.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$217,604.43
Maximum Award Fee: \$12,916.54
Total Cost: \$230,520.97

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

Appendix A

SubTasks	I/T SECURITY PLAN #	COMMENT
1.0 Engineering Computation Facility Systems	SPIA0005	
2.0 CSM Systems	SPIA0005	

**JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C**

1. Task Order Number/Title

JETS-OPS05-IT-02 Revision 1 -Consolidated Information Resources Directorate (IRD)
Storage Area Network (CISAN) Administration

2. Technical Monitor Representative (TMR)

Primary: IT4/Hung Luu
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The contractor shall be responsible for the operation and storage component system management of the CISAN Systems, as specified in the JETS Statement of Work (SOW) Section 4.2, 4.3, and 4.3.2.

The individual components of the CISAN include Storage Arrays, tape backup systems, fiber channel switches, related cables, and the SAN management software for the following systems: Engineering Computation Facility (ECF), Consolidated Storage Management (CSM), Design and Data Management System (DDMS), and Shuttle Interagency Debris Database (SIDDD) as baselined in Attachment J-7.

All storage systems functions defined in this task order shall be reported at the subtask level. Subtasks correspond to the equivalent tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	ECF Systems	25% MA 75% OA
Subtask 2.0	CSM Systems	100% IA
Subtask 3.0	Help Desk	100% IA

The Contractor shall provision storage allocations per approved Service Requests (SRs) in the Customer Service Systems (CSS) within 10 business days, including any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by IRD.

The contractor shall manage zoning on the CISAN fabric to maintain isolation between SAN resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C

In addition, the contractor shall maintain a configuration-managed architecture diagram of the CISAN, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall monitor the performance of the CISAN components using the Government-supplied Veritas SANPoint Control application, and implement any tuning changes through approved Server Operations Configuration Control Board (SOCCB) Change Requests (CRs).

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries.

The Contractor shall perform problem identification, resolution and root cause analysis.

The contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor must adhere to the standard IRD practices and procedures as outlined in the Server Operations Management Plan (SOMP) of the SOCCB.

The contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day CISAN operations.

The contractor shall provide support to the user community for issues that are related to the CISAN, including receiving and documenting incoming calls and requests, handling CISAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

The Contractor shall also provide the initial layout and maintain the configuration drawings for the CISAN fiber layout.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order.

JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades, for developing or updating JSC Information Technology Security Plans. The contractor is responsible for Appendix A security plans.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

5. Training

The contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

6. Deliverables Required

The contractor shall provide online monthly reports on storage statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage for chargeback purposes.

The contractor shall maintain a current Security Plan for the CISAN, as specified in Data Requirements Document (DRD) 14 IT Security Plans.

Initial submittal of CISAN fiber layout shall be 60 days from Contract start. The Contractor shall deliver CISAN fiber layouts within 30 days from updates to the system.

**JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C**

The contractor shall provide a monthly summary report for any unplanned outages.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include availability metrics for the CISAN provided per DRD 03.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall update and submit security plans for approval per DRD 14.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSonline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

**JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C**

8. Metrics

The contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost: \$223,113.35
Maximum Award Fee: \$13,241.40
Total Cost: \$236,354.75

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

	Previous Value	Rev # Value	New Value
Cost	\$ 217,604.43	\$ 5,508.92	\$ 223,113.35
Fee	\$ 12,916.54	\$ 324.86	\$ 13,241.40
Total Cost and Fee	\$ 230,520.97	\$ 5,833.78	\$ 236,354.75

**JSC Enabling Technology and Security (JETS)
Muniz Engineering, Inc. (MEI)
NNJ04JA53C**

Appendix A

SubTasks	I/T SECURITY PLAN #	COMMENT
1.0 Engineering Computation Facility Systems	SPIA0005	
2.0 CSM Systems	SPIA0005	

SUBTASKS
OPS05-IT-02

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
Subcontract														
G&A														
Subtotal														
Materials														
Travel														
Training														
Equipment														
Subtotal														
Available F														
Total Cost														\$236,354.75

Attachment 1

1. Task Order Number/Title

JETS- OPS05-IT-03 - Network Traffic Monitoring and Analysis

2. Technical Monitor

Primary: IT2/Jose Nunez
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 5.1.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network, the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The contractor shall monitor traffic using the following systems but not limited to only these systems.

- Nixsun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
- MRTG (1 unit)
- Big Brother BB19C (1 unit)
- NAI Gigabit Sniffer (2 units)
- NAI Portable Sniffer (2 units)
- IPAQ Pocket PC NAI Wireless Sniffer (1 unit)
- Portable Computer (Dolch Sniffer) (1 unit)
- NetOptics Tap (3 units)
- NAI Server ADP 10/100 Sniffer Pod (2 units)
- NAI Server ADP FDDI Sniffer Pod (2 units)

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating systems (Windows NT/2000/2003/XP, Unix and Linux).

The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to develop solutions to implement customer's requirements. In addition the contractor shall propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated external to IRD.

The contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The contractor shall provide support to the network engineering team for issues that are related to Network Connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated contractors as required to resolve them. In addition, the contractor shall provide an electronic report documenting issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the contractor shall provide a rationale for not meeting the metric.

The contractor shall respond (make contact with the customer and gather problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract

Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this task order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

The contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The contractor shall provide a monthly report with the number of user's problem requests and time spent identifying, analyzing, and recommending a solution.

The contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the following main network links. The report shall be available by Monday close of business day. This list is subject to change based on requirement needs:

- 46_1 and Core 46
- 46_2 and Core 46
- Core 46 and Isocore 46
- Isocore 46 and Isowan
- Core 46 Span Port
- Isocore 46 Span Port

The following network statistics shall be included in the report but not limited to:

- Number discards per day
- Number errors per day
- Average utilization percentage per day
- Peak utilization percentage per day

In addition any anomalies found shall be documented in this report.

The contractor shall provide an electronic report per support task assigned by the network engineering team documenting issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture.

6. Travel

Training shall include attendance by one individual at the annual InterOPS training/conference. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$96,753.10
Maximum Award Fee:	\$6,026.40
Total Cost:	\$102,779.50

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
<u>Total Cost and Fee</u>			

1. Task Order Number/Title

JETS- OPS05-IT-03 Revision 1 - Network Traffic Monitoring and Analysis

2. Technical Monitor

Primary: IT2/Jose Nunez
Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 5.1.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network, the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The contractor shall monitor traffic using the following systems but not limited to only these systems.

- Niksun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
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- Big Brother BB19C (1 unit)
- NAI Gigabit Sniffer (2 units)
- NAI Portable Sniffer (2 units)
- IPAQ Pocket PC NAI Wireless Sniffer (1 unit)
- Portable Computer (Dolch Sniffer) (1 unit)
- NetOptics Tap (3 units)
- NAI Server ADP 10/100 Sniffer Pod (2 units)
- NAI Server ADP FDDI Sniffer Pod (2 units)

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating systems (Windows NT/2000/2003/XP, Unix and Linux).

The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to develop solutions to implement customer's requirements. In addition the contractor shall propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated external to IRD.

The contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The contractor shall provide support to the network engineering team for issues that are related to Network Connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated contractors as required to resolve them. In addition, the contractor shall provide an electronic report documenting issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the contractor shall provide a rationale for not meeting the metric.

The contractor shall respond (make contact with the customer and gather problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract

Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this task order shall be performed from 9/1/04 through 9/30/05.

5. Deliverables Required

The contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The contractor shall provide a monthly report with the number of user's problem requests and time spent identifying, analyzing, and recommending a solution.

The contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the following main network links. The report shall be available by Monday close of business day. This list is subject to change based on requirement needs.

- 46_1 and Core 46
- 46_2 and Core 46
- Core 46 and Isocore 46
- Isocore 46 and Isowan
- Core 46 Span Port
- Isocore 46 Span Port

The following network statistics shall be included in the report but not limited to:

- Number discards per day
- Number errors per day
- Average utilization percentage per day
- Peak utilization percentage per day

In addition any anomalies found shall be documented in this report.

The contractor shall provide an electronic report per support task assigned by the network engineering team documenting issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture.

6. Travel

Training shall include attendance by one individual at the annual InterOPS training/conference. The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$116009.56
Maximum Award Fee:	\$7,324.58
Total Cost:	\$123,334.14

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

Revision 1 corrects the estimated cost for Program Management costs omitted in the original Task Order.

	Previous Value	Rev # Value	New Value
Cost	\$ 96,753.10	\$ 19,256.46	\$ 116,009.56
Fee	\$ 6,026.40	\$ 1,298.18	\$ 7,324.58
Total Cost and Fee	\$ 102,779.50	\$ 20,554.64	\$ 123,334.14

OPS05-IT-03

	Sept-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sept-05	TOTAL
Direct Labor														
Subcontract Labor														
G&A														
Subtotal Labor														
Materials														
Travel														
Training														
Equipment/Maintenan														
Subtotal Non-Labor														
Available Fee														
Total Cost and Fee														\$123,334.14

Attachment 1

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-OPS05-IT-04
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

Tel No.: 281-483-1863 Fax: 281-483-7890
E-mail: karen.d.adams@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-OPS05-IT-04, NNJ04JA53C

5. Contractor:

Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

Phone: 281-483-1863 x n/a Fax: 281-483-7890

TIN: CAGE CODE:

6. Deliver On or Before: _____

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-OPS05-IT-04, NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Jessica C. Miller

Signature: Original signed /s/ J. Miller Date: 8/31/04
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Hardware and Software Maintenance Agreements	1	LOT		\$315,894.88	
	Estimated Cost: \$306,352.65					
	Maximum Award Fee \$9,542.23					
	Total Estimated Cost and Fee \$315,894.88					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: N/A
Rissue To: IA/Glenn Robinson

13. Total

\$315,894.88

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

1. Task Order Number/ Title

JETS-OPS05-IT-04 – Hardware and Software Maintenance Agreements

2. Technical Monitor Representative (TMR)

Primary: IT4/ Robert T Anderson

Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) Maintenance Database, which was baselined in Attachments J-8 and J-9 of the JETS contract, and are amended by the changes in Item 11 of this task order. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This Task Order shall be accomplished in accordance with Statement of Work area 4.3.1

Additional hardware and software may be added and deleted during the term of the task order, the Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS).

The contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment located in Attachment J-9, the designated non-IRD Hardware List.

All hardware and software maintenance functions defined in this task order shall be reported at the subtask level. Subtasks 1 through 21 correspond to 21 tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	Engineering Computation Facility	
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA

Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA
Subtask 21.0	Reserved	

Additionally, for the items contained in Attachment J-9, Non-IRD Hardware Maintenance, and Attachment J-8, under the MISC area, the following Subtasks are defined:

Subtask 22.0	CA Org	CA
Subtask 23.0	EA Org	EA
Subtask 24.0	JA Org	JA

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

5. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05. This task order includes Hardware and Software maintenance agreements to be renewed from 9/1/04 – 11/30/04.

6. Deliverables Required

Within 30 days of Contract start, the Contractor shall provide a Maintenance Agreement and License Renewal Plan for items listed in the IRD Maintenance Database, baselined in Attachments J-8 and J-9 of the JETS contract per DRD-01 (Management Plan) and amended by changes in Item 11 of this Task Order.

Starting at 30 days from Contract start, the Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software baselined in Attachments J-8 and J-9 and amended by changes in Item 11 of this Task Order, and update the IRD Maintenance database within seven business days of a change in status.

7. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

9. Metrics

100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary and Cost Phasing by Month

Cost: \$306,352.65
Maximum Award Fee: \$9,542.23
Total Cost: \$315,894.88

Monthly Cost Phasing – See Attachment 1

Revision Summary of Task Order

	Previous Value	Rev # Value	New Value
Cost			
Fee			
Total Cost and Fee			

11. Software Modifications to J-8

The Attachment J-8 Software list is amended as follows:

- The items listed under Area as "Misc." is replaced in its entirety by the following list:

Current Contract Identifier	Area	COTS Software Name and Version	Operating System and Version	Platform	Level of Support	Org Code	CPU Serial Number	NEMS Tag
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 6410 ARD	Product maint. only for EC	EA	AG03716428	1115543
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL2	Product maint. only for ES	EA	AB0200072M	1004116

DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL3	Product maint. only for ES	EA	AB0200075S	1004113
DSSSC	Misc.	Process (TGV) MNST	2656	VS4060 MODAL5	Product maint. only for ES	EA	AB22106LFS	1238793
DSSSC	Misc.	Process (TGV) MNST	2656	AXP 4610 MODAL8	Product maint. only for ES	EA	AB31904ALC	1292970
DSSSC	Misc.	DataViews DV Tools MNT2 AA BB		MV II	Product maint. only for EV	EA	WF6501186	139233
DSSSC	Misc.	DEC VAX SSS VAX 4000-200	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC VAX/VMS EXT MDDS	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC DECNET ROUTER	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC VMS SSS VAX 4000-500	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC DECSERVER 300 SSS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC PW LM CCS W/D MDDS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC ULTRIX WS VS2000 SNS/OS	93049066D	VSTN 2000 UL	Product maint. only for EV	EA	AB83304054S	
DSSSC	Misc.	DEC ULTRIX WS MDDS	93049066D	VSTN 2000 UL	Product maint. only for EV	EA	AB83304054S	
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4500 ASAD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 CAD1	Product maint. only for EV	EA	AB02500IV2	1004602
DSSSC	Misc.	Raxco Perfect Disk		Vax 4500 ASD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Wingra NSR 900	J469	MV 4500	Product maint. only for EV	EA	KA232U7499	1233812

- The following items listed for the ECF Area are changed from Full support to Full* support:
 - Basic MSC/Nastran
 - MSC/Nastran Superelement Option
 - MSC/Nastran Aeroelasticity
 - MSC/Nastran Design Opt Option
 - MSC/Nastran Add CPU Min outside basic
- 200 Client Access Licenses for Windows Server 2003 for the Neoteris system need to be purchased and added to the software licenses to be tracked in the IRD Maintenance Database.

Hardware Modifications to J-9

- All items listed in the Non-IRD Hardware List are replaced by the list contained in JETS-OPS05-IT-04 Attachment 2.xls, attached to this Task Order.

1. Task Order Number/ Title

JETS-OPS05-IT-04, Revision 1 – Hardware and Software Maintenance Agreements

2. Technical Monitor Representative (TMR)

Primary: IT4/ Robert T Anderson

Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) Maintenance Database, which was baselined in Attachments J-8 and J-9 of the JETS contract, and are amended by the changes in Item 11 of this task order. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This Task Order shall be accomplished in accordance with Statement of Work area 4.3.1

Additional hardware and software may be added and deleted during the term of the task order, the Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS).

The contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment located in Attachment J-9, the designated non-IRD Hardware List.

All hardware and software maintenance functions defined in this task order shall be reported at the subtask level. Subtasks 1 through 21 correspond to 21 tabs seen in Attachment J-7 spreadsheet and are defined as follows:

Subtask 1.0	Engineering Computation Facility	
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA

Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA
Subtask 21.0	Reserved	

Additionally, for the items contained in Attachment J-9, Non-IRD Hardware Maintenance, and Attachment J-8, under the MISC area, the following Subtasks are defined:

Subtask 22.0	CA Org	CA
Subtask 23.0	EA Org	EA
Subtask 24.0	JA Org	JA

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

5. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05. This task order includes Hardware and Software maintenance agreements to be renewed from 9/1/04 – 11/30/04.

6. Deliverables Required

Within 30 days of Contract start, the Contractor shall provide a Maintenance Agreement and License Renewal Plan for items listed in the IRD Maintenance Database, baselined in Attachments J-8 and J-9 of the JETS contract per DRD-01 (Management Plan) and amended by changes in Item 11 of this Task Order.

Starting at 30 days from Contract start, the Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software baselined in Attachments J-8 and J-9 and amended by changes in Item 11 of this Task Order, and update the IRD Maintenance database within seven business days of a change in status.

7. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

9. Metrics

100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary

Cost:	\$321,533.05
Maximum Award Fee:	\$9,542.23
Total Cost:	\$331,075.28

Revision Summary of Task Order

Revision 1 - Annual TrackWise Renewal of Product Support for 80 Designated TrackWise Licenses and TrackWise Customer Access

	Previous Value	Rev 1 Value	New Value
Cost	306,352.50	15,180.55	321533.05
Fee	9,542.23	0	9542.23
Total Cost and Fee	315,894.73	15,180.55	331,075.28

11. Software Modifications to J-8

The Attachment J-8 Software list is amended as follows:

- The items listed under Area as "Misc." is replaced in its entirety by the following list:

Current Contract Identifier	Area	COTS Software Name and Version	Operating System and Version	Platform	Level of Support	Org Code	CPU Serial Number	NEMS Tag
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 6410 ARD	Product maint. only for EC	EA	AG03716428	1115543
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL2	Product maint. only for ES	EA	AB0200072M	1004116
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL3	Product maint. only for ES	EA	AB0200075S	1004113
DSSSC	Misc.	Process (TGV) MNST	2656	VS4060 MODAL5	Product maint. only for ES	EA	AB22106LFS	1238793
DSSSC	Misc.	Process (TGV) MNST	2656	AXP 4610 MODAL8	Product maint. only for ES	EA	AB31904ALC	1292970
DSSSC	Misc.	DataViews DV Tools MNT2 AA BB		MV II	Product maint. only for EV	EA	WF6501186	139233
DSSSC	Misc.	DEC VAX SSS VAX 4000-200	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC VAX/VMS EXT MDDS	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC DECNET ROUTER	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
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DSSSC	Misc.	DEC DEC SERVER 300 SSS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC PW LM CCS W/D MDDS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC ULTRIX WS VS2000 SNS/OS	93049066D	VSTN 2000 UL	Product maint. only for EV	EA	AB83304054S	
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DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4500 ASAD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 CAD1	Product maint. only for EV	EA	AB02500IV2	1004602
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DSSSC	Misc.	Wingra NSR 900	J469	MV 4500	Product maint. only for EV	EA	KA232U7499	1233812

- The following items listed for the ECF Area are changed from Full support to Full* support:

- Basic MSC/Nastran
- MSC/Nastran Superelement Option
- MSC/Nastran Aeroelasticity
- MSC/Nastran Design Opt Option
- MSC/Nastran Add CPU Min outside basic

- 200 Client Access Licenses for Windows Server 2003 for the Neoteris system need to be purchased and added to the software licenses to be tracked in the IRD Maintenance Database.

Hardware Modifications to J-9

- All items listed in the Non-IRD Hardware List are replaced by the list contained in JETS-OPS05-IT-04 Attachment 2.xls, attached to this Task Order.

1. Task Order Number/ Title

JETS-OPS05-IT-04, Revision 3 – Hardware and Software Maintenance Agreements

2. Technical Monitor Representative (TMR)

Primary: IT4/ Robert T Anderson

Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) Maintenance Database, which was baselined in Attachments J-8 and J-9 of the JETS contract, and are amended by the changes in Item 11 of this task order. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This Task Order shall be accomplished in accordance with Statement of Work area 4.3.1

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Subtask 1.0	Engineering Computation Facility	MA, OA
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Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	EDCC	IA
Subtask 13.0	DDMS	IA
Subtask 14.0	Library Systems	IA
Subtask 15.0	Still Digital Imagery Systems	IA
Subtask 16.0	Video Servers	IA
Subtask 17.0	Graphics and Du-Print Servers	IA

Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA
Subtask 21.0	Reserved	

Additionally, for the items contained in Attachment J-9, Non-IRD Hardware Maintenance, and Attachment J-8, under the MISC area, the following Subtasks are defined:

Subtask 22.0	CA Org	CA
Subtask 23.0	EA Org	EA
Subtask 24.0	JA Org	JA

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

5. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 8/30/05.

6. Deliverables Required

Within 30 days of Contract start, the Contractor shall provide a Maintenance Agreement and License Renewal Plan for items listed in the IRD Maintenance Database, baselined in Attachments J-8 and J-9 of the JETS contract per DRD-01 (Management Plan) and amended by changes in Item 11 of this Task Order.

Starting at 30 days from Contract start, the Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software baselined in Attachments J-8 and J-9 and amended by changes in Item 11 of this Task Order, and update the IRD Maintenance database within seven business days of a change in status.

7. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSonline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

9. Metrics

100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary

Cost:	\$ 1,164,438.86
Maximum Award Fee:	\$ 6,772.75
Total Cost:	\$ 1,171,211.61

Revision Summary of Task Order

Revision 2 corrects the estimated cost for Program Management Costs previously omitted and extends the period of performance through 8/31/05.

Revision 1 - Annual TrackWise Renewal of Product Support for 80 Designated TrackWise Licenses and TrackWise Customer Access

	Previous Value	Rev 2	New Value
Cost	\$ 321,533.50	\$ 842,905.36	\$ 1,164,438.86
Fee	\$ 9,542.23	\$ (2,769.48)	\$ 6,772.75
Total Cost and Fee	\$ 331,075.28	\$ 840,136.33	\$ 1,171,211.61

11. Software Modifications to J-8

The Attachment J-8 Software list is amended as follows:

- The items listed under Area as "Misc." is replaced in its entirety by the following list:

Current Contract Identifier	Area	COTS Software Name and Version	Operating System and Version	Platform	Level of Support	Org Code	CPU Serial Number	NEMS Tag
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 6410 ARD	Product maint. only for EC	EA	AG03716428	1115543
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL2	Product maint. only for ES	EA	AB0200072M	1004116
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL3	Product maint. only for ES	EA	AB0200075S	1004113
DSSSC	Misc.	Process (TGV) MNST	2656	VS4060 MODAL5	Product maint. only for ES	EA	AB22106LFS	1238793
DSSSC	Misc.	Process (TGV) MNST	2656	AXP 4610 MODAL8	Product maint. only for ES	EA	AB31904ALC	1292970
DSSSC	Misc.	DataViews DV Tools MNT2 AA BB		MV II	Product maint. only for EV	EA	WF6501186	139233
DSSSC	Misc.	DEC VAX SSS VAX 4000-200	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
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DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4500 ASAD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 CAD1	Product maint. only for EV	EA	AB02500IV2	1004602
DSSSC	Misc.	Raxco Perfect Disk		Vax 4500 ASD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Wingra NSR 900	J469	MV 4500	Product maint. only for EV	EA	KA232U7499	1233812

- The following items listed for the ECF Area are changed from Full support to Full* support:
 - Basic MSC/Nastran
 - MSC/Nastran Superelement Option

- MSC/Nastran Aeroelasticity
 - MSC/Nastran Design Opt Option
 - MSC/Nastran Add CPU Min outside basic
-
- 200 Client Access Licenses for Windows Server 2003 for the Neoteris system need to be purchased and added to the software licenses to be tracked in the IRD Maintenance Database.

Hardware Modifications to J-9

- All items listed in the Non-IRD Hardware List are replaced by the list contained in JETS-OPS05-IT-04 Attachment 2.xls, attached to this Task Order.

1. Task Order Number/ Title

JETS-OPS05-IT-04, Revision 3 – Hardware and Software Maintenance Agreements

2. Technical Monitor Representative (TMR)

Primary: IT4/ Robert T Anderson

Alternate: IT4/Hector Rodriguez

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) Maintenance Database, which was baselined in Attachments J-8 and J-9 of the JETS contract, and are amended by the changes in Item 11 of this task order. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This Task Order shall be accomplished in accordance with Statement of Work area 4.3.1

Additional hardware and software may be added and deleted during the term of the task order, the Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS).

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Subtask 4.0	IRD CSS	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	CR 945	IA
Subtask 7.0	NetIQ	IA
Subtask 8.0	SIDD	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
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Subtask 12.0	EDCC	IA
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Subtask 17.0	Graphics and Du-Print Servers	IA

Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	IMPASS Development	IA
Subtask 21.0	Reserved	

Additionally, for the items contained in Attachment J-9, Non-IRD Hardware Maintenance, and Attachment J-8, under the MISC area, the following Subtasks are defined:

Subtask 22.0	CA Org	CA
Subtask 23.0	EA Org	EA
Subtask 24.0	JA Org	JA

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

5. Period of Performance

The services in this Task Order shall be performed from 9/1/04 through 9/30/05.

6. Deliverables Required

Within 30 days of Contract start, the Contractor shall provide a Maintenance Agreement and License Renewal Plan for items listed in the IRD Maintenance Database, baselined in Attachments J-8 and J-9 of the JETS contract per DRD-01 (Management Plan) and amended by changes in Item 11 of this Task Order.

Starting at 30 days from Contract start, the Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software baselined in Attachments J-8 and J-9 and amended by changes in Item 11 of this Task Order, and update the IRD Maintenance database within seven business days of a change in status.

7. Travel

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

8. Special Requirements

The JETS mailbox will be utilized primarily to track work request that include multiple milestones over an extended period of time or any work request that requires a reprioritization of workload.

The contractor shall utilize the JETSONline database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JETS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

9. Metrics

100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary

Cost:	\$ 1,164,438.86
Maximum Award Fee:	\$ 6,772.75
Total Cost:	\$ 1,171,211.61

Revision 3 reconciles the period of performance with the total cost. The period of performance for this Task Order is 9/1/04 through 9/30/05.

Revision 2 corrects the estimated cost for Program Management Costs previously omitted and extends the period of performance through 8/31/05.

Revision 1 - Annual TrackWise Renewal of Product Support for 80 Designated TrackWise Licenses and TrackWise Customer Access

	Previous Value	Revision 3	Current Value
\$	1,164,438.86	\$ -	\$ 1,164,438.86
\$	6,772.75	\$ -	\$ 6,772.75
\$	1,171,211.61	\$ -	\$ 1,171,211.61

11. Software Modifications to J-8

The Attachment J-8 Software list is amended as follows:

- The items listed under Area as "Misc." is replaced in its entirety by the following list:

Current Contract Identifier	Area	COTS Software Name and Version	Operating System and Version	Platform	Level of Support	Org Code	CPU Serial Number	NEMS Tag
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 6410 ARD	Product maint. only for EC	EA	AG03716428	1115543
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL2	Product maint. only for ES	EA	AB0200072M	1004116
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 MODAL3	Product maint. only for ES	EA	AB0200075S	1004113
DSSSC	Misc.	Process (TGV) MNST	2656	VS4060 MODAL5	Product maint. only for ES	EA	AB22106LFS	1238793
DSSSC	Misc.	Process (TGV) MNST	2656	AXP 4610 MODAL8	Product maint. only for ES	EA	AB31904ALC	1292970
DSSSC	Misc.	DataViews DV Tools MNT2 AA BB		MV II	Product maint. only for EV	EA	WF6501186	139233
DSSSC	Misc.	DEC VAX SSS VAX 4000-200	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC VAX/VMS EXT MDDS	93049066D	4000-200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	DEC DECNET ROUTER	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC VMS SSS VAX 4000-500	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC DECSERVER 300 SSS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC PW LM CCS W/D MDDS	93049066D	4000-500 ASD1/ASD	Product maint. only for EV	EA		
DSSSC	Misc.	DEC ULTRIX WS VS2000 SNS/OS	93049066D	VSTN 2000 UL	Product maint. only for EV	EA	AB83304054S	
DSSSC	Misc.	DEC ULTRIX WS MDDS	93049066D	VSTN 2000 UL	Product maint. only for EV	EA	AB83304054S	
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4200 ESTL1	Product maint. only for EV	EA	N123771716	
DSSSC	Misc.	Process (TGV) MNST	2656	VAX 4500 ASAD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Process (TGV) MNST	2656	MV 3100 CAD1	Product maint. only for EV	EA	AB02500IV2	1004602
DSSSC	Misc.	Raxco Perfect Disk		Vax 4500 ASD1	Product maint. only for EV	EA	KA232U7499	1233812
DSSSC	Misc.	Wingra NSR 900	J469	MV 4500	Product maint. only for EV	EA	KA232U7499	1233812

- The following items listed for the ECF Area are changed from Full support to Full* support:
 - Basic MSC/Nastran

- MSC/Nastran Superelement Option
 - MSC/Nastran Aeroelasticity
 - MSC/Nastran Design Opt Option
 - MSC/Nastran Add CPU Min outside basic
-
- 200 Client Access Licenses for Windows Server 2003 for the Neoteris system need to be purchased and added to the software licenses to be tracked in the IRD Maintenance Database.

Hardware Modifications to J-9

- All items listed in the Non-IRD Hardware List are replaced by the list contained in JETS-OPS05-IT-04 Attachment 2.xls, attached to this Task Order.

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-PRJ05-IP-01
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.

Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

Tel No.: 281-483-1863 Fax: 281-483-7890
E-mail: karen.d.adams@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-PRJ05-IP-01-, NNJ04JA53C

5. Contractor:
Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

Phone: 281-483-1863 x n/a Fax: 281-483-7890
Email: karen.d.adams@nasa.gov

6. Deliver On or Before: _____
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-PRJ05-IP-01, NNJ04JA53C

TIN: _____ CAGE CODE: _____

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Jessica C. Miller

Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Security Data Warehouse	1	LOT		\$33,429.69	
<p>This is a Firm fixed Price Task Order.</p> <p>Total Firm Fixed Price \$33,429.69</p>						

12. For JSC Internal Use Only:

Requisition No.: N/A COMP. PART. PPC: N/A
Rissue To: IA/Glenn Robinson

13. Total
\$33,429.69

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT, ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative

Date _____

1. Task Order Number/Title

JETS-PRJ05-IP-01 - Security Data Warehouse (SDW)

2. Technical Manager's Representative (TMR)

Primary: Robert Hennan (IP)

Alternate: Paul T. Wilson (IP)

3. Narrative Task Description

The contractor shall be responsible for completing the SDW Project. The closeout of the SDW project requires migration of the current pilot system to the Government furnished operational platform.

The contractor shall be responsible for integrating additional data sources as directed by the TMR. The additional data sources shall include System Management Server (SMS), Patchlink Inventory, Domain Controller event logs, and the Asset Management System (AMS) Network Configuration Control Project (NCCP) data. (SMS, AMS-NCCP data sources are available via the ODIN contract).

The contractor shall continue to be responsible for the operations and maintenance of the pilot system through the transition to the production environment. Specifically the contractor shall

- Operate and maintain the pilot system (Including, loading data, performing data integrity checks, and performing data validation,)
- Support ad-hoc reporting as directed by the COTR/or his/her designee
- Generation of standard reports including
 - Vulnerability reduction program
 - JSC System Inventory
 - System History
 - Login History

The contractor shall be responsible for coordinating and creating all project-related documentation, including schedules, readiness reviews, and supporting Information Resources Directorate (IRD) meetings as required to successfully accomplish this Task Order.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge as needed to support the overall improvement of Information Technology (IT) security at the Center.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incident, investigations and forensics analyses.

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be completed by 03/30/05. An updated Project Plan shall be delivered to the COTR or his/her designee within 30 calendar days from task order start.

5. Deliverables Required

The contractor shall complete the SDW Project in accordance with the major milestones of the project plan as per JSC-49861 IRD Project Life Cycle Guidelines.

Activity	Planned Completion Date
Project Plan Deliverable	9/30/04
Project Plan Approval	10/7/04
System Requirements Review	10/21/04
Deployment Plan	10/21/04
Critical Design Review	12/08/04
Test Plan and User Guide	1/21/05
System Administration/Programmer's Guide	1/21/05
System Test Review	1/28/05
Customer Acceptance Test Results	2/4/05
Operational Readiness Review	3/3/05
Operational	3/30/05

6. Special Requirements

None

7. Metrics

None

8. Firm Fixed Price Milestone Payments

Progress payments are based upon completion of the following project plan milestones.

9/7/04	Project Plan Approval
10/21/04	System Requirements Review
12/8/04	Critical Design Review
1/28/05	System Test Review
3/3/05	Operational Readiness Review
3/30/05	Operational

Summary of Task Order

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-PRJ05-IP-01, Revision 1
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.

Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

Tel No.: 281-483-1863 Fax: 281-483-7890

E-mail: karen.d.adams@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-PRJ05-IP-01, Revision 1 NNJ04JA53C

5. Contractor:
Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

Phone: 281-483-1863 x n/a Fax: 281-483-7890
Email: karen.d.adams@nasa.gov

TIN: CAGE CODE:

6. Deliver On or Before: _____
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-PRJ05-IP-01, Revision 1 NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Karen D. Adams

Signature: _____ Date: _____

CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Security Data Warehouse	1	LOT	\$36,428.91		
	Revision 1					
	This is a Firm fixed Price Task Order.					
	Total Firm Fixed Price \$36,428.91					

12. For JSC Internal Use Only:

Requisition No.: N/A

COMP. PART. PPC: N/A

Rissue To: IA/Glenn Robinson

13. Total

\$36,428.91

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS
OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative

Date _____

1. Task Order Number/Title

JETS-PRJ05-IP-01, Revision 1 - Security Data Warehouse (SDW)

2. Technical Manager's Representative (TMR)

Primary: Robert Hennan (IP)

Alternate: Paul T. Wilson (IP)

3. Narrative Task Description

The contractor shall be responsible for completing the SDW Project. The closeout of the SDW project requires migration of the current pilot system to the Government furnished hardware platform. The contractor shall be responsible for the procurement of two copies of the Red Hat Linux Enterprise AS operating system for the production and development platform.

The contractor shall be responsible for integrating additional data sources as directed by the TMR. The additional data sources shall include System Management Server (SMS), Patchlink Inventory, Domain Controller event logs, and the Asset Management System (AMS) Network Configuration Control Project (NCCP) data. (SMS, AMS-NCCP data sources are available via the ODIN contract).

The contractor shall continue to be responsible for the operations and maintenance of the pilot system through the transition to the production environment. Specifically the contractor shall

- Operate and maintain the pilot system (Including, loading data, performing data integrity checks, and performing data validation,)
- Support ad-hoc reporting as directed by the COTR/or his/her designee
- Generation of standard reports including
 - Vulnerability reduction program
 - JSC System Inventory
 - System History
 - Login History

The contractor shall be responsible for coordinating and creating all project-related documentation, including schedules, readiness reviews, and supporting Information Resources Directorate (IRD) meetings as required to successfully accomplish this Task Order.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge as needed to support the overall improvement of Information Technology (IT) security at the Center.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incident, investigations and forensics analyses.

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be completed by 03/30/05. An updated Project Plan shall be delivered to the COTR or his/her designee within 30 calendar days from task order start.

5. Deliverables Required

The contractor shall complete the SDW Project in accordance with the major milestones of the project plan as per JSC-49861 IRD Project Life Cycle Guidelines.

Activity	Planned Completion Date
Project Plan Deliverable	9/30/04
Project Plan Approval	10/7/04
System Requirements Review	10/21/04
Deployment Plan	10/21/04
Critical Design Review	12/08/04
Test Plan and User Guide	1/21/05
System Administration/Programmer's Guide	1/21/05
System Test Review	1/28/05
Customer Acceptance Test Results	2/4/05
Operational Readiness Review	3/3/05
Operational	3/30/05

6. Special Requirements

None

7. Metrics

None

8. Firm Fixed Price Milestone Payments

Progress payments are based upon completion of the following project plan milestones.

10/7/04	Project Plan Approval
10/21/04	System Requirements Review
12/8/04	Critical Design Review
1/28/05	System Test Review
3/3/05	Operational Readiness Review
3/30/05	Operational

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-PRJ05-IP-01, Revision 2
Contract No.: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.

Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Karen Adams

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-PRJ05-IP-01, Revision 2 NNJ04JA53C

Tel No.: 281-483-1863 Fax: 281-483-7890
E-mail: karen.d.adams@nasa.gov

5. Contractor:
Muniz Engineering, Inc.
16903 Buccaneer Lane, Suite 200
Houston, Texas 77058

6. Deliver On or Before: See attached schedule of delivery
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

Phone: 281-483-1863 x n/a Fax: 281-483-7890
TIN: CAGE CODE:

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-PRJ05-IP-01, Revision 2 NNJ04JA53C

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

10. Name: Jessica C. Miller

Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Security Data Warehouse Revision 2 This is a Firm fixed Price Task Order Total Estimated Cost and Fee \$44,538.40	1	LOT		\$44,538.40	

12. For JSC Internal Use Only:

Requisition No.: n/a COMP. PART. PPC: n/a
Rissue To: IA/Glenn Robinson

13. Total

\$44,538.40

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS
OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative

Date _____

1. Task Order Number/Title

JETS-PRJ05-IP-01, Revision 2 - Security Data Warehouse (SDW)

2. Technical Manager's Representative (TMR)

Primary: Robert Hennan (IP)

Alternate: Paul T. Wilson (IP)

3. Narrative Task Description

The contractor shall be responsible for completing the SDW Project. The closeout of the SDW project requires migration of the current pilot system to the Government furnished hardware platform.. This shall include a production system and a separate development system. The contractor shall be responsible for the procurement of two copies of the Red Hat Linux Enterprise AS operating system for the production and development platform.

The contractor shall be responsible for integrating additional data sources as directed by the TMR. The additional data sources shall include System Management Server (SMS), Patchlink Inventory, Domain Controller event logs, and the Asset Management System (AMS) Network Configuration Control Project (NCCP) data. (SMS, AMS-NCCP data sources are available via the ODIN contract). White Sands Test Facility (WSTF) databases shall be integrated with the SDW. The WSTF databases shall include DHCP logs, login-scripts, PatchLink Inventory, and scan data.

The contractor shall provide support to the Institute for Defense Analysis (IDA) personnel in a collaborative study defined by a Space Act Agreement between IDA and JSC. The collaboration will include integration of IDA's distributed cyber defense tool with the SDW's Application Programming Interface (API). This support is expected to require an average of 6 hours per week beginning 2/14/05, and continuing through the entire period of this Task Order. This activity shall include prototyping of incident response scenarios using the integrated tools.

The contractor shall continue to be responsible for the operations and maintenance of the pilot system through the transition to the production environment. Specifically the contractor shall

- Operate and maintain the pilot system (Including, loading data, performing data integrity checks, and performing data validation,)
- Support ad-hoc reporting as directed by the COTR/or his/her designee
- Generation of standard reports including
 - Vulnerability reduction program
 - JSC System Inventory
 - System History
 - Login History

The contractor shall be responsible for coordinating and creating all project-related documentation, including schedules, readiness reviews, and supporting Information

Resources Directorate (IRD) meetings as required to successfully accomplish this Task Order.

As requested by the COTR or his/her designee, the contractor shall perform security awareness training, provide technical support, and share technical knowledge as needed to support the overall improvement of Information Technology (IT) security at the Center.

The contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incident, investigations and forensics analyses.

4. Key Schedule Milestones / Completion Date

The items in this Task Order shall be completed by 08/31/05. An updated Project Plan shall be delivered to the COTR or his/her designee within 30 calendar days from task order start.

5. Deliverables Required

The contractor shall complete the SDW Project in accordance with the major milestones of the project plan as per JSC-49861 IRD Project Life Cycle Guidelines.

Activity	Planned Completion Date
Project Plan Deliverable	9/30/04
Project Plan Approval	10/7/04
System Requirements Review	10/21/04
Deployment Plan	10/21/04
Critical Design Review	12/08/04
Initial Test Plan and User Guide	1/21/05
System Test Review	1/28/05
Initial System Administration/Programmer's Guide	3/21/05
Transition to new hardware platform	6/16/05
Incident/Event Data Model	6/30/05
Updated Test Plan and User Guide	7/28/05
Updated System Administrator's Programmer's Guide	8/11/05
Data Loader Test Results	8/15/05
Customer Acceptance Test Results	8/30/05
Operational Readiness Review	9/15/05
Operational	9/30/05

The contractor shall install the Government furnished production and development hardware in one of the Boundary Services cabinets. This shall include integration of the equipment with the existing KVM switch, electrical power, and network switch. The contractor shall ensure that the hardware BIOS is up to date and will configure the RAID systems for the internal disks as well as the external disk enclosure included with the

production platform. The installation and configuration of the Operating System for the two platforms are excluded from this task order.

6. Metrics

None

8. Firm Fixed Price Milestone Payments

Progress payments are based upon completion of the following project plan milestones.

10/7/04	Project Plan Approval
10/21/04	System Requirements Review
12/8/04	Critical Design Review
12/28/04	CDR Software Purchase
6/16/05	Transition to New Hardware
6/30/05	Incident/Event Data Model IDA Support
7/14/05	WSTF Data Integration
7/28/05	Updated Test Plan and User Guide
8/11/05	Updated System Administrator's Programmers Guide
8/25/05	Data Loader Test Results
9/15/05	Operational Readiness Review
9/30/05	Operational

Balance of milestone payments to be proposed by contractor based on revised schedule:

Revision 2 - Addition of WSTF support, Department of Defense collaboration project and migration to new development and production platforms.

Revision 1 – Addition of Red Hat Enterprise Operating System (2 copies)-
Summary of Task Order

Order No.: _____

ORDER FOR SUPPLIES OR SERVICES

(CONTINUATION SHEET)

PAGE 2 of

SCHEDULE

ITEM	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-OPS06-IC-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
---	---	--

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Ann E. Bronson</u> Tel No.: <u>281-483-9889</u> Fax: <u>281-483-4066</u> E-mail: <u>ann.e.bronson@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-OPS06-IC-01</u>
--	--

5. Contractor: Muniz Engineering, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6031 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: _____ F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS06-IC-01
--	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: _____ <i>Original signed by Jessica C. Miller 10/27/05</i> Signature: _____ Date: _____ <p style="text-align: center;">CONTRACTING OFFICER</p>
---	--

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	EVA Office Information Technology Services	1	lot		89,878.67	
	Estimated Cost:			\$84,125.59		
	Maximum Award Fee:			\$ 5,753.08		
	Total Estimated Cost and Fee:			\$89,878.67		

12. For JSC Internal Use Only: Requisition No.: _____ <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IA/Glenn Robinson</u>	13. Total 89,878.67
--	-----------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS THERWISE NOTED.

BY: _____
 Authorized U.S. Government Representative Date

Task Order Approvals

Task Order: **JETS-OPS06-IC-01** – EVA Office Information Technology Services

Approved Technical Evaluation Received _____

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$84,125.59
Maximum Award Fee	\$ 5,753.08
Total Cost:	\$89,878.67

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

1. Task Order Number/Title

JETS-OPS06-IC-01 - EVA Office Information Technology Services

2. Technical Monitor Representative (TMR)

Primary: Greg Lestourgeon/XA
Alternate: Dianne L. Robinson/IC

3. Narrative Task Description

- a. The Contractor shall be responsible for the daily IT support of the EVA Office (Code XA), as specified in the JETS Statement of Work (SOW) areas 4.2, 4.3, 4.4, 5.0, 5.2, 5.4, and 5.5.
- b. The Contractor shall provide support to ODIN and OneEVA for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- c. The Contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- d. The Contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB). The NACB typically meets once each week for one to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week. In addition, the Contractor shall attend the IT Steering Council (meets twice monthly) and the IRD Customer Forum (meets once a month). The Contractor shall report back to the organization any issues which will impact the organization. Information on IT events or new capabilities will either be distributed via email or discussed during staff meetings.
- e. The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day IT operations. In addition, the Contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the EVA Office. The 24/7 on-call support shall be accomplished via a Contractor provided pager. If the Contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the Contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors. The Contractor shall assist all members of the EVA Office in reducing the number of unsolicited emails and work with the Consolidated Help Desk if a virus is suspected on a user workstation.
- f. The Contractor shall provide support to the EVA Office user community working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (20) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within

one (1) business day of a reported issue. The Contractor shall coordinate with off-site personnel assigned to the EVA Office and assure commonality of hardware/software.

g. The Contractor shall be responsible for assisting in the installation and use of Public Key Infrastructure (PKI).

h. The Contractor shall provide support for the maintenance of the ODIN laptop loan pool for the EVA office. This will include ensuring that ODIN has the correct information for log tracking (user and due date), configuring the laptops for individual users and ensuring wipe and load are performed when laptops are returned (if necessary). The Contractor shall provide support for users to check out end-user take-home software and maintain a log of checked out software.

i. The Contractor shall maintain and assure the accuracy of the Customer Service System (CSS) database. The Contractor shall receive all requirements for new IT or telephone equipment and write all Service Requests (SR's) required to obtain the IT or telephone equipment. The contractor shall write all SR's for moves within the EVA Office. The Contractor shall write all SR's for new ID's or changes to existing ID's. The Contractor shall review all SR's written for off-site EVA Office personnel to assure accuracy and where new items are being purchased, assure these are in compliance with the EVA Office IT Plan and provide for commonality between on-site hardware and software.

j. The Contractor shall provide support for obtaining for all file access rights for any share directory and maintain records. The Contractor shall be knowledgeable of the XA Web site and do routing updates, and minor programming changes.

k. The Contractor shall review file storage usage for all EVA Office employees and advise when usage is 80% maximum. The contractor shall assist employees in efficient use of home directories. The Contractor shall provide assistance to employees in backing up data on individual hard drives, CD's or other media. The Contractor shall assist users in the use of their workstations/phones/printers/DVD/CD burners/scanners, etc.

l. The Contractor shall gather requirements from all members of the EVA Office and coordinate with management. After approval of requested items has been received, the Contractor shall write the IT Plan and present to both EVA Office management and the JSC Chief Information Officer.

m. The Contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses. The Contractor shall provide assistance on reducing unsolicited email and respond to all virus incidents. The Contractor shall assure all office workstations have the latest anti-virus software loaded. The Contractor shall provide check-out copies of those items which are allowed for home use and maintain log records.

n. The Contractor shall maintain a current Security Plan for the EVA Office, as required by IRD. The Contractor shall perform all duties as the Organizational Computer Security

Representative (OCSR) as defined by IRD, and coordinate with the Organizational Computer Security Manager (OCSM).

- o. The Contractor shall maintain a configuration-managed diagram of the EVA Office, as well as a configuration-managed document listing pertinent information, such as locations, hardware tag numbers, cable and jack numbers, of all EVA Project Office components, with applicable software license codes.
- p. The Contractor shall be knowledgeable of the XA Web site, perform routine updates, and work with other IRD contractors to perform programming changes.
- q. The Contractor will be provided office space, computer and phone in the EVA Office (this will be their permanent office).
- r. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2005 through August 31, 2006.

5. Deliverables Required

- a) Security Plan reviews and updates for the EVA Office.
- b) Support to the CFO Office for developing the IT Plan for the EVA Office.
- c) Configuration-managed diagram of JETS-managed IT equipment for the EVA Office.
- d) Configuration-managed document listing pertinent information of all JETS-managed equipment in the EVA Office IT components and telephone equipment and applicable software license codes. The applicable items should be recorded and maintained in the IRD maintenance database.

6. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

7. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

8. Total Cost Summary and Cost Phasing by Month

Cost:	\$84,125.59
Maximum Award Fee:	\$ 5,753.08
Total Cost:	\$89,878.67

Monthly Cost Phasing – See Attachment 1

Order No.: _____

ORDER FOR SUPPLIES OR SERVICES
(CONTINUATION SHEET)

PAGE 2 of

SCHEDULE

ITEM	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-OPS06-IM-04 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
---	---	--

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Ann E. Bronson</u> Tel No.: <u>281-483-9889</u> Fax: <u>281-483-4066</u> E-mail: <u>ann.e.bronson@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-OPS06-IM-04</u>
--	--

5. Contractor: Muniz Engineering, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6031 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: _____ F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS06-IM-04
--	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: _____ <i>Original signed by Ann E. Bronson</i> 10/28/05 Signature: _____ Date: _____ CONTRACTING OFFICER
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11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	IT Security System Operations	1	lot		\$800,905.36	
	Estimated Cost:				\$751,708.82	
	Maximum Award Fee:				\$ 49,196.54	
	Total Estimated Cost and Fee:				\$800,905.36	

12. For JSC Internal Use Only: Requisition No.: _____ <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IA/Glenn Robinson</u>	13. Total \$ 800,905.36
--	---------------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS
THERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-OPSO6-IM-04** – IT Security System Operations

Approved Technical Evaluation Received October 25, 2005

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$795,302.36
Maximum Award Fee	\$ 5,603.00
Total Cost:	\$800,905.36

Approved By: _____ Date _____
JSC JETS Budget Analyst

Approved By: _____ Date _____
JSC JETS TMR

Approved By: _____ Date _____
JSC JETS COTR

Approved By: _____ Date _____
Manager, IT Information Technology Division

Approved By: _____ Date _____
JSC JETS Contracting Officer

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Order Number/Title

JETS-OPS06-IM-04 - IT Security System Operations

2. Technical Monitor Representative (TMR)

See Contracting Officer's letter for TMR's for this task order.

Primary: Sandra Price/IP
Alternate: Robert Hennan/IP

3. Narrative Task Description

Subtask 1 - IT Security System Operations for Johnson Space Center (JSC)

a. The Contractor shall be responsible for the daily operation of the following systems, as listed in the Information Resources Directorate (IRD) Systems Maintenance Database as IT Security. Daily operation, as specified in the JETS Statement of Work (SOW) Section 5.0, include the monitoring of system activity and performance, review of logs, configuration changes and management (including user accounts), performing system upgrades, reporting, system engineering, and ensuring documentation. It is the Government's intent to retire the PPTP and Webproxy servers in 2006. The functionality of these servers will migrate to the Neoteris server. It is the Government's intent to replace the NFR this fiscal year.

- Firewall Systems
 - Outer Firewall (Primary)
 - Outer Firewall (Secondary)
 - Inner Firewall (Primary)
 - Inner Firewall (Secondary)
 - Special Purpose Firewall
 - Backup/Development Firewall
- Web Filter system
 - Websense
- Network Intrusion Detection (NID) systems
 - RealSecure SiteProtector
 - Network Flight Recorder (NFR)
 - Netscreen IDP(replacement for NFR)
- Virtual Private Network (VPN) systems
 - IPsec VPN Server (Primary)
 - IPsec VPN Server (Secondary)
 - Point-to-Point Tunneling Protocol (PPTP) Server
 - RaptorMobile-EC VPN Server
 - Webproxy Server
 - Neoteris System
 - InfoExpress Server

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- Support systems
 - Firewall Administrative System
 - Firewall Log Servers
 - Backup Firewall Log Servers
 - Firewall Log Processing Server
 - Log Archive/Analysis Server
 - Radius Authentication Server
- Public Key Infrastructure (PKI) systems
- Security Data Warehouse (SDW)
- Network Analyzer systems
 - NetContExt (Content Analyzer)
 - NetContExt (Network Traffic Recorder)

b. The Contractor shall provide daily review and analysis of the firewall and other log files, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues. The Contractor shall provide support to the user community for issues that are related to the IT Security System, including receiving and electronic tracking of incoming calls and requests, handling related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (16) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within one (1) business day of a reported issue.

c. The Contractor shall be responsible for the revalidating, development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.

d. The Contractor shall be responsible for security scanning that includes:

- (1) Regular network using the Internet Security Systems (ISS) Scanner or its replacement, nmap, wireless and other scanning tools as specified by the IRD IT Security Office. The network vulnerability scanning is to be performed per the quarterly requirements defined by the NASA Code V Vulnerability Reduction Guidance (updated yearly). This memo can be found on the JSC webpage under the IT Security section, NASA I/T policy & directives.
- (2) Scans on any new system installed at the Center, in support of web registration, and on an ad-hoc basis due to security threats or data calls.
- (3) Network Mapper (NMAP) and wireless scanning will be performed quarterly or as determined by the IT Security Office.

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- e. The Contractor shall be responsible for generating the following reports and providing them to TMR.
- (1) As part of IT Security scanning activities, Ad-hoc reports in a format to be determined by the IRD Information Technology (IT) Security Office based on the specifics of each individual security situation. It is estimated that the contractor shall provide two (2) such reports per month.
 - (2) Network security and wireless security audit reports electronically
 - (3) Security Data Warehouse (SDW) ad hoc reports as requested by TMR.
- Worst case would be about generation of 100 standard reports including: Vulnerability reduction program, JSC System Inventory System History and Login History.
- f. The Contractor shall assist the IRD IT Security Office in the resolution of security incidents as requested by the TMR to support IT security investigations and forensics analyses.
- (1) This includes providing all information such as log files, system configuration information, and system backups.
 - (2) Reviewing NASIRC bulletins and providing data analysis.
- g. The Contractor shall perform protocol studies to assist the IRD IT Security Office in determining possible security issues as requested by the TMR.
- (1) This includes reviewing firewall log for a specified time period determined by the TMR.
 - (2) Reviewing firewall rules associated with protocols
 - (3) Provide presentations on the findings to the TMR and presenting to IRD I/T Security Office personnel.
- h. The Contractor shall use the JSC IT Security Systems to assist the IRD IT Security Office in the resolution of virus-related issues. The Contractor shall be responsible for processing alerts from the antivirus products (Symantec) and assisting users in the resolution of virus-related issues on a daily basis. The processing of alerts will entail verifying infection and /or origin of viruses. If an infection has occurred, the contractor shall contact the user and Organization Computer Security Manager (OCSM) for repair. Notification to the user and OCSM should be done by phone and email.

Sample of Virus alert notification

Symantec

Virus Name: Downloader.Trojan

Computer: "computer name"

Location: D:\documents and settings\m\waid\Local Settings\Temporary Internet Files\Contene.IE5\CR9VE6F1\NETWIN\[1].CHM

Requested Action: Clean

Actual Action; Quarantine

Date: 08/16/2004 Time: 01:59:57 PM

Source: Norton AntiVirus Corporate Edition

User Name: "domain userid"

JSC Enabling Technology and Security (JETS)
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-
- i. The Contractor shall be responsible for the operations and maintenance of the Security Data Warehouse (SDW) application. This includes loading data, performing data integrity checks, and performing data validation, support ad-hoc reporting (described in item 5c). The contractor shall be responsible for adding new capabilities as directed by the TMR to the SDW as workload permits. It is currently anticipated that not more than 10 new capabilities shall be implemented. The Contractor shall provide user support to those stakeholders utilizing the data warehouse.
- j. The Contractor shall provide the following support
- (1) Personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations.
 - (2) 24/7 on-call support for all security-related incidents which may adversely affect the IT Security System or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors.
 - (3) The Contractor shall be responsible for the installation, implementation, and daily operations of the new NID system equipment.
 - (4) Arrange and conduct meetings (approximately one per month) to inform the user community of upcoming IT Security System capabilities and events.
 - (5) Provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours.
 - (6) Conduct or attend additional ad-hoc special NACB meetings and other working group meetings, generally not exceeding two to three hours per week.
 - (7) As requested by the TMR with e-mail notification to the COTR, perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.
 - (8) Provide inputs, as requested by TMR, for IT Security Systems documentation, procedures (such as Red Book), schedules, project plans, budget planning, and strategic planning.
 - (9) Obtain the concurrence of the TMR and provide e-mail notification to the Contracting Officer's Technical Representative (COTR) to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
 - (10) Coordinate with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
 - (11) Provide inputs and technical assessment to the TMR for incorporation into the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.

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(12) Maintain a configuration-managed architecture diagram of the IT Security System, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated and maintained in the IRD Maintenance Database.

(13) Maintain configuration of the IT Security System devices in the IRD Development Lab. Coordinate test activities with the IRD Lab managers and TRM. Provide support to testing activities as requested by the TMR.

k. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- (1) Safety, Health and Environmental Compliance
- (2) Quality
- (3) Records Management
- (4) Work Authorizations
- (5) Facility Management
- (6) Property Management
- (7) JETS Metrics

Subtask 2: IT Security System Operations for White Sands Test Facility (WSTF)

a. The Contractor shall provide the items of Subtask 1 (excluding 10a) for the IT Security Services at WSTF which include:

- Firewall Systems
 - Primary WSTF Institutional Firewall
 - Secondary WSTF Institutional Firewall
- NID systems
- Support systems
 - BrightStor Enterprise Tape Backup System (StorageTek L40 Library) SDLT 320 Tapes
 - WSTF Institutional Firewall Management Station
 - WSTF Institutional Firewall Log Processing
- SDW
 - nmap scanning server

(1) The Contractor shall maintain adequate personnel onsite during WSTF's work schedule in order to accomplish successful day-to-day operations as detailed above.

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(2) As a part of contingency operation activities, the contractor shall be responsible for operations of the IT Security System at WSTF.

(3) The Contractor shall be responsible for performing OCSR tasks and activities, in accordance with JPR 2810.1B. OCSRs do not have the policy-making role and responsibility of an Organizational Computer Security Manager (OCSM) because they are not a civil servant. The OCSR is to provide assistance in creating and implementing policy; however, organizational management must approve policy. OCSR tasks include, but are not limited to the following:

- i. Developing a management control and communications process to ensure that the organization's I/T security program is implemented consistent with the current edition of JPR 2810.1.
- ii. Serving as the organization's representative to the JSC I/T Security Committee, representing the organization's director or office chief on all I/T security matters, and coordinating that organization's vote on matters of I/T security policy.
- iii. Reporting suspected I/T security incidents to the ITSM and the organization's director or office chief.
- iv. Reporting periodically to the ITSM and the organization's director or office chief on the status of I/T security planning in that organization.
- v. Reviewing annually the IT Security Plans for the organization's systems.
- vi. Submitting electronic and printed copies of each I/T Security Plan to the ITSM. If the contingency plan is set out in a separate document, that document must also be submitted to the ITSM since it is an integral part of the security plan.
- vii. Serving as the organization's representative to the Network Access Control Board unless the organization has named another individual to be the representative.
- viii. The contractor shall assist in writing and maintaining the security plan for the organization system.

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2005 through August 31, 2006.

5. Deliverables Required

- a) Inputs to the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.
- b) Configuration-managed architecture diagram of the IT Security System.
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open

JSC Enabling Technology and Security (JETS)
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maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Maintenance Database.

- d) Change control procedures and configuration management plan for the IT Security System. TMR approval required within 30 calendar days of Task Order start.
- e) Monthly activity report.
- f) Monthly reports of IT Security System related calls and service requests
- g) Scanning reports for each scan that is performed.
- e) A memorandum as directed by the IRD IT Security Office for each quarterly scan, web registration, organizational and incident investigation scan that is performed. The appropriate IRD IT Security management signature shall be obtained for each memorandum.
- f) Network security and wireless security audit reports electronically to IRD IT Security personnel.
- g) Monthly reports of firewall requests.

6. Training

Training shall include annual attendance by one individual to the Network+Interop training/conference.

The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

The contractor shall utilize the JATS database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages. In addition, the contractor shall provide the following metrics monthly to the TMR:

- # of system DRs opened + closed per week (by category) on IRD IT Security systems
- # of customer systems configuration anomalies opened + closed (potential – customer time to closure)
- Average # of firewall sessions. (Accepted + dropped)
- CPU utilization and through-put of firewalls
- Utilization of VPN servers by # of average, max, min simultaneous users (PPTP, Neoteris, InfoExpress)
- Websense

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- # of blocked attempts per category
- # of hits + # of users and utilization of other categories (Top 20)
- # of hits + # of users + # of bytes transferred

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$751,708.82
Maximum Award Fee:	\$ 49,196.54
Total Cost:	\$800,905.36

Monthly Cost Phasing – See Attachment 1

Task Order Approvals

Task Order: **JETS-OPSO6-IM-05** – Organizational Computer Security Representative (OCSR) Services

Approved Technical Evaluation Received October 18, 2005

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$92,464.82
Maximum Award Fee	\$ 6,318.39
Total Cost:	\$98,783.21

Approved By: _____ Date _____
JSC JETS Budget Analyst

Approved By: _____ Date _____
JSC JETS TMR

Approved By: _____ Date _____
JSC JETS COTR

Approved By: _____ Date _____
Manager, IT Information Technology Division

Approved By: _____ Date _____
JSC JETS Contracting Officer

1. Task Order Number/Title

JETS-OPS06-IM-05 – Organizational Computer Security Representative (OCSR) Services

2. Technical Monitor Representative (TMR)

Primary: Robert Hennan/IP

Alternate: Wayne Miner/IP

3. Narrative Task Description

The Contractor shall be responsible for performing OCSR tasks and activities, in accordance with JPR 2810.1C, as revised, JETS Statement of Work (SOW) Section 3.0b (for organizational support) and 4.4 for the following JSC organizations:

- a. AA – Office of the Director of JSC
- b. AB – Office of Deputy Director of JSC
- c. AC – Associate Director (Management)
- d. AD – External Relations Office
- e. AE – Education Office
- f. AG – Office of the Chief Engineer
- g. AJ – Office of Equal Opportunity and Diversity
- h. AL – Office of Chief Counsel
- i. AP – Office of Public Affairs
- j. BA – Office of Procurement
- k. HA – Technology Transfer
- l. YA – Exploration Programs Office

OCSR's do not have the policy-making role and responsibility of an Organizational Computer Security Manager (OCSM) because they are not a civil servant. The OCSR is to provide assistance in creating and implementing policy; however, organizational management must approve policy. OCSR task include, but not limited to the following:

- a. Developing a management control and communications process to ensure that the organization's I/T security program is implemented consistent with the current edition of JPR 2810.1.
- b. Serving as the organization's representative to the JSC I/T Security Committee, representing the organization's director or office chief on all I/T security matters, and coordinating that organization's vote on matters of I/T security policy.
- c. Reporting suspected I/T security incidents to the ITSM and the organization's director or office chief.
- d. Reporting periodically to the ITSM and the organization's director or office chief on the status of I/T security planning in that organization.
- e. Reviewing annually the IT Security Plans for the organization's systems.

- f. Submitting electronic and printed copies of each I/T Security Plans to the ITSM. If the contingency plan is set out in a separate document, that document must also be submitted to the ITSM since it is an integral part of the security plan.
- g. Serving as the organization's representative to the Network Access Control Board unless the organization has named another individual to be the representative.

4. Period of Performance

The services in this task order shall be performed from October 1, 2005 through August 31, 2006.

5. Deliverables Required

- Periodic status to ITSM on organization's security plans
- Organization's Security Plans

6. Special Requirements

- The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.
- Knowledge of and skill of NASA Information Technology Security Requirements and policies.

7. Metrics

100% On-time delivery of products identified in Section 5.0 of the Task Order per the due dates.

8. Total Cost Summary and Cost Phasing by Month

Cost:	\$92,464.82
Maximum Award Fee:	\$ 6,318.39
Total Cost:	\$98,783.21

Monthly Cost Phasing – See Attachment 1

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-OPS06-IP-01
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Ann E. Bronson

Tel No.: 281-483-9889 Fax: 281-483-4066
E-mail: ann.e.bronson@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-OPS06-IP-01

5. Contractor:
Muniz Engineering, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6031 x.n.a. Fax: 281-283-6162

TIN: CAGE CODE:

6. Deliver On or Before: _____
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-OPS06-IP-01

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor [] is, [] is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: _____
Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	IT Security System Operations	1	LOT		\$800,905.36	
	Estimated Cost:				\$795,302.36	
	Maximum Award Fee:				\$ 5,603.00	
	Total Estimated Cost and Fee:				\$800,905.36	

12. For JSC Internal Use Only:
Requisition No.: n.a. COMP. PART. PPC: _____
Rissue To: IA/Glenn Robinson

13. Total

\$ 800,905.36

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative _____ Date _____

Order No.: _____

ORDER FOR SUPPLIES OR SERVICES
(CONTINUATION SHEET)

PAGE 2 of

SCHEDULE

ITEM	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED

1. Order No. JETS-OPS06-IP-05 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
--	--	--

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Ann E. Bronson</u> Tel No.: <u>281-483-9889</u> Fax: <u>281-483-4066</u> E-mail: <u>ann.e.bronson@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-OPS06-IP-05</u>
---	---

5. Contractor: Muniz Engineering, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6031 x n.a. Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: _____ F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS06-IP-05
---	---

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: _____

9. Written acceptance of this order by contractor [<input type="checkbox"/>] is, [<input checked="" type="checkbox"/>] is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: _____ Signature: _____ Date: _____ CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Organizational Computer Security Representative (OCSR) Services	1	LOT		\$98,783.21	
	Estimated Cost:				\$92,464.82	
	Maximum Award Fee:				\$ 6,318.39	
	Total Estimated Cost and Fee:				\$98,783.21	

12. For JSC Internal Use Only: Requisition No.: <u>n.a.</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IA/Glenn Robinson</u>	13. Total \$ 98,783.21
--	-------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____ Date: _____

Order No.: _____

ORDER FOR SUPPLIES OR SERVICES
(CONTINUATION SHEET)

PAGE 2 of

SCHEDULE

ITEM	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED

Task Order Approvals

Task Order: **JETS-OPS06-IT-01** – System Administration and Sustaining Engineering

Approved Technical Evaluation Received October 19, 2005

Performance Period: **October 1, 2005 – August 31, 2006**

Funding Organization(s):

Task Order Value:

Cost:	\$1,617,807.08
Maximum Award Fee	\$ 106,656.42
Total Cost:	\$1,724,463.50

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

1. Task Order Number/ Title

JETS-OPS06-IT-01 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: Ruben Reyes (IT4)

Alternate: Hector Rodriguez (IT4)

3. Narrative Task Description

The Contractor shall perform system administrative and sustaining engineering functions on IRD-managed systems as identified in the Information Resources Directorate (IRD) Maintenance Database and in accordance with JETS Statement of Work (SOW) areas 4.2, 4.3, and 4.3.2. The contractor shall use best practices, as defined by leading software manufacturers such as Microsoft, Sun, Red Hat, etc, to maintain these systems at their optimal performance, maximum availability, and security integrity.

The IT-01 TMR (Technical Monitor Representative) shall be responsible for adding and deleting systems from the IRD Maintenance Database. The contractor shall be responsible for maintaining the accuracy of the data in this database and notify the Government of any discrepancy. All changes to the database shall be in accordance with baselined IRD configuration control documents, JSC 29173, IRD Configuration Management Plan.

The systems in this task order are categorized by work function and shall be reported at the subtask level. The following is a definition of the subtasks:

Subtask 1.0	Engineering Computation Facility	OA MA
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS/ CR 945	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	Reserved	
Subtask 7.0	NetIQ	IA
Subtask 8.0	Consolidated Systems	IA
Subtask 9.0	CSM (consolidated storage mgmt)	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	Reserved	IA
Subtask 13.0	DDMS/EDCC	IA
Subtask 14.0	Imagery Systems	IA
Subtask 15.0	Reserved	
Subtask 16.0	Reserved	
Subtask 17.0	Reserved	
Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Subtask 20.0 Reserved
Subtask 21.0 Reserved

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Daily review of system/security logs for issues. If a security issue is discovered, the contractor shall immediately notify, by phone, the TMR, the IRD OCSM (organizational computer security manager), the COTR, and the IT Security Manager (ITSM) and follow up by email
- Data transmission among systems
- Creation and deletion of network printer queues
- System and data backups/restores
- Virus protection and scans. The system administrator shall ascertain that systems, assigned to them, are patched against the latest vulnerabilities identified by the IRD Security Office (IP) prior to the quarterly scan performed by IP
- The contractor shall perform problem identification/resolution and root cause analysis in accordance with IRD's corrective action process
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS, Linux, and Unix systems
- Contractor shall be responsible for system retirements, including removing and excess old equipment. Contractor shall be responsible for the replacement system build and deployment. Any hardware acquisition may be initiated under a separate task order or task order revision.
- Comply with all current JSC IT policies and procedures, including JSC 29638, the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Project Management and Configuration Management procedures
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Maintenance Database
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM -- 5:00 PM in order to accomplish successful day-to-day systems administration functions.

The systems noted in this task order may be located within IRD or organizations located on-site JSC facilities.

The Contractor shall be responsible for coordinating, as required, with associated contractors to ascertain potential impacts to the applications that are running on the IRD-managed systems and to obtain TMR concurrence with an e-mail to the COTR for all scheduled hardware and software upgrades, planned maintenance outages, break-fix repairs, and software patch installations. The contractor shall provide patch management for all systems in accordance to I/T security requirements and SOMP guidelines.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Maintenance Database. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided maintenance contracts.

The Contractor shall maintain server and peripherals data in the IRD Maintenance Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document.

The Contractor shall maintain a current Security Plan, as specified in Data Requirements Document (DRD) 14, IT Security Plans.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management

- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

5. Training

The Contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Period of Performance

The services in this task order shall be performed from October 1, 2005 through August 31, 2005.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Maintenance Database, the contractor shall develop and maintain all deliverables and documentation as required by the SOMF.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide a hurricane plan per DRD 17.

The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information may be processed outside of the JATS system.

9. Metrics

The Contractor shall provide monthly metrics on Customer Satisfaction, System Administrator Productivity, System Availability, data restore time, time to repair hardware, and time taken to return to service as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

Definition of the availability metric uses the following formula:

Principal Period of Performance (PPP) less unscheduled outages (UO) quantity divided by
Principal Period of Performance

or

Availability = ((PPP-UO)/PPP).

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$1,617,807.08
Maximun Award Fee:	\$ 106,656.42
Total Cost:	\$1,724,463.50

Monthly Cost Phasing – See Attachment 1

IT Tech III

IT Tech II

IT Tech II

IT Tech II

IT Tech I

IT Tech I

\$ 53,134.83

Total Labor
Subcontract Labor
Program Management Allocation
PMO Training Allocation
PMO Materials Allocation
Supervisor Allocation (IT/IC)
Supervisor Training Allocation

Task Order Approvals

Task Order: **JETS-OPSO6-IT-02** – Consolidated Information Resources Directorate (IRD)
Storage Area Network (CISAN) Administration

Approved Technical Evaluation Received October 24, 2005

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$199,250.50
Maximum Award Fee	\$ 10,905.83
Total Cost:	\$210,156.33

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

1. Task Order Number/Title

JETS-OPS06-IT-02 - Consolidated Information Resources Directorate (IRD) Storage Area Network (CISAN) Administration

2. Technical Monitor Representative (TMR)

Primary: Hung V. Luu/IT2

3. Narrative Task Description

The Contractor shall be responsible for the operation and storage component system management of the CISAN Systems, as specified in the JETS Statement of Work (SOW) Section 4.2, 4.3, and 4.3.2.

The individual components of the CISAN include storage arrays, tape backup systems, master backup servers, media servers, fiber channel switches, related cables, backup tapes, and the SAN management software as baselined in IRD Maintenance database.

The Contractor shall provision storage allocations per approved Service Requests (SRs) in the Customer Service Systems (CSS) within 10 business days, including any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The Contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by TMR.

The Contractor shall manage zoning on the CISAN fabric to maintain isolation between SAN resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

In addition, the Contractor shall maintain the configuration-managed architecture diagram of the CISAN, as well as the configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components. This also includes the installation procedures, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall follow the IRD Configuration Management (CM) Project Management process to make any approved changes of the baselined architecture. The Contractor shall submit a Change Request (CR) to reflect the changes after the implementation within 7 business days.

The Contractor shall monitor the performance of the CISAN components using the Government-supplied Veritas Command Central Storage application.

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries. The Contractor shall submit a report that has the data parameters for trend analysis to the TMR for approval 60 days after initiation of this Task Order.

The Contractor shall perform problem identification, resolution, root cause analysis, and corrective action, if necessary.

The Contractor shall backup and restore the systems and servers as defined in the IRD Maintenance database per the Server Operations Management Plan (SOMP), JSC 29638.

For data restoration, the Contractor shall restore the data based on the following formulas, in addition to a two hour response window for the request:

- Data backed up within the last 14 days. The minimum restoration rate is 1,500 MB per minute.
- Data backed up between 15 days to 30 days ago. The minimum restoration rate is 800 MB per minute.
- Data backed up more than 30 days ago. The minimum restoration rate is 24 hours plus 800 MB per minute.

For example, if 10 GB of data was backed up within the last 14 days, then the restoration of that data must be completed in 2 hours, 7 minutes, (2 hrs +10 GB/(1.5 GB/min)).

The Contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor must adhere to the standard IRD practices and procedures as outlined in SOMP of the SOCCB.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM Central Standard Time in order to accomplish successful day-to-day CISAN operations.

The Contractor shall provide support to the user community for issues that are related to the CISAN, including receiving and documenting incoming calls and requests, handling CISAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades. The Contractor shall assist the Government in developing or updating JSC Information Technology Security Plans related to IT-02 systems. The contractor shall also be responsible for meeting the requirements of the I/T Security Plans, related to IT-02 systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2005 through August 31, 2006.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Deliverables Required

The Contractor shall provide online monthly reports on storage growth trend statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage.

The Contractor shall provide a monthly summary report for any unplanned outages occurring during previous month.

The Contractor shall provide a monthly summary report for the status of server backups for all JETS-maintained servers, and tape usage per Data Requirements Document (DRD) 21.

The Contractor shall maintain an inventory of the backup tapes for the CISAN. If additional tapes are required, the contractor shall purchase the tapes, and cleaning cartridges to meet the requirements. All purchases must be coordinated through the TMR.

If additional fibers are needed, the Contractor shall procure the additional fibers. All purchases must be coordinated through the TMR.

The Contractor shall include availability metrics for the CISAN provided per DRD 03.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall maintain a current Security Plan for the CISAN, as specified in DRD 14 IT Security Plans.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

The Contractor shall update the CISAN components firmware and software in accordance with the JSC Information Technology Security Handbook, JPR 2810.1, and System Operations Management Plan, JSC 29638, guidelines.

7. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports, and other reports as defined in Section 6. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost	\$199,250.50
Maximum Award Fee:	\$ 10,905.83
Total Cost:	\$210,156.33

Monthly Cost Phasing – See Attachment 1

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 30

1. Order No. JETS-OPS06-IT-04 REV 1
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3898
Org./Buyer: Cody Corley

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3898
Mark For: Accountable Property
Order No.: JETS-OPS06-IT-04

Tel No.: 281-489-3147 Fax: 281-489-4088
E-mail: cody.corley-1@nasa.gov

5. Contractor:
Muniz Engineering, Inc.
2525 Bay Area Boulevard, Suite 900
Houston, TX 77058

6. Deliver On or Before: _____
F.O.B. Point: Destination
Discount Terms: Net 30 Days

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3898
Order No.: JETS-OPS06-IT-04

Phone: 281-288-6061 x Fax: 281-288-6162
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: _____
Signature: Francis T. Mahan Date: 6/7/06
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Hardware and Software Maintenance Agreements Delta of \$50,000 Reallocation of funds in materials (non-fee bearing) This modification Only changes total at the task order level see TO: JETS-OPS06-IT-02 Rev 1 Was: Now: Estimated Cost: \$1,161,760.87 \$1,111,730.87 Maximum Award Fee: \$ 6,214.52 6,214.52 Total Estimated Cost and Fee: \$1,167,945.19 \$1,117,945.19	1	lot		50,000	

12. For JSC Internal Use Only:
Requisition No.: _____ COMP. PART. PPC: _____
Issue To: JA/Steve GUV

13. Total
-\$50,000

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date: _____

JSC Form 1429 (Rev March 3, 2004) (MS Word August 1995)

National Aeronautics and Space Administration
 Lyndon B. Johnson Space Center
 Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 13

1. Order No.
 JETS-OPS06-IT-03
 Contract: NNJ04JA53C

2. Date of Order
 See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
 Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
 NASA Johnson Space Center, 2101 Nasa Parkway
 Houston, TX 77058-3696
 Org./Buyer: Ann E. Bronson

Tel No.: 281-483-9889 Fax: 281-483-4066
 E-mail: ann.e.bronson@nasa.gov

4. Ship To:
 Transportation Officer, Building 421
 NASA Johnson Space Center
 Houston, TX 77058-3696
 Mark For: **Accountable Property**

Order No.: JETS-OPS06-IT-03

5. Contractor:
 Muniz Engineering, Inc.
 2525 Bay Area Boulevard, Suite 300
 Houston, TX 77058

Phone: 281-283-6031 x Fax: 281-283-6162

TIN: CAGE CODE:

6. Deliver On or Before: _____
 F.O.B. Point: Destination
 Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
 NASA Johnson Space Center
 Attn: LF231/Accounts Payable Group
 Houston, TX 77058-3696
 Order No.: JETS-OPS06-IT-03

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)
 Signature: _____ Date: _____

10. Name: _____
Original signed by Jessica C. Miller 10/27/05
 Signature: _____ Date: _____
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network Traffic Monitoring and Analysis	1	lot		\$102,592.67	
	Estimated Cost:				\$ 96,472.74	
	Maximum Award Fee:				\$ 6,119.93	
	Total Estimated Cost and Fee:				\$102,592.67	

12. For JSC Internal Use Only:
 Requisition No.: _____ COMP. PART. PPC: _____
 Rissue To: IA/Glenn Robinson

13. Total
 \$102,592.67

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS
 THERWISE NOTED.

BY: _____ Date: _____
 Authorized U.S. Government Representative

Task Order Approvals

Task Order: **JETS-OPS06-IT-03** – Network Traffic Monitoring and Analysis

Approved Technical Evaluation Received October 19, 2005

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$ 96,472.74
Maximum Award Fee	\$ 6,119.93
Total Cost:	\$102,592.67

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

1. Task Order Number/Title

JETS-OPS06-IT-03 – Network Traffic Monitoring and Analysis

2. Technical Monitor Representative (TMR)

IT2/Jose A. Nunez-Zapata

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 5.1.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network and the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the Contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The Contractor shall monitor traffic using the following systems but not limited to only these systems:

- Niksun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
- MRTG (1 unit)
- Big Brother BB19C (1 unit)
- NAI Gigabit Sniffer (2 units)
- NAI Portable Sniffer (2 units)
- IPAQ Pocket PC NAI Wireless Sniffer (1 unit)
- Portable Computer (Dolch Sniffer) (1 unit)
- NetOptics Tap (3 units)
- NAI Server ADP 10/100 Sniffer Pod (2 units)

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating system (Windows NT/2000/2003/XP, Unix and Linux).

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The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to develop solutions to implement customer's requirements. In addition the Contractor shall propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The Contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated external to IRD.

The Contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The Contractor shall provide support to the network engineering team for issues that are related to the network connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated Contractors as required to resolve them. In addition, the Contractor shall provide an electronic report documenting issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the Contractor shall provide a rationale for not meeting the metric.

The Contractor shall respond (make contact with the customer and gather problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition, the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The Contractor shall provide any necessary materials (e.g. fiber patch cables, labeling materials) needed for the completion of work on this task order. The Program Manager shall coordinate material purchase requests via e-mail with the TMR and provide e-mail notification to the COTR or his/her designee prior to expenditure of funds.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this task order shall be performed from October 1, 2005 through August 31, 2006.

5. Deliverables Required

The Contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The Contractor shall communicate user problem requests to the TMR and provide status on efforts spent analyzing and resolving the issues.

The Contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the distribution layer network links. The report shall be available by Monday close of business day. The report shall contain the following metrics data. This report is subject to change based on requirement needs.

Data Communications Metrics

- **Device Availability:** is measured in terms of lost service connections as a percentage of the total network devices
 - Percentages will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0\% \geq \text{Device Availability Metric} \leq 2\%$
 - Yellow – $2\% > \text{Device Availability Metric} \leq 5\%$
 - Red – $\text{Device Availability} > 5\%$
- **Traffic Integrity:** is measured at the distribution layer in terms of the parameters below:
 - Daily Number of Network Segments with Frame Discards vs. total segments
 - Daily Number of Network Segments with Frame Errors vs. total segments

- Daily Number of Network Segments with over 60% Bandwidth Utilization Averaged over Five Minutes vs. total segments
 - Percentages will be coded Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0\% \geq \text{Traffic Integrity Metric} \leq 2\%$
 - Yellow – $2\% \geq \text{Traffic Integrity Metric} \leq 5\%$
 - Red – $\text{Traffic Integrity Metric} > 5\%$
- Response Time: Number of Instances for which Packet Delay between B46 and all distribution layer network devices is greater than 100ms
 - Data will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0 \geq \text{Response Time} \leq 5$
 - Yellow – $5 > \text{Response Time} \leq 10$
 - Red – $\text{Response Time Metric} > 10$

In addition any traffic anomalies found during that week shall be documented in this report.

The Contractor shall provide an electronic report per support task assigned by the network engineering team documenting the issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture, unless otherwise directed by TMR.

6. Travel

Training shall include attendance by one individual at an annual network training/conference (Interop). The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

None

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 96,472.74
Maximum Award Fee:	\$ 6,119.93
Total Cost:	\$102,592.67

Monthly Cost Phasing – See Attachment I

Task Order Approvals

Task Order: **JETS-OPSO6-IT-04** – Hardware and Software Maintenance Agreements

Approved Technical Evaluation Received October 25, 2005

Performance Period: October 1, 2005 – August 31, 2006

Funding Organization(s):

Task Order Value:

Cost:	\$1,161,730.67
Maximum Award Fee	\$ 6,214.52
Total Cost:	\$1,167,945.19

Approved By: _____ Date _____
JSC JETS Budget Analyst

Approved By: _____ Date _____
JSC JETS TMR

Approved By: _____ Date _____
JSC JETS COTR

Approved By: _____ Date _____
Manager, IT Information Technology Division

Approved By: _____ Date _____
JSC JETS Contracting Officer

1. Task Order Number/ Title

JETS-OPS06-IT-04 -- Hardware and Software Maintenance Agreements

2. Technical Monitor Representative (TMR)

Primary: Robert T. Anderson/IT4

Secondary: Hector Rodriguez/IT4

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) Maintenance Database (IRDMDB). The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This Task Order shall be accomplished in accordance with Statement of Work area 4.3.1

Additional hardware and software may be added and deleted during the term of the task order. The Contractor shall ensure additions and deletions are posted to the IRD Maintenance Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS) and concurrence from the TMR of this Task Order.

The Contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment and software located in the IRDMDB under the JETS Non-IRD CA, JETS Non-IRD EA, and JETS Non-IRD JA systems.

All hardware and software maintenance functions defined in this task order shall be reported at the subtask level defined as follows:

Subtask 1.0	Engineering Computation Facility	MA, OA
Subtask 2.0	CFO Systems	LA
Subtask 3.0	IRD IT Security Systems	IA
Subtask 4.0	IRD CSS/CR945	IA
Subtask 5.0	IRD Web	IA
Subtask 6.0	Reserved	
Subtask 7.0	NetIQ	IA
Subtask 8.0	Consolidated Systems	IA
Subtask 9.0	CSM	IA
Subtask 10.0	NASAPOST	IA
Subtask 11.0	Network Miscellaneous	IA
Subtask 12.0	Reserved	
Subtask 13.0	DDMS/EDCC	IA
Subtask 14.0	Imagery Systems	IA

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Subtask 15.0	Reserved	
Subtask 16.0	Reserved	
Subtask 17.0	Reserved	
Subtask 18.0	PAO Systems	AP
Subtask 19.0	JSC Search	IA
Subtask 20.0	Reserved	
Subtask 21.0	Reserved	

Additionally, for the items contained in the IRDMDB under "Systems" JETS Non-IRD CA, JETS Non-IRD EA, and JETS Non-IRD JA, the following Subtasks are defined, respectively:

Subtask 22.0	CA Org	CA
Subtask 23.0	EA Org	EA
Subtask 24.0	JA Org	JA

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

5. Period of Performance

The services in this task order shall be performed from October 1, 2005 through August 31, 2006.

6. Deliverables Required

The Contractor shall provide a Maintenance Agreement and License Renewal Plan for items listed in the IRDMDB per DRD-01 (Management Plan).

The Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software baselined in the IRDMDB.

The Contractor will provide monthly reports on the 30-60-90 day maintenance agreement/license renewal plan for review at a joint NASA/JETS meeting.

7. Travel

The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

8. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

9. Metrics

On a monthly basis, the Contractor shall report metrics specifying

1. Number of licenses and maintenance agreements renewed on time.
2. List of licenses and maintenance agreements renewed on time.
3. Number of licenses and maintenance agreements not renewed on time.
4. List of licenses and maintenance agreements not renewed on time.

The Contractor shall achieve 100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 1,161,730.67
Maximum Award Fee:	\$ 6,214.52
Total Cost:	\$ 1,167,945.19

Monthly Cost Phasing – See Attachment 1

Attachment A

SUBTASKS

Summary OPS06-IT-04

	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sept-06	TOTAL
Direct Labor													
Subcontract													
G&A													
Subtotal Labor													
Materials													
Travel													
Training													
Equipment/Maintenance													
Subtotal Non-Labor													
Available Fee													
Subtotal Cost & Fee													
New Mexico Gross Receipts Tax													
Total Cost and Fee													\$1,167,945.19

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-OPS06-IT-04 REV 2 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: Cody Corley Tel No.: 281-483-3147 Fax: 281-483-4066 E-mail: cody.corley-1@nasa.gov	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-OPS06-IT-04
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5. Contractor: Muniz Engineering, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6031 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: _____ F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-OPS06-IT-04
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8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: _____ Signature: <u>Frances T. Mahan</u> Date: <u>6/27/06</u> CONTRACTING OFFICER
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11. Schedule						
ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Hardware and Software Maintenance Agreements Delta of \$194,029.84.	1	lot		194,029.84	
	Was:			Now:		
	Estimated Cost:	\$1,111,730.67		\$1,305,760.51		
	Maximum Award Fee:	\$ 6,214.52		6,214.52		
	Total Estimated Cost and Fee:	\$1,117,945.19		\$1,311,975.03		

12. For JSC Internal Use Only: Requisition No.: _____ <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IA/Steve Guy</u>	13. Total 194,029.84
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14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS
 THERWISE NOTED. BY: _____
 Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-OPS06-IT-05
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Rosalie Carpenter

Tel No.: 281-244-7147 Fax: 281-483-4173
E-mail: rosalie.carpentier-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-OPS06-IT-05

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6031 x Fax: 281-283-6162

TIN: CAGE CODE:

6. Deliver On or Before: 8/31/06
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-OPS06-IT-05

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 4/12/06
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Active Directory Administration (see attached Task Order pgs 1-4)	1	JOB			
	Estimated Cost: \$105,130.67					
	Maximum Award Fee: \$6,654.10					
	Total Estimated Cost and Fee: \$111,784.77					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IC/Steven A. Guy

13. Total

\$ 111,784.77

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-OPS06-IT-05** – Active Directory

Approved Technical Evaluation Received 3/14/06

Performance Period: **March 1, 2006 – August 31, 2006**

Funding Organization(s): **IT4**

Task Order Value: \$

Cost:	\$105,130.67
Maximum Award Fee	\$6,654.10
Total Cost:	\$111,784.77

Approved By: *Jenida P. Staley* 4/17/06
JSC JETS Budget Analyst Date

Approved By: *Michael Mull* 4-11-06
JSC JETS TMR Date

Approved By: *[Signature]* 4/11/06
JSC JETS COTR Date

Approved By: *Frances S. Makin* 4/11/06
JSC JETS Contracting Officer Date

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/ Title

JETS-OPS06-IT-05 – Active Directory Administration

2. Technical Monitor (TMR)

Primary: Micheal D. Nevills

3. Narrative Task Description

The Contractor shall be responsible for the daily support to the IRD Active Directory Official as described in the JETS Statement of Work (SOW) areas 4.1 and 4.3.2. Supported activities include integrating the JSC forest, switching the JSC forest to native mode, developing standards, proposing policy, providing engineering assessments, and implementing security and situational awareness as it relates to the Active Directory (AD) service across the Johnson Space Center environment. These responsibilities shall be accomplished within a wide array of Windows-based and non-Windows based software and hardware.

The Contractor shall evaluate and propose a method for retiring JSC's organizational legacy NT4 domains for integration within the JSC Forest.

The contractor shall support the following meetings as requested by the TMR in order to develop and maintain baseline architecture documentation of the JSC Active Directory.

- JSC Active Directory Working Group
- NASA Active Directory Working Group
- Network Access Control Board (NACB)
- IRD Configuration Control Board (ICB)
- Information Technology Security Council (ITSC)
- Server Operations Configuration Control Board (SOCCB)
- IRD/ODIN weekly tag ups
- Cyber Identity Management System (CIMS)
- NASA Integrated Services Environment Project (NISE)
- NASA Account Management System (NAMS).
- Other meetings as required by the TMR

The Contractor shall be responsible for interacting with JSC contractors, JSC organizations, and other NASA centers to assess potential impacts to the JSC Active Directory service.

The Contractor shall follow the IRD Configuration Management (CM) Project Management process to recommend any changes to the baseline architecture by submitting change requests and bringing forth items for information and decision to the IRD Control Board.

The Contractor shall propose weekly and summary reports to assess the status of the JSC forest integration, switching the JSC domains to native mode, the development of standards, and development of baseline architecture documentation for the JSC Active Directory service 60

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

calendar days after the start of this task order. The report final format with actual content shall be submitted 30 days from the time official concurrence from the TMR is obtained.

The Contractor shall review their reports with the TMR at the weekly TMR tag ups.

The contractor shall submit summary reports once per month.

The Contractor shall perform a trend analysis of performance and based on their analysis of performance, user and system demands, and issues, shall recommend JSC AD modifications. Justification for recommendations shall include cost and schedule assessments, and shall address operational, and policy standards.

The Contractor shall also document, submit, and maintain for TMR evaluation and concurrence the JSC Active Directory policy, operating procedures, architecture, and implementation and operational standards. The first draft of these documents shall be submitted 60 days from the start of this task order. The standards shall include criteria for addressing waivers for noncompliance with policies or procedures.

The Contractor shall write and submit the AD inputs to the appropriate Security Plan.

The Contractor shall report any variation to JSC Active Directory policies to the TMR.

Demand for this expertise will take place primarily onsite Monday through Friday 8:00 AM – 5:00 PM Central Standard Time.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed through August 31, 2006.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The TMR shall approve training request in advance.

6. Deliverables Required

The Contractor shall develop processes and methods of test, validation, and change management of change to the JSC forest, including organizational units (OU) and child domains.

The Contractor shall develop and maintain baseline architecture documentation of JSC forest, including diagrams, as built configurations (which includes settings), naming standards, protocol standards, organizational unit (OU) & child domain standards, system administrator standards, GPO standards, system logging standards.

The Contractor shall provide engineering assessments of change proposals for both JSC and Agency projects as they relate to Active Directory.

The Contractor shall develop, maintain, and propose policies for consistent management standardization security and situational awareness.

The Contractor shall develop a proposed schedule for initial baseline of each of these deliverables and for moving JSC to native mode.

The Contractor shall provide weekly and summary status information on these deliverables and maintain this information within the IRD institutional share. At times, these statuses shall be provided upon request to the TMR.

The Contractor shall maintain a current Security Plan for the AD directory as specified in DRD 14 IT Security Plans.

7. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritized to satisfy emergency customer needs.

The contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

Detailed knowledge of Active Directory

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports, and other reports as defined in Section 6.

07

National Aeronautics and Space Administration Lyndon B. Johnson Space Center Houston, TX 77058		ORDER FOR SUPPLIES OR SERVICES			Page 1 of 6	
1. Order No. JETS-AD07-01 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9		
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Matrenia Anumele</u>				4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: <u>Accountable Property</u> Order No.: <u>JETS-AD07-01</u>		
Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>				5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058		
Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:				6. Deliver On or Before: <u>08/30/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: <u>Net 30 Days.</u>		
				7. BILLING ADDRESS: NASA Johnson Space Center Attn: LP231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-AD07-01		
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>						
9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____				10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>5/14/07</u> CONTRACTING OFFICER		
11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance Estimated Cost: \$ 75,320.47 Maximum Award Fee: \$ 4,914.35 Total Estimated Cost and Fee: \$ 80,234.82	1	JOB			
12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Issue To: <u>IT4/Nicholas H. Mesloh</u>					13. Total \$ 80,234.82	
14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____						
Authorized U.S. Government Representative					Date _____	

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

Task Order: JETS-AD07-01 – Technical Assistance

Approved Technical Evaluation Received _____

Performance Period: February 15, 2007 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$75,320.47
Maximum Award Fee	4,914.35
Total Cost:	\$80,234.82

Approved By: Brenda P. Staley 4/26/07
 JSC JETS Budget Analyst Date

Approved By: Richard Stiles April 15 2007
 JSC JETS TMR Date

Approved By: Charles M. M... 25 APR 07
 JSC JETS COTR Date

Approved By: [Signature] 4/27/07
 Manager, Information Technology Division Date

Approved By: Francis L. Mahan 5/16/07
 JSC JETS Contracting Officer Date

1. Task Order Number/Title

JETS-AD07-01 -- Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Thorton E. Dyson/IM

Alternate: Richard Slater/IM

3. Narrative Task Description

The contractor shall provide technical and administrative support for information technology activities and infrastructure of the External Relations Office. Tasks include:

- Represent the External Relations Office and its component organizations (Public Affairs, Education, Technology Transfer, University Affairs, Space Flight Awareness) to the JSC Information Resources Directorate in all matters relating to IT security, development of ITAs between External Relations and IRD, implementation of IT security upgrades and changes to systems operated by External Relations (web sites and systems such as the PAO Television System and the Education Distance Learning System). This includes the normal OSCM/OSCO-type duties and representation at required IT meetings and boards to assure compliance with all IT security and reporting requirements.
- Prepare responses for data calls, annual IT Plans, inventories of systems and similar activities for IT systems operated by External Relations.
- Develop a detailed understanding of the function and operating details of the information technology systems maintained by External Relations. Apply expertise in information technology and knowledge of IT management requirements to ensure that External Relations is responsive to all IT reporting and IT security implementation requirements, developing and shepherding through the approval process all of the External Relations IT plans for C&A (Certification and Accreditation).
- Establish system security baselines and maintain responsibility for ongoing monitoring of security controls for External Relations Office IT systems, assuring a continuous state of compliance with all IT security regulations and requirements.
- Provide periodic reports to External Relations managers on the state of regulatory compliance, plan development and approval status and significant issues relating to IT management.

Note: The intent of the required tasks described in this document is to have the contractor take responsibility for the necessary actions to ensure External Relations systems are in compliance with IT security requirements. This includes: 1) identifying and documenting existing controls; 2) identifying additional controls and procedures required to satisfy IT security requirements; 3) developing security plans, risk assessments, and contingency plans to address any identified risks; and 4) ensuring that the systems are in compliance with IT security requirements.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from February 15, 2007 through September 30, 2007.

5. Deliverables Required

- 1) Weekly summary of activities to the organization and TMR
- 2) Monthly status reports of ongoing or recently completed projects
- 3) Complete systems certification and accreditation documents, control validations, and the required submission package. This should include:
 - IT Security control check list, using NIST 800-53, with system control validations and detailed control narratives
 - Process analysis and procedures development to address any identified IT security control weaknesses
 - Risk assessment to identify organizational mitigated risks, accepted risks, and residual risks
 - Development of a security plan for each system with detailed system control baselines with reference to evidence
 - Applicable contingency plans
 - Applicable system development life cycle plan

- Ongoing monitoring plans to ensure the organizational systems are in compliance with quarterly and annual certification requirements
- POAM – Plan for Action and Milestone

6. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

7. Metrics

The Contractor shall provide inputs to the monthly certification and accreditation (C&A) score card status report. This report will demonstrate whether C&A tasks are completed on schedule. In addition, the final C&A report will demonstrate the final completion of the tasks for the period of performance.

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-AH07-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia R. Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-AH07-01</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE: ;	6. Deliver On or Before: <u>09/30/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-AH07-01

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [<input type="checkbox"/>] is, [<input checked="" type="checkbox"/>] is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>8/27/07</u> CONTRACTING OFFICER
--	--

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance	1	JOB			
	Estimated Cost:			\$ 42,579.01		
	Maximum Award Fee:			\$ 2,704.54		
	Total Estimated Cost and Fee:			\$ 45,283.55		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 45,283.55
--	-------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative _____ Date _____

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

Task Order: JETS-AH07-01 -- Technical Assistance

Approved Technical Evaluation Received May 17, 2007

Performance Period: May 21, 2007- September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$42,579.01
Maximum Award Fee	<u>2,704.54</u>
Total Cost:	\$45,283.55

Approved By: Brenda P. Staley 6/8/07
JSC JETS Budget Analyst Date

Approved By: Justin [Signature] for R. Slater 6/8/07
JSC JETS TMR Date

Approved By: Nicholas [Signature] 8 Jun 07
JSC JETS COTR Date

Approved By: [Signature] 6/25/07
Manager, IT Information Technology Division Date

Approved By: Francis J. Maken 7/27/07
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM07-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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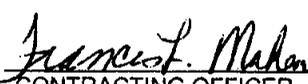
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM07-01</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM07-01
---	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature:  Date: <u>11/01/06</u> CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services	1	JOB			
	Estimated Cost: \$ 1,156,097.26					
	Maximum Award Fee: \$ 73,052.02					
	Total Estimated Cost and Fee: \$ 1,229,149.28					

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IC/Steven A. Guy</u>	13. Total \$ 1,229,149.28
--	---

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative Date

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: JETS-IM07-01 – Network and Security Services

Approved Technical Evaluation Received October 18, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$ 1,156,097.26
Maximum Award Fee:	<u>\$ 73,052.02</u>
Total Cost:	\$ 1,229,149.28

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-IM07-01 – Network and Security Services

2. Technical Monitor Representative (TMR)

See Contracting Officer's letter for TMR's for this task order.

Primary: Luke Drury/IM

Alternate: Rick Slater/IM

3. Narrative Task Description

a. The Contractor shall be responsible for the daily operation of the following systems, as listed in the Information Resources Directorate (IRD) IT Inventory Database as IT Security. Daily operation, as specified in the JETS Statement of Work (SOW) Section 5.0, include the monitoring of system activity and performance, review of logs, configuration changes and management (including user accounts), performing system upgrades, reporting, system engineering, and ensuring documentation. It is the Government's intent to retain the PPTP systems as a contingency capability in case of Pandemic events. The primary VPN capability of JSC will be the Juniper IVE.

- Firewall Systems
 - Outer Firewall (Primary)
 - Outer Firewall (Secondary)
 - Inner Firewall (Primary)
 - Inner Firewall (Secondary)
 - Special Purpose Firewall
 - Backup/Development Firewalls
- Content Monitoring and Filtering systems
 - Websense
 - NetContExt (Content Analyzer)
 - SurfControl
- Network Intrusion Detection (NID) systems
 - RealSecure SiteProtector
 - Netscreen IDP (replacement for NFR)
- Virtual Private Network (VPN) systems
 - Point-to-Point Tunneling Protocol (PPTP) Server
 - Juniper IVE System
- Support systems
 - Firewall Administrative System
 - Firewall Log Servers
 - Backup Firewall Log Servers
 - Firewall Log Processing Server
 - Log Archive/Analysis Server
 - IT Security investigation support system
- URL and Consolidated Logging systems (LogLogic)

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- Public Key Infrastructure (PKI) systems
- Security Data Warehouse (SDW)
- Vulnerability reduction systems, currently Internet Security Scanner to be replaced by Foundstone.
- Network Analyzer systems
 - NetContExt (Network Traffic Recorder)
 - Perimeter logging systems

b. The Contractor shall provide daily review and analysis of the firewall and other log files, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues. The Contractor shall provide support to the user community for issues that are related to the IT Security Systems, including receiving and electronic tracking of incoming calls and requests, handling related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately sixteen (16) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within one (1) business day of a reported issue.

c. The Contractor shall be responsible for the revalidating, development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.

d. The Contractor shall be responsible for supporting security scanning that includes:

- (1) Regular network scans using the Internet Security Systems (ISS) Scanner or its replacement, nmap, wireless and other scanning tools as specified by the JSC Office of the CIO. The network vulnerability scanning is to be performed per the quarterly requirements defined by the NASA OCIO Vulnerability Reduction Guidance (updated yearly). This memo can be found on the JSC webpage under the IT Security section, NASA I/T policy & directives.
- (2) Scans on any new system installed at the Center, in support of web registration, and on an ad-hoc basis due to security threats or data calls.
- (3) Network Mapper (NMAP) and wireless scanning will be performed monthly or as determined by the IT Security Office.
- (4) Monthly full scans of all hosts with firewall rules allowing for access from outside of the JSC address space.

e. The Contractor shall support the transition from Internet Security Systems (ISS) Scanner to McAfee Foundstone Scanner which shall include:

- (1) The transition of current data models to support the new data structures required for Foundstone
- (2) The parallel/comparison scanning between ISS and Foundstone
- (3) Assist in the update scanning processes and procedures

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

- f. The Contractor shall be responsible for generating the following reports and providing them to the TMR.
- (1) As part of IT Security scanning activities, Ad-hoc reports in a format to be determined by the IRD Information Technology (IT) Office of the CIO based on the specifics of each individual security situation. It is estimated that the contractor shall provide two (2) such reports per month.
 - (2) Network security and wireless security audit reports electronically
 - (3) Security Data Warehouse (SDW) ad hoc reports as requested by TMR.
- g. The Contractor shall assist the JSC Office of the CIO in the resolution of security incidents as requested by the TMR to support IT security investigations and forensics analyses.
- (1) This includes providing all information such as log files, system configuration information, and system backups.
 - (2) Provide analysis of IT Security logs and information as requested by the TMR to assist in the identification and resolution of IT Security investigations.
 - (3) Reviewing NASIRC bulletins and providing data analysis.
- h. The Contractor shall perform protocol studies to assist the Office of the CIO in determining possible security issues as requested by the TMR.
- (1) This includes reviewing firewall log for a specified time period determined by the TMR.
 - (2) Reviewing firewall rules associated with protocols.
 - (3) Reviewing other IT Security data sources.
 - (4) Provide presentations on the findings to the TMR and presenting to IRD IT Security personnel.
- i. The Contractor shall use the JSC IT Security Systems to assist the JSC Office of the CIO in the resolution of virus-related issues. The Contractor shall be responsible for processing alerts from the antivirus products (Symantec) and assisting users in the resolution of virus-related issues on a daily basis. The processing of alerts will entail verifying infection and /or origin of viruses. If an infection has occurred, the contractor shall contact the user and Organization Computer Security Official (OCSO) for repair. Notification to the user and OCSO should be done by phone and email.

Sample of Virus alert notification:

Symantec

Virus Name: Downloader.Trojan

Computer: "computer name"

Location: D:\documents and settings\mwaids\Local Settings\Temporary Internet Files\Content.IE5\CR9VE6F1\NETWIN[1].CHM

Requested Action: Clean

Actual Action: Quarantine

Date: 08/16/2004 Time: 01:59:57 PM

Source: Norton AntiVirus Corporate Edition

User Name: "domain userid"

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

j. The Contractor shall be responsible for the operations and maintenance of the Security Data Warehouse (SDW) application. This includes loading data, performing data integrity checks, and performing data validation, support ad-hoc reporting (described in item 5c). The contractor shall be responsible for adding new capabilities as directed by the TMR to the SDW as workload permits. It is currently anticipated that not more than 10 new capabilities shall be implemented. The Contractor shall provide user support to those stakeholders utilizing the data warehouse.

k. The Contractor shall provide the following support

- (1) Personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations.
- (2) 24/7 on-call support for all security-related incidents which may adversely affect the IT Security Systems or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Duty Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC Office of the CIO by calling the IT Security Duty Phone and coordinating as required with associate contractors.
- (3) The Contractor shall be responsible for the installation, implementation, and daily operations of the new NID system equipment.
- (4) Arrange and conduct meetings (approximately one per month) to inform the user community of upcoming IT Security Systems capabilities and events.
- (5) Provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours.
- (6) Conduct or attend additional ad-hoc special NACB meetings and other working group meetings.
- (7) As requested by the TMR with e-mail notification to the COTR, perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.
- (8) Provide inputs, as requested by TMR, for IT Security Systems documentation, procedures (such as Red Book), schedules, project plans, budget planning, and strategic planning.
- (9) Obtain the concurrence of the TMR and provide e-mail notification to the Contracting Officer's Technical Representative (COTR) to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- (10) Coordinate with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

(11) Provide inputs and technical assessment to the TMR for incorporation into the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.

(12) Maintain a configuration-managed architecture diagram of the IT Security System, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated and maintained in the IRD Inventory Database.

(13) Maintain configuration of the IT Security System devices in the IRD Development Lab. Coordinate test activities with the IRD Lab managers and TMR. Provide support to testing activities as requested by the TMR.

(14) Transition of currently supported applications from the current hardware to newly requisitioned hardware in the new task year.

- l. The Contractor shall be responsible for maintaining the NFR-URL logging systems, used for logging HTTP request information on the JSC institutional networks. The contractor shall be responsible for managing the storage and organization of the resultant log files.
- m. The Contractor shall be responsible for managing the log collection systems; this includes user creation, deletion, and the control of access to log entries. The contractor shall patch the systems with all vendor supplied updates and fixes. The contractor shall be responsible for maintaining the end-user system configuration documents that describe how to transmit and retrieve logs to and from the system.
- n. The Contractor shall be responsible for network traffic and session summary logging at the JSC institutional network boundaries. This includes managing the resultant pcap files, log files, file manipulation scripts, and administering the session summary database. The Contractor shall maintain a web based graphical user-interface to the session summary database.
- o. The Contractor shall be responsible for maintaining the JSC IT Security Incident Tracking system. The contractor shall support application configuration, user management, and database maintenance for the system. This includes custom configuration of the tracking system to support encrypted communications and notifications.
- p. The Contractor shall be responsible for maintaining the JSC IT Security Knowledgebase system. The contractor shall support application configuration, user management, and database maintenance for the system. The contractor shall support multiple instances of the application as necessary to support all JSC IT Security functions.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

q. The Contractor shall be responsible for network content management. This includes the maintenance of network traffic content filtering and monitoring systems. The contractor shall manage the databases used for logging and configuration and the scripts used to extract and backup the daily system configuration.

r. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- (1) Safety, Health and Environmental Compliance
- (2) Quality
- (3) Records Management
- (4) Work Authorizations
- (5) Facility Management
- (6) Property Management
- (7) JETS Metrics

s. The Contractor shall provide the items listed above (a-l, excluding 10a) for the IT Security Services at WSTF which include:

- Firewall Systems
 - Primary WSTF Institutional Firewall
 - Secondary WSTF Institutional Firewall
- NID systems
- Support systems
 - BrightStore Enterprise Tape Backup System (StorageTek L40 Library) SDLT 320 Tapes
 - WSTF Institutional Firewall Management Station
 - WSTF Institutional Firewall Log Processing
- SDW
 - nmap scanning server

(1) The Contractor shall maintain adequate personnel onsite during WSTF's standard work schedule in order to accomplish successful day-to-day operations as detailed above.

(2) As a part of contingency operation activities, the contractor shall be responsible for operations of the IT Security System at WSTF.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2006 through September 30, 2007.

5. Deliverables Required

- a) Inputs to the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.
- b) Configuration-managed architecture diagram of the IT Security System.
- c) Configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Inventory Database.
- d) Change control procedures and configuration management plan for the IT Security System. TMR approval required within 30 calendar days of Task Order start.
- e) Monthly activity report.
- f) Monthly reports of IT Security Systems related calls and service requests
- g) Scanning reports for each scan that is performed.
- e) A memorandum as directed by the JSC Office of the CIO for each quarterly scan, web registration, organizational and incident investigation scan that is performed. The appropriate IRD IT Security management signature shall be obtained for each memorandum.
- f) Network security and wireless security audit reports electronically to IRD IT Security personnel.
- g) Monthly reports of firewall requests.

6. Training

Training shall include annual attendance by one individual to the Network+Interop training/conference.

The Contractor shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

The contractor shall utilize the JATS database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages. In addition, the contractor shall provide the following metrics monthly to the TMR:

- # of system DRs opened + closed per week (by category) on IRD IT Security systems
- # of customer systems configuration anomalies opened + closed (potential – customer time to closure)
- Average # of firewall sessions. (Accepted + dropped)
- CPU utilization and through-put of firewalls
- Utilization of VPN servers by # of average, max, min simultaneous users (PPTP, Juniper IVE)
- Websense
 - # of blocked attempts per category
 - # of hits + # of users and utilization of other categories (Top 20)
 - # of hits + # of users + # of bytes transferred

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 1,156,097.26
Maximum Award Fee:	<u>\$ 73,052.02</u>
Total Cost:	\$ 1,229,149.28

Monthly Cost Phasing – See Attachment A

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM07-01 Rev. 3 Contract: NNJ04JA53C	2. Date of Order See Block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia R. Anumele/BJ2</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM07-01 Rev 3</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
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7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM07-01 Rev 3

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>8/31/07</u> CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services This task is to meet the requirements as proposed for SR#103868 ISAL Firewall. and SR #104155 Juniper Upgrade TO Value: Was: This Action: New Total: Est. Cost: \$ 1,987,841.00 \$ 276,000.66 \$ 2,263,841.66 Max. Award Fee: \$ 75,841.84 \$ 0.00 \$ 75,841.84 Total Est. Cost & Fee: \$ 2,063,682.84 \$ 276,000.66 \$ 2,339,683.50	1	JOB		276,000.66	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4C/Nichlos H. Mesloh</u>	13. Total \$ 276,000.66
---	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS BY: _____
 OTHERWISE NOTED.

 Authorized U.S. Government Representative Date

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IM07-01 Rev. 4 Contract: NNJ04JA53C		2. Date of Order See Block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9	
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia R. Anumete/BJ2</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumete@nasa.gov</u>			4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM07-01 Rev 4</u>		
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:			6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.		
			7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM07-01 Rev 4		

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [<input type="checkbox"/>] is, [<input checked="" type="checkbox"/>] is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>11/6/07</u> CONTRACTING OFFICER
--	---

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services This task is added to meet the requirements as proposed for SR#103797 Storage Upgrade for Forensics Server. (Correction to Mod. 68) TO Value: Was: This Action: New Total: Est. Cost: \$ 2,263,841.66 \$ 11,137.57 \$ 2,274,979.23 Max. Award Fee: \$ 75,841.84 \$ 0.00 \$ 75,841.84 Total Est. Cost & Fee: \$ 2,339,683.50 \$ 11,137.57 \$ 2,350,821.07	1	JOB		11,137.57	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4C/Nichlos H. Mesloh</u>	13. Total \$ 11,137.57
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14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM07-02 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM07-02</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
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7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM07-02
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8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>11/01/06</u> CONTRACTING OFFICER
---	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance	1	JOB			
	Estimated Cost:			\$ 442,402.08		
	Maximum Award Fee:			\$ 29,791.58		
	Total Estimated Cost and Fee:			\$ 472,193.66		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IC/Steven A. Guy</u>	13. Total \$ 472,193.66
--	---------------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

Task Order Approvals

Task Order: **JETS-IM07-02** – Technical Assistance

Approved Technical Evaluation Received: October 18, 2006

Performance Period: **October 1, 2006 – September 30, 2007**

Funding Organization(s):

Task Order Value:

Cost:	\$ 442,402.08
Maximum Award Fee:	<u>\$ 29,791.58</u>
Total Cost:	\$ 472,193.66

1. Task Order Number/Title

JETS-IM07-02 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Thornton E. Dyson/IM
Alternate: Polly J. Steele/IM

3. Narrative Task Description

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

The Contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW area 6.0, including, but not limited to the following:

a. Process Flow and Board Charter Support

The Contractor shall draft process flows and charters for NASA approval for supported activities.

b. Exhibit 300 Support

The Contractor shall be responsible for consulting on the Exhibit 300s that will be representing JSC to NASA Headquarters and if necessary, the Office of Management and Budget. The Contractor shall be responsible for quality control review on all of the associated documentation and submittal.

The Contractor shall assess the JSC organizations' developed Exhibit 300s for a comprehensive JSC product (preliminary review with comments and recommendations, and offer best practice solutions, where needed). The Contractor shall assess the JSC organizations' developed Exhibit 300s and provide recommendations on the preparation and integration of a comprehensive JSC submittal to NASA Headquarters. The Contractor shall provide JSC with additional Exhibit 300 review support and additional recommendations in response to NASA Headquarters review and various ad hoc inquires through submittal and pass-back process with Office of Management and Budget (OMB).

The planned Exhibit 300s for JSC includes the JSC - Flight Operations, JSC - Integrated Planning System, JSC - Mission Control Center, JSC - Software Development/Integration Laboratory, JSC - Space Shuttle Program Flight Software, JSC - Space Shuttle Program Integration, JSC - Space Station Production Facility, and the JSC - Space Station Training Facility. The support for this effort does not require any travel. It is possible that a deviation in the number and content of Exhibit 300s may occur. Thus, the Contractor should plan for a total of 8 - 9 Exhibit 300s.

The planned Exhibit 300s includes Kennedy Space Center's (KSC) Space Shuttle Program Ground Operations, Launch Control System, Integrated Logistics and Shuttle Processing

Support. It is possible that a deviation in the number and content of Exhibit 300s may occur. Thus, the Contractor should plan for a total of 5 - 7 Exhibit 300s. For KSC, the Contractor shall provide consultation services for existing Exhibit 300's as well as on a new Exhibit 300 for Ground Cameras. The support for this effort may require travel.

c. IRD administrative support

The Contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Network Access Control Board (NACB)

Bi-weekly

- Application Control Board (ACB)

Monthly

- Birds of a Feather (BOF)
- Organizational Computer Security Officials Meeting (OCSO)
- Information Technology Steering Council (ITSC)

The Contractor shall be responsible, at a minimum, for creating agendas (through civil servant input); writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings. The Contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173. The IRD CM Plan can be found at the following link; <http://stic.jsc.nasa.gov/dbase/dis/jsc/jsc29173f.doc>. For JATS, the Contractor shall be responsible for entering and tracking actions received from the CIO's Actions Registry.

d. Network Access Control Board (NACB) Support

The Contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The Contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to:

1. Describe minimum technical requirements for SR's that come through the NACB to customers
2. Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
3. Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SR's)
4. Manage the NACB SR database (includes agenda, minutes, etc.)
5. Review all NACB SR's and referenced IT Security Plans to ensure that the requested service has been appropriately documented within the organization IT security plans.
6. Re-scheduling SR's with interim approval to return to the NACB

The Contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process.

e. Website Registration Process for JSC

The Contractor shall be responsible for the website registration process. Specifically:

1. Enhance & manage Web site registration system and process
2. Act as the primary interface between customers and the NACB by helping them to understand the website registration policy and processes.
3. Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
4. Review and provide recommendation for approval of the LIFT scan results for Web site registrations
5. Ah-hoc reports

The Contractor shall be responsible for the enhancement and maintenance of tools, including the JSC Web Registration process.

The Contractor shall track metrics associated with website registration including:

1. Number of accounts on the LIFT machines

f. Supporting IRD's change management process.

The Contractor shall be the IRD central "clearinghouse" for routing, tracking and statusing all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions. CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

g. IT Security Policy Waiver tracking and reporting

The Contractor shall be the IRD central "clearinghouse" for routing, tracking and statusing all IT Security related waivers submitted to IRD, including refining the IRD waiver process (<http://cio.jsc.nasa.gov/Center/its/Process/WaiverProcess.htm>), creating common templates, determining the appropriate review authority, and tracking associated actions. The Contractor shall be responsible for the enhancement and maintenance of tools provided by the government.

h. CPIC support

The contractor shall support the JSC CPIC process by working with JSC organizations to collect the needed ITPOP data, entering the data collected from center organizations into the agency ProSight application, verifying the accuracy by reconciling ProSight fields to input sources, and understanding the formulas upon which calculated fields are populated. The data will be entered from spreadsheets and other types of reports. Coordination with HQ and Center personnel is required to clear up discovered discrepancies.

i. IRM Planning support

The contractor will support the JSC IT planning process by working with the JSC organizations to develop their yearly IT plans in conjunction with their CPIC inputs. Once the IT plans are submitted and approved by the JSC CIO, the contractor will track the organizational adherence with the plans during the rest of the year. The contractor shall maintain accurate records of the PRs and CRs that are routed thru the office.

j. Privacy Act support

The contractor shall support the center in the development, submittal, and management of Privacy Act Assessments (PIA). The contractor will assist customers with completing their Privacy Impact Assessments (PIAs), archive completed PIAs, and assist the JSC Privacy Act Manager (PAM) with completing data calls from HQ by developing the needed questionnaires and other data sources, coordinating with JSC organizations in supplying the resulting data, consolidating the final data into a JSC report for final approval by the JSC PAM and CIO.

k. IT asset tracking support

The contractor shall work with the JSC IT Asset Manager to support data calls, maintain the data in the ITAM portal web-based application, draft quarterly updates of the software inventory, determine organizational allocations of invoices quarterly, track PRs and POs generated by the organizations to pay for software licenses.

l. Organizational Computer Security Representative (OCSR) Services

The Contractor shall be responsible for performing OCSR tasks and activities, in accordance with JPR 2810.1C, as revised and JETS Statement of Work (SOW) Section 6.0 for the following JSC organizations:

- a. AA – Office of the Director of JSC
- b. AB – Office of Deputy Director of JSC
- c. AC – Associate Director (Management)
- d. AD – External Relations Office
- e. AE – Education Office
- f. AG – Office of the Chief Engineer
- g. AJ – Office of Equal Opportunity and Diversity
- h. AL – Office of Chief Counsel
- i. AP – Office of Public Affairs
- j. BA – Office of Procurement
- k. HA – Technology Transfer
- l. YA – Exploration Programs Office
- j. RA-White Sands Test Facility

Contractor OCSO's do not have the policy-making role and responsibility of an Organizational Computer Security Official (OCSO) because they are not a civil servant. The OCSO is to provide assistance in creating and implementing policy; however, organizational management must approve policy. OCSO task include, but not limited to the following:

- a. Developing a management control and communications process to ensure that the organization's I/T security program is implemented consistent with the current edition of JPG 2810.1.
- b. Serving as the organization's representative to the JSC I/T Security Committee, representing the organization's director or office chief on all I/T security matters, and coordinating that organization's vote on matters of I/T security policy.
- c. Reporting suspected I/T security incidents to the ITSM and the organization's director or office chief.
- d. Reporting periodically to the ITSM and the organization's director or office chief on the status of I/T security planning in that organization.
- e. Reviewing annually the IT Security Plans for the organization's systems.
- f. Submitting electronic and printed copies of each I/T Security Plans to the ITSM. If the contingency plan is set out in a separate document, that document must also be submitted to the ITSM since it is an integral part of the security plan.
- g. Serving as the organization's representative to the Network Access Control Board unless the organization has named another individual to be the representative.

m. Management Functions

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The services in this task order shall be performed from October 1, 2006 through September 30, 2007.

5. Deliverables Required

- Comprehensive analysis of exhibit 300's for completeness and quality including assistance in interpreting OMB (Office of Management and Budget) and NASA Headquarters guidance and providing suggested boiler template language to organizations for exhibit 300's.
- The deliverables consist of analysis for multiple completed Exhibit 300s and supporting documentation.
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities

- The contractor shall provide weekly status to the Deputy Chief Information Officer (D-CIO) to address potential changes in assumptions and methodology, current accomplishments and finding, and external issues that may hinder the advanced development.
- Monthly report on the Number of accounts on the LIFT machines.
- Monthly report which integrates the ODIN patchlink and the organizational reports for patchlink waived systems into a final report describing the state of patches for the center based on the patch management objectives for that month.
- Draft of a monthly memo from the JSC CIO to the Agency CIO documenting the patch status each month.
- Periodic status to ITSM on organization's security plans
- Organization's Security Plans

6. Training

The Program Manager shall coordinate all training request via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Extended hours may be required and should be coordinated with TMR.

Travel may be required under this task order to assist in the development of the Exhibit 300 documentation. The Contractor shall anticipate three one-week trips to NASA Kennedy Space Center during the period of July 2007 to September 2007 for one individual.

Knowledge of and skill of NASA Information Technology Security Requirements and policies.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.
- c. Completed analysis of Exhibit 300 Submittals.
- d. LIFT accounts created with 24 hours of receiving request 99% of the time.
- e. Posting of meeting actions two working days after meeting 95% of the time.
- f. Meeting minutes shall be available 2 working days after the meeting for NASA approval.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- g. Posting of meeting minutes two working days from NASA approval 95% of the time.
- k. 100% On-time delivery of Organization Security Plans.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 442,402.08
Maximum Award Fee:	<u>\$ 29,791.58</u>
Total Cost:	\$ 472,193.66

Monthly Cost Phasing – See Attachment A

1. Order No. JETS-IM07-01 Rev. 3
Contract: NNJ04JA53C

2. Date of Order See Block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Matrenia R. Anumele/BJ2

Tel No.: 281-483-4144 Fax: 281-483-4173
E-mail: matrenia.r.anumele@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IM07-01 Rev 3

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/31/2007
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IM07-01 Rev 3

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 8/31/07
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services This task is to meet the requirements as proposed for SR#103868 ISAL Firewall. and SR #104155 Juniper Upgrade TO Value: Was: This Action: New Total: Est. Cost: \$ 1,987,841.00 \$ 276,000.66 \$ 2,263,841.66 Max. Award Fee: \$ 75,841.84 \$ 0.00 \$ 75,841.84 Total Est. Cost & Fee: \$ 2,063,682.84 \$ 276,000.66 \$ 2,339,683.50	1	JOB		276,000.66	

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4C/Nichols H. Mesloh

13. Total
\$ 276,000.66

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM07-01 Rev. 4 Contract: NNJ04JA53C	2. Date of Order See Block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia R. Anumele/BJ2</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>		4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM07-01 Rev 4</u>
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:		6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM07-01 Rev 4
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>		

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11. Schedule						
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12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4C/Nichlos H. Mesloh</u>	13. Total \$ 11,137.57
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14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.	BY: _____ _____ Authorized U.S. Government Representative Date
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ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-01</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-01
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8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

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---	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support	1	JOB			
	Estimated Cost:			\$ 2,303,365.34		
	Maximum Award Fee:			\$ 149,026.56		
	Total Estimated Cost and Fee:			\$ 2,452,391.90		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IC/Steven A. Guy</u>	13. Total <p style="text-align: center; font-size: 1.2em;">\$ 2,452,391.90</p>
--	--

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: JETS-IT07- 01 – System Support

Approved Technical Evaluation Received: October 18, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$ 2,303,365.34
Maximum Award Fee	\$ <u>149,026.56</u>
Total Cost:	\$ 2,452,391.90

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/ Title

JETS-IT07-01 - System Support

2. Technical Monitor (TMR)

Primary: Ruben Reyes (IT4)

Alternate:

3. Narrative Task Description

The Contractor shall perform system administrative and sustaining engineering functions on IRD-managed systems as identified in the Information Resources Directorate (IRD) Inventory Database and in accordance with JETS Statement of Work (SOW) areas 4.1.1, 4.2.1, 4.3.1, and 4.3.3. The contractor shall use best practices, as defined by leading software manufacturers such as Microsoft, Sun, Red Hat, etc, to maintain these systems at optimal performance levels, while maximizing availability, and ensuring security integrity.

The TMR (Technical Monitor Representative) shall be responsible for adding and deleting systems from the IRD Inventory Database. The contractor shall be responsible for maintaining the accuracy of the data in this database and notifying the Government of any discrepancies. All changes to the database shall be in accordance with baselined IRD configuration control documents, JSC 29173, IRD Configuration Management Plan.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

3.1 Subtask 4.1.1 System Infrastructure Development

The Contractor shall provide support for new systems (e.g. Foundstone, CFO CBOT, Constellation budget office toolbox, EA Proficiency, etc.) including build-outs and hand-overs to Applications group. This support includes the submission of necessary SRs and documentation

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

to provide power, network, operating system installation, vulnerability scanning, and the installation of tools, such as NetIQ, Patchlink, CIS Benchmarks, etc. The Contractor shall provide a schedule for these activities as part of managing customer expectations.

3.1 Subtask 4.2.1 Systems Administration

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management (except for user permissions on FS01 and FS03)
- Daily review of system/security logs for issues. If a security issue is discovered, the contractor shall immediately notify, by phone, the TMR and the IT Security Manager (ITSM). A follow-up email will also include the COTR and Alternate COTR.
- Data transmission among systems
- Creation and deletion of network printer queues
- System and data backups/restores
- Virus protection and scans. The system administrator shall ensure that systems, assigned to them, are patched against the latest vulnerabilities identified by the IRD Security Office (IM) prior to the quarterly scan performed by IM
- The contractor shall perform problem identification/resolution and root cause analysis in accordance with IRD's corrective action process
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, SAMBA, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS, Linux, and Unix systems will be addressed between JETS and JIMMS as specified in the associated Associate Contractor Agreement.
- The Contractor shall be responsible for system retirements, including removing and excessing old equipment. The Contractor shall be responsible for the replacement system build and deployment.
- Comply with all current JSC IT policies and procedures, including JSC 29638, the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility, and IRD's Project Management and Configuration Management procedures
- Ensure that IRD management approves all information disseminated externally
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Inventory Database
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes

3.2 Subtask 4.3.1 Systems Sustaining Engineering

The Contractor shall provide sustaining engineering for all assigned systems identified in the Information Resources Directorate (IRD) IT Inventory Database. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair,

JSC Enabling Technology and Security (JETS)
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ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided maintenance contracts.

The Contractor shall be responsible for coordinating, as required, with associated contractors to ascertain potential impacts to the applications that are running on the IRD-managed systems and to obtain TMR concurrence for all scheduled hardware and software upgrades, planned maintenance outages, break-fix repairs, and software patch installations. The contractor shall provide patch management for all systems in accordance to I/T security requirements and SOMP guidelines.

The Contractor shall provide daily status for all systems managed under this task order prior to the morning status meeting. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall maintain server and peripherals data in the IRD Inventory Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

3.3 Subtask 4.3.3 Systems Problem Resolution

The Contractor shall perform and report problem resolution in accordance with JSC corrective action procedure System Level Procedure (SLP) 4.14. The Contractor shall track, resolve, and report on anomalies associated with systems.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document.

The Contractor shall maintain a current Security Plan, as specified in Data Requirements Document (DRD) 14, I/T Security Plans.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

5. Training

The Contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Period of Performance

The services in this task order shall be performed from October 1, 2006 through September 30, 2007.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Inventory Database, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide system accounting data as described in Systems Accounting Data (ECF) (DRD 22) to be collected and summarized by user, organization, and program supported. Additionally, the MSC/NASTRAN application shall be tracked in the same way.

The Contractor shall provide a hurricane plan per DRD 17.

The Contractor shall provide metrics report per DRD 03.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritized to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information may be processed outside of the JATS system.

9. Metrics

The Contractor shall provide monthly metrics on Customer Satisfaction, System Administrator Productivity, System Availability, data restore time, time to repair hardware, and time taken to return to service as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

Definition of the availability metric uses the following formula:

Principal Period of Performance (PPP) less unscheduled outages (UO) quantity divided by
Principal Period of Performance

or

$$\text{Availability} = ((\text{PPP}-\text{UO})/\text{PPP}).$$

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 2,303,365.34
Maximum Award Fee	<u>\$ 149,026.56</u>
Total Cost:	\$ 2,452,391.90

Monthly Cost Phasing – See Attachment A

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-01 Rev 4 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Matrenia R. Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-01, Rev 4</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-01, Rev 4
--

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>8/31/07</u> CONTRACTING OFFICER
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11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support This task is to meet the requirements as proposed for SR# 102684 IR Camera, SR# 102560 AM Transmitter, and SR 103797 Storage Up-grade for Forensics Server TO Value Was: This Action: New Total: Est. Cost: \$ 2,587,405.83 \$ 41,777.82 \$ 2,629,183.65 Max. Award Fee: \$ 149,026.56 \$ 0.00 \$ 149,026.56 Total Est. Cost & Fee: \$ 2,736,432.39 \$ 41,777.82 \$ 2,778,210.21	1	JOB		\$41,777.82	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nichols H. Mesloh</u>	13. Total \$ 41,777.82
--	-------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-01 Rev 5
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Matrenia R. Anumele

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT07-01, Rev 5

Tel No.: 281-483-4144 Fax: 281-483-4173
E-mail: matrenia.r.anumele@nasa.gov

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/31/2007
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT07-01, Rev 5

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 11/6/07
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support Task order SR 103797 Storage Up-grade for Forensics Server is removed from this task order in the amount of (\$11,137.57) and added to IM07-01. Sharepoint SR#101208 - \$28,085.15 and Softgrid SR#102533 - \$22,940.82 in the amount of \$51,025.75 are being added to IT07-01. (Correction to Mod. 68)	1	JOB		\$39,888.19	
	TO Value Was: This Action: New Total:					
	Est. Cost: \$ 2,629,183.65 \$ 39,888.19 \$ 2,669,071.84					
	Max. Award Fee: \$ 149,026.56 \$ 0.00 \$ 149,026.56					
	Total Est. Cost & Fee: \$ 2,778,210.21 \$ 39,888.19 \$ 2,818,098.40					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Nichlos H. Mesloh

13. Total
\$ 39,888.19

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-02 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-02</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-02
--	--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>11/01/06</u> CONTRACTING OFFICER
---	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Storage Support	1	JOB			
	Estimated Cost:			\$ 353,745.95		
	Maximum Award Fee:			\$ 19,974.22		
	Total Estimated Cost and Fee:			\$ 373,720.17		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IC/Steven A. Guy</u>	13. Total \$ 373,720.17
--	---------------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT, ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: JETS-IT07-02 – Storage Support

Approved Technical Evaluation Received: October 18, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$ 353,745.95
Maximum Award Fee	<u>\$ 19,974.22</u>
Total Cost:	\$ 373,720.17

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-IT07-02 – Storage Support

2. Technical Monitor Representative (TMR)

Primary: Hung V. Luu/IT2

3. Narrative Task Description

The Contractor shall be responsible for the operation and management of the Storage Systems, as specified in the JETS Statement of Work (SOW) Section 4.2.2, 4.3.2, and 4.3.4.

The individual Storage components include storage arrays, tape backup systems, master backup servers, media servers, Fibre Channel switches, related cables, backup tapes, and the SAN management software as baselined in IRD IT Inventory Database.

The Contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor shall adhere to the standard IRD practices and procedures as outlined in SOMP of the SOCCB.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM Central Standard Time in order to accomplish successful day-to-day Storage operations.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order.

The Contractor shall assist the Government in performing assessments related to system changes and upgrades. The Contractor shall assist the Government in developing or updating JSC Information Technology Security Plans related to storage systems. The contractor shall also be responsible for meeting the requirements of the I/T Security Plans, related to storage systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.4 Safety, Health and Environmental Compliance
- 3.5 Quality
- 3.6 Records Management

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

- 3.7 Work Authorizations
- 3.8 Facility Management
- 3.9 Property Management
- 3.10 JETS Metrics

3.1 Subtask 4.2.2 Storage Administration

The Contractor shall be responsible for the administration, and operation for the IRD storage components in accordance with the JETS Statement of Work (SOW) Section 4.2.2.

The Contractor shall provision storage allocations, per approved Service Requests (SRs) within 10 business days, including supplying any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The Contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by the TMR.

The Contractor shall manage zoning on the SAN fabric to maintain isolation between Storage resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

The Contractor shall monitor the performance of the Storage components using the Government-supplied Symantec CommandCentral Storage, Symantec CommandCentral Service, and its components.

The Contractor shall use the Symantec CommandCentral Service and its components to produce online storage utilization, backup, and recovery reports for JETS servers that are connected to the Consolidated Storage System components as defined in the IRD IT Inventory Database.

The Contractor shall backup and restore the systems and servers as defined in the IRD Inventory Database per the Server Operations Management Plan (SOMP), JSC 29638.

The Contractor shall retain system security logs (Application, Security, and System) at least six months (Incremental daily and full backup weekly).

The Contractor shall also keep monthly DR tapes off-site for 1 year.

The Contractor shall backup up the Operating System, system states, and system services at least monthly (and when modified).

The Contractor shall backup user/application data based on user requirements.

For data restoration, the Contractor shall restore the data based on the following formulas, in addition to a two hour response window for the request:

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- Data backed up between 1 day to 30 days ago. The minimum restoration rate is 2 hours plus 400 MB per minute.
- Data backed up more than 30 days ago. The minimum restoration rate is 24 hours plus 400 MB per minute.

For example, if 10 GB of data was backed up within the last 30 days, then the restoration of that data must be completed in 2 hours, 25 minutes, (2 hrs +10 GB*(2.5 min/GB)).

The Contractor shall provide support to the user community for issues that are related to the SAN, including receiving and documenting incoming calls and requests, handling SAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

3.2 Subtask 4.3.2 Storage Sustaining Engineering

The Contractor shall be responsible for maintaining the IRD storage components in accordance with the JETS Statement of Work (SOW) Section 4.3.2.

In addition, the Contractor shall maintain the configuration-managed architecture diagram of the CISAN, as well as the configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components. This also includes the installation procedures, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall follow the IRD Configuration Management (CM) Project Management process to make any approved changes of the baselined architecture. The Contractor shall submit an IRD Change Request (CR) to reflect the changes to the baseline within 7 days.

The Contractor shall also monitor the performance of the storage components. The Contractor shall provide support for backup/restore software, nearline software, storage management software, and server utilization software. The Contractor shall also be responsible for implementing software updates per the SOMP.

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries. The Contractor shall submit a report that has the data parameters for trend analysis to the TMR for approval 60 days after initiation of this Subtask.

3.3 Subtask 4.3.4 Storage Problem Resolution

The Contractor shall be responsible for providing corrective action support for the IRD storage components in accordance with the JETS Statement of Work (SOW) Section 4.3.4.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

The Contractor shall perform and report problem resolution in accordance with JSC corrective action procedure System Level Procedure (SLP) 4.14. The Contractor shall track, resolve, and report on anomalies associated with Storage systems.

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2006 through September 30, 2007.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Deliverables Required

The Contractor shall provide online monthly reports on storage growth trend statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage.

The Contractor shall provide a monthly summary report for any unplanned outages occurring during previous month.

The Contractor shall maintain a physical inventory of the backup tapes and Fibre Channel cables for the Storage systems. If additional tapes, HBA cards, Fibre Channel cables or cleaning cartridges are required, the contractor shall purchase the materials to meet the requirements. All purchases must be coordinated through the TMR.

The Contractor shall include availability metrics for the CISAN provided per DRD 03.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall maintain a current SPIA 5004 for the IRD Data Storage and Backup Systems, as specified in DRD 14 IT Security Plans.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide a monthly summary report for the status of server backups for all JETS-maintained servers, and tape usage per Data Requirements Document (DRD) 21.

The Contractor shall update the CISAN components firmware and software in accordance with the JSC Information Technology Security Handbook, JPR 2810.1, and System Operations Management Plan, JSC 29638, guidelines.

7. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritized to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports, and other reports as defined in Section 6. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 353,745.95
Maximum Award Fee	<u>\$ 19,974.22</u>
Total Cost:	\$ 373,720.17

Monthly Cost Phasing – See Attachment A

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-02 Rev. 1 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia R. Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-02 Rev. 1</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-02 Rev. 1

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>8/31/07</u> CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Storage Support Storage Licenses and Tapes to meet the requirements in SR#103842. TO Value Was: This Action: New Total: Est. Cost: \$ 353,745.95 \$99,121.90 \$ 452,867.85 Max. Award Fee: \$ 19,974.22 \$ 0.00 \$ 19,974.22 Total Est. Cost and Fee: \$ 373,720.17 \$99,121.90 \$ 472,842.07	1	JOB		99,121.90	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nichlos H. Mesloh</u>	13. Total \$ 99,121.90
--	-------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-03 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-03</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-03
---	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [<input type="checkbox"/>] is, [<input checked="" type="checkbox"/>] is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>11/1/04</u> CONTRACTING OFFICER
---	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network Performance Monitoring	1	JOB			
	Estimated Cost: \$ 113,377.15					
	Maximum Award Fee: \$ 6,852.51					
	Total Estimated Cost and Fee: \$ 120,229.66					

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Issue To: <u>IC/Steven A. Guy</u>	13. Total \$ 120,229.66
---	---------------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: JETS-IT07-03 – Network Performance Monitoring

Approved Technical Evaluation Received: October 12, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$ 113,377.15
Maximum Award Fee	\$ <u>6,852.51</u>
Total Cost:	\$ 120,229.66

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Order Number/Title

JETS-IT07-03 – Network Performance Monitoring

2. Technical Monitor Representative (TMR)

IT2/Jose A. Nunez-Zapata

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 4.4.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network and the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the Contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The Contractor shall monitor traffic. Monitoring shall be accomplished through the use of (but shall not be limited to) the following systems:

- Nixsun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
- MRTG (1 unit)
- Big Brother BB19C (1 unit)
- NAI Gigabit Sniffer (2 units)
- NAI Portable Sniffer (1 units)
- NetOptics Tap (3 units)
- Out of Band Monitoring Network (OOBMON)
 - Gigamon, GigaVUEs and Fluke Network, Link Analyzers

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating system (Windows NT/2000/2003/XP, Unix and Linux).

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to develop solutions to implement customer's requirements. In addition the Contractor shall propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The Contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated externally.

The Contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The Contractor shall provide support to the network engineering team for issues that are related to the network connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated Contractors as required to resolve them. In addition, the Contractor shall provide an electronic report documenting issues, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the Contractor shall provide a rationale for not meeting the metric.

The Contractor shall respond (make contact with the customer, gather the problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition, the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The Contractor shall provide any necessary materials (e.g. fiber patch cables, labeling materials) needed for the completion of work on this task order. The Program Manager shall coordinate material purchase requests via e-mail with the TMR and provide e-mail notification to the COTR or his/her designee prior to expenditure of funds.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this task order shall be performed from October 1, 2006 through August 31, 2007.

5. Deliverables Required

The Contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The Contractor shall communicate user problem requests to the TMR and provide status on efforts spent analyzing and resolving the issues.

The Contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the distribution layer network links. The report shall be available by Monday close of business day. The report shall contain the following metrics data. This report is subject to change based on requirement needs.

Data Communications Metrics

- **Device Availability:** is measured in terms of lost service connections as a percentage of the total network devices
 - Percentages will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $100\% \geq \text{Device Availability Metric} \geq 98\%$
 - Yellow – $98\% > \text{Device Availability Metric} \geq 95\%$
 - Red – $\text{Device Availability} < 95\%$
- **Traffic Integrity:** is measured at the distribution layer in terms of the parameters below:
 - Daily Number of Network Segments with Frame Discards vs. total segments
 - Daily Number of Network Segments with Frame Errors vs. total segments
 - Daily Number of Network Segments with over 60% Bandwidth Utilization Averaged over Five Minutes vs. total segments
 - Percentages will be coded Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - $\text{Green} - 0\% \leq \text{Traffic Integrity Metric} \leq 2\%$

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

- Yellow – $2\% < \text{Traffic Integrity Metric} \leq 5\%$
- Red – $\text{Traffic Integrity Metric} > 5\%$
- Response Time: Number of Instances for which Packet Delay between B46 and all distribution layer network devices is greater than 50ms
 - Data will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0 \leq \text{Response Time} \leq 5$
 - Yellow – $5 < \text{Response Time} \leq 10$
 - Red – $\text{Response Time Metric} > 10$

In addition any traffic anomalies found during that week shall be documented in this report.

The Contractor shall provide an electronic report per support task assigned by the network engineering team documenting the issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture, unless otherwise directed by TMR.

6. Training

Training shall include attendance by one individual at an annual network training/conference (Cisco Networkers) and one monitoring tool training (Fluke Networks Analyzers). The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

None

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 113,377.15
Maximum Award Fee	\$ <u>6,852.51</u>
Total Cost:	\$ 120,229.66

Monthly Cost Phasing – See Attachment A

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IT07-03, Rev. 2
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Matrenia R. Anumele

Tel No.: 281-483-4144 Fax: 281-483-4173
E-mail: anna.carter-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT07-03, Rev. 2

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/31/2007
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT07-03, Rev. 2

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 9/21/07
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Package Design requirements for SR#100541.	1	JOB		\$99,679.86	
	TO Value Was: This Action: New Total:					
	Est. Cost: \$ 145,481.94 \$ 99,679.86 \$245,161.80					
	Max. Award Fee: \$ 6,852.51 \$ 0.00 \$ 6,852.51					
	Total Est. Cost and Fee: \$ 152,334.45 \$ 99,679.86 \$252,014.31					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Nichlos H. Mesloh

13. Total
\$ 99,679.86

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-04 Rev 2 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Matrenia R. Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>		4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-04 Rev 2</u>
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:		6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-04 Rev 2		
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>		

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>8/31/07</u> CONTRACTING OFFICER
---	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	This task is to meet the requirements as proposed for Sharepoint Server Assessment #101208 and Softgrid Assessment #102533 TO Value: Was: This Action: New Total: Est. Cost: \$ 1,223,350.50 \$ 51,025.76 \$ 1,274,376.26 Max. Award Fee: \$ 6,930.34 \$ 0.00 \$ 6,930.34 Total Est. Cost & Fee: \$ 1,230,280.84 \$ 51,025.76 \$ 1,281,306.60	1	JOB		\$51,025.76	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 51,025.76
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14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.	BY: _____ _____ Authorized U.S. Government Representative Date
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**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order – JETS-IT07-04 Maintenance Agreements and License Renewals

Approved Technical Evaluation Received: October 18, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task order Value:

Cost:	\$ 1,223,350.50
Maximum Award Fee	\$ <u>6,930.34</u>
Total Cost:	\$ 1,230,280.84

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Number/Title

JETS-IT07-04 Maintenance Agreements and License Renewals

2. Technical Monitor Representative (TMR)

Primary: Juan Galvez/IT4

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) IT Inventory Database. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This task order shall be accomplished in accordance with Statement of Work element 4.3.5.

Additional hardware and software may be added and deleted during the term of the task order. The Contractor shall ensure additions and deletions are posted to the IRD IT Inventory Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS) and concurrence from the TMR of this task order.

The Contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment and software located in the IT Inventory Database under the JETS Non-IRD EA, and JETS Non-IRD JA systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task order. In addition, to effectively perform and manage the work detailed in this Task order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

5. Period of Performance

The services in this task order shall be performed from October 1, 2006 through September 30, 2007.

6. Deliverables Required

The Contractor shall provide a Maintenance Agreement and License Renewal Plan for assigned items listed in the IT Inventory Database per DRD-01 (Management Plan).

The Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software in the IT Inventory Database. These reports shall include the amount of non-labor cost for each of the following systems:

Engineering Computation Facility	MA, OA
CFO Systems	LA
IRD IT Security Systems	IA
IRD CSS/CR945	IA
IRD Web	IA
NetIQ	IA
Consolidated Systems	IA
CSM	IA
NASAPOST	IA
Network Miscellaneous	IA
DDMS/EDCC	IA
Imagery Systems	IA
PAO Systems	AP
JSC Search	IA
EOC	JA
EA Org	EA
JA Org	JA

The Contractor shall provide monthly reports on the 30-60-90 day maintenance agreement/license renewal plan for review at a joint NASA/JETS meeting.

7. Training

The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

8. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

9. Metrics

On a monthly basis, the Contractor shall report metrics specifying

1. Number of licenses and maintenance agreements renewed on time.
2. List of licenses and maintenance agreements renewed on time.
3. Number of licenses and maintenance agreements not renewed on time.
4. List of licenses and maintenance agreements not renewed on time.

The Contractor shall achieve 100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 1,223,350.50
Maximum Award Fee	<u>\$ 6,930.34</u>
Total Cost:	\$ 1,230,280.84

Monthly Cost Phasing – See Attachment A

National Aeronautics and Space Administration Lyndon B. Johnson Space Center Houston, TX 77058		ORDER FOR SUPPLIES OR SERVICES			Page <u>1</u> of 1	
1. Order No. JETS-IT07-04 Rev 3 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9		
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Matrenia R. Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>				4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT07-04 Rev 3</u>		
5. Contractor: MEI Technologies, Inc. 2526 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE: :				6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.		
				7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT07-04 Rev 3		
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>						
9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____				10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>9/21/07</u> CONTRACTING OFFICER		
11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	This task is to meet the requirements as proposed for Early Renewals SR# 101122. TO Value: Was: This Action: New Total: Est. Cost: \$ 1,274,376.26 \$ 738,784.50 \$ 2,013,160.76 Max. Award Fee: \$ 6,930.34 \$ 0.00 \$ 6,930.34 Total Est. Cost & Fee: \$ 1,281,306.60 \$ 738,784.50 \$ 2,020,091.10	1	JOB		\$738,784.50	
12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>					13. Total \$ 738,784.50	
14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ Authorized U.S. Government Representative Date _____						

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT07-04 Rev 4
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Matrenia R. Anumele

Tel No.: 281-483-4144 Fax: 281-483-4173
E-mail: matrenia.r.anumele@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT07-04 Rev 4

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09/31/2007

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT07-04 Rev 4

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Francis F. Mahan Date: 11/6/07
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Sharepoint Server Assessment #101208 and Softgrid Assessment #102533 are removed from this task order and added to IT07-01. (Correction to Mod. 68)	1	JOB		(\$51,025.76)	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$ 2,013,160.76 (\$ 51,025.76) \$ 1,962,135.00					
	Max. Award Fee: \$ 6,930.34 \$ 0.00 \$ 6,930.34					
	Total Est. Cost & Fee: \$ 2,020,091.10 (\$ 51,025.76) \$ 1,969,065.34					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Nicholas H. Mesloh

13. Total
\$ (51,025.76)

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration Lyndon B. Johnson Space Center Houston, TX 77058		ORDER FOR SUPPLIES OR SERVICES			Page 1 of 7	
1. Order No. JETS-JA07-01 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-G9		
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3896 Org./Buyer: <u>BJ2/Matrenia Anumele</u>				4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3896 Mark For: Accountable Property Order No.: JETS-JA07-01		
Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>				5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-8015 x Fax: 281-283-6170 TIN: CAGE CODE:		
				6. Deliver On or Before: <u>08/30/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.		
				7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-JA07-01		
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>						
9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____				10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>5/16/07</u> CONTRACTING OFFICER		
11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance Estimated Cost: \$ 148,962.24 Maximum Award Fee: \$ 9,830.81 Total Estimated Cost and Fee: \$ 158,593.05	1	JOB			
12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Issue To: <u>IT4/Nicholas H. Mesloh</u>					13. Total \$ 158,593.05	
14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ Authorized U.S. Government Representative Date: _____						

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

Task Order: JETS-JA07-01 -- Technical Assistance

Approved Technical Evaluation Received _____

Performance Period: February 15, 2007 -- September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$148,962.24
Maximum Award Fee	9,630.81
Total Cost:	\$158,593.05

Approved By: *Brenda P. Staley* *4/26/07*
 JSC JETS Budget Analyst Date

Approved By: *Richard Stet* *April 15, 2007*
 JSC JETS TMR Date

Approved By: *Nicholas Mable* *25 APR 07*
 JSC JETS COTR Date

Approved By: *[Signature]* *4/23/07*
 Manager, IT Information Technology Division Date

Approved By: *Francis L. Mahan* *5/16/07*
 JSC JETS Contracting Officer Date

1. Task Order Number/Title

JETS-JA07-01 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Thorton E. Dyson/IM

Alternate: Richard Slater/IM

3. Narrative Task Description

The contractor shall provide support for information technology activities and infrastructure of the Center Operations Directorate. Tasks include:

- Represent the Center Operations Directorate and its component organizations (Logistics Division, Environmental Office, Facilities Maintenance and Operations Division, Planning and Integration Office, Protective Services Division and all support contractors) to the JSC Information Resources Directorate in all matters relating to IT security, development of ITA's between Center Operations and IRD, implementation of IT security upgrades and changes to systems operated by Center Operations (web sites and systems such as CBACS, EMCS, etc.). This may include the normal OSCM/OSCO-type duties and representation at required IT meetings and boards to assure compliance with all IT security and reporting requirements.
- Prepare responses for data calls, annual IT Plans, inventories of systems and similar activities for IT systems operated by Center Operations.
- Develop a detailed understanding of the function and operating details of the information technology systems maintained by Center Operations. Apply expertise in information technology and knowledge of IT management requirements to ensure that Center Operations is responsive to all IT reporting and IT security implementation requirements, developing and shepherding through the approval process all of the Center Operations IT plans for C&A (Certification and Accreditation).
- Maintain responsibility for monitoring security controls for Center Operations Directorate IT systems, assuring a continuous state of compliance with all IT security regulations and requirements.
- Provide periodic reports to Center Operations managers on the state of regulatory compliance, plan development and approval status and significant issues relating to IT management.

Note: The intent of the required tasks described in this document is to have the contractor take responsibility for the necessary actions to ensure External Relations systems are in compliance with IT security requirements. This includes: 1) identifying and documenting existing controls; 2) identifying additional controls and procedures required to satisfy IT security requirements; 3) developing security plans, risk assessments, and contingency plans to address any identified risks; and 4) ensuring that the systems are in compliance with IT security requirements.

(Inventory of the systems, web sites, etc., managed by Center Operations to be appended to this as soon as it's developed)

There will be five security plans that cover Center Operations and its contractors. These security plans are segregated into the following areas:

JS Security

1. JSC addendum to NSFC-04-1654 CBACS plan.

Security System Name: JSC Center Premise Equipment (CPE) Security plan.

Security Plan number SPJA0001, OA-xxx-JSC-JA0001

This a subordinate plan to MSFC-04-1654 CBACS Security plan that covers the JSC center equipment that works with the CBACS system (central servers and regional servers).

Moderate level

Current security plan is SPJA0001 SAC Security Plan dated 10/20/2005.

2. Security System Name: JS IT Systems

Moderate level

Current security plans are as follows:

SPJA0010 Emergency Operations Center dated 09/29/2006

Security Plan Number: SPJA0006 Security Operations System SOS dated 10/13/2005

Security Plan Number SPJA0009 JA Applications dated 11/01/06

Includes only JS moderate level applications over to SPJA0010

Security Plan Number SPJA0005 JA Office Automation dated 10/14/2005

Includes only JS minor systems such as fingerprint system, etc.

JA Plans

3. Security Plan Number SPJA0004, OA-xxx-JSC-JA0004

Security System Name: JA IT Systems

C&A date: 3/30/07

Includes Facility Center/GIS

Includes non-ODIN workstations, laptops, and attached devices that perform the desktop function.

Current security plans are as follows:

Security Plan Number SPJA0009 JA Applications dated 11/01/06

Includes 41 JA applications over to SPJA0010

Security Plan Number SPJA0005 JA Office Automation dated 10/14/2005

4. Security Plan Number SPJA0002, OA-xxx-JSC-JA0002 NIST

Security Plan for the CSC Data Center, Rev C dated 10/17/2005

C&A date: 1/19/07

low

5. Security Plan Number SPJA0003, OA-xxx-JSC-JA0003, Rev C, NIST

Security Plan for Energy Management Control System (EMCS) dated 10/20/2005

C&A date: 2/16/07

low

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from February 15, 2007 through September 30, 2007.

5. Deliverables Required

- 1) Weekly summary of activities to the organization and TMR

- 2) Monthly status reports of ongoing or recently completed projects
- 3) Complete systems certification and accreditation documents, control validations, and the required submission package. This should include:

- IT Security control check list, using NIST 800-53, with system control validations and detailed control narratives
- Process analysis and procedures development to address any identified IT security control weaknesses
- Risk assessment to identify organizational mitigated risks, accepted risks, and residual risks
- Development of a security plan for each system with detailed system control baselines with reference to evidence
- Applicable contingency plans
- Applicable system development life cycle plan
- Ongoing monitoring plans to ensure the organizational systems are in compliance with quarterly and annual certification requirements
- POAM – Plan for Action and Milestone

6. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

7. Metrics

The Contractor shall provide inputs to the monthly certification and accreditation (C&A) score card status report. This report will demonstrate whether C&A tasks are completed on schedule. In addition, the final C&A report will demonstrate the final completion of the tasks for the period of performance.

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-XA07-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Cody Corley</u> Tel No.: <u>281-483-3147</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-XA07-01</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/31/2007</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-XA07-01
--	--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>11/1/06</u> CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance	1	JOB			
	Estimated Cost:			\$ 143,466.21		
	Maximum Award Fee:			\$ 9,300.99		
	Total Estimated Cost and Fee:			\$ 152,767.20		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IC/Steven A. Guy</u>	13. Total \$ 152,767.20
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14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-XA07-01** – Technical Assistance

Approved Technical Evaluation Received: October 31, 2006

Performance Period: October 1, 2006 – September 30, 2007

Funding Organization(s):

Task Order Value:

Cost:	\$ 143,466.21
Maximum Award Fee	<u>\$ 9,300.99</u>
Total Cost:	\$ 152,767.20

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-XA07-01 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Thorton E. Dyson/IM
Alternate: Dianne L. Robinson/IC

3. Narrative Task Description

- a. The Contractor shall be responsible for the daily IT support of the EVA Office (Code XA), as specified in the JETS Statement of Work (SOW) area 6.0.
- b. The Contractor shall provide support to ODIN and OneEVA for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- c. The Contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- d. The Contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB). The NACB typically meets once each week for one to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week. In addition, the Contractor shall attend the IT Steering Council (meets twice monthly) and the IRD Customer Forum (meets once a month). The Contractor shall report back to the organization any issues which will impact the organization. Information on IT events or new capabilities will either be distributed via email or discussed during staff meetings.
- e. The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day IT operations. In addition, the Contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the EVA Office. The 24/7 on-call support shall be accomplished via a Contractor provided pager. If the Contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the Contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors. The Contractor shall assist all members of the EVA Office in reducing the number of unsolicited emails and work with the Consolidated Help Desk if a virus is suspected on a user workstation.
- f. The Contractor shall provide support to the EVA Office user community working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately twenty (20) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

one (1) business day of a reported issue. The Contractor shall coordinate with off-site personnel assigned to the EVA Office and assure commonality of hardware/software.

- g. The Contractor shall be responsible for assisting in the installation and use of Public Key Infrastructure (PKI).
- h. The Contractor shall provide support for the maintenance of the ODIN laptop loan pool for the EVA office. This will include ensuring that ODIN has the correct information for log tracking (user and due date), configuring the laptops for individual users and ensuring wipe and load are performed when laptops are returned (if necessary). The Contractor shall provide support for users to check out end-user take-home software and maintain a log of checked out software.
- i. The Contractor shall maintain and assure the accuracy of the Customer Service System database. The Contractor shall receive all requirements for new IT or telephone equipment and write all Service Requests (SR's) required to obtain the IT or telephone equipment. The contractor shall write all SR's for moves within the EVA Office. The Contractor shall write all SR's for new ID's or changes to existing ID's. The Contractor shall review all SR's written for off-site EVA Office personnel to assure accuracy and where new items are being purchased, assure these are in compliance with the EVA Office IT Plan and provide for commonality between on-site hardware and software.
- j. The Contractor shall provide support for obtaining all file access rights for any share directory and maintain records.
- k. The Contractor shall review file storage usage for all EVA Office employees and advise when usage is 80% maximum. The contractor shall assist employees in efficient use of home directories. The Contractor shall provide assistance to employees in backing up data on individual hard drives, CD's or other media. The Contractor shall assist users in the use of their workstations/phones/printers/DVD/CD burners/scanners, etc.
- l. The Contractor shall gather requirements from all members of the EVA Office and coordinate with management. After approval of requested items has been received, the Contractor shall write the IT Plan and present to both EVA Office management and the JSC Chief Information Officer.
- m. The Contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses. The Contractor shall provide assistance on reducing unsolicited email and respond to all virus incidents. The Contractor shall assure all office workstations have the latest anti-virus software loaded. The Contractor shall provide check-out copies of those items which are allowed for home use and maintain log records.
- n. The Contractor shall maintain a current Security Plan for the EVA Office, as required by IRD. The Contractor shall perform all duties as the Organizational Computer Security

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Representative (OCSR) as defined by IRD, and coordinate with the Organizational Computer Security Manager (OCSM).

- o. The Contractor shall maintain a configuration-managed diagram of the EVA Office, as well as a configuration-managed document listing pertinent information, such as locations, hardware tag numbers, cable and jack numbers, of all EVA Project Office components, with applicable software license codes.
- p. The Contractor shall be knowledgeable of the XA Web site, perform routine updates, and work with other IRD contractors to perform programming changes.
- q. The Contractor will be provided office space, computer and phone in the EVA Office (this will be their permanent office).
- r. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2006 through September 30, 2007.

5. Deliverables Required

- a) Security Plan reviews and updates for the EVA Office.
- b) Support IT Planning for the EVA Office.
- c) Configuration-managed diagram of JETS-managed IT equipment for the EVA Office.
- d) Configuration-managed document listing pertinent information of all JETS-managed equipment in the EVA Office IT components and telephone equipment and applicable software license codes. The applicable items should be recorded and maintained in the IRD Inventory Database.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

6. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

7. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

8. Total Cost Summary and Cost Phasing by Month

Cost:	\$ 143,466.21
Maximum Award Fee	<u>\$ 9,300.99</u>
Total Cost:	\$ 152,767.20

Monthly Cost Phasing – See Attachment A

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-PM-08-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-PM-08-01</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
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	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-PM-08-01
--	--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>9/28/07</u> CONTRACTING OFFICER
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11. Schedule						
ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Program Management Office	1	JOB		\$929,420.48	
	Estimated Cost: \$ 876,003.57					
	Maximum Award Fee: \$ 53,416.91					
	Total Estimated Cost and Fee: \$ 929,420.48					

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total <p style="text-align: right;">\$ 929,420.48</p>
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14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-PMO08-01 – Program Management Office (PMO) Contract Management and Administration

2. Technical Monitor Representative (TMR)

Primary: Nicholas Mesloh/IT
Alternate: Steven Guy/IM

3. Narrative Task Description

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in the JETS Statement of Work (SOW). The Contractor shall manage the full system life cycle for JETS systems, including design, acquisition, operations, and maintenance for current, modified, and new systems identified under this contract in accordance with the NASA approved Management Plan (DRD-01).

3.1 Safety, Health and Environmental Compliance

The Contractor shall ensure the protection of personnel, property, equipment, and the environment in all Contractor products generated and activities undertaken for institutional and space flight program objectives.

The Contractor shall comply with a NASA-approved safety, health and environmental compliance plan as specified in DRD-06 (Safety, Health and Environmental Compliance Plan). The Contractor shall develop and implement risk management techniques, including risk assessment, to be applied to hazards identified from analyses of activities and products (DRD-01 Management Plan). The purpose of these risk management techniques is to eliminate or control hazards as specified in NASA hazard reduction policies and requirements. The Contractor shall develop and maintain a lessons-learned database per DRD-12 (Safety, Reliability and Quality Assurance [SR&QA] Lessons Learned). Monthly safety and health metrics shall be provided per DRD-13 (Safety and Health Metrics). The Contractor shall also provide a hurricane/severe weather plan as specified in DRD-17 (Hurricane/Severe Weather/Emergency Plan) and conduct and safety and health self-evaluation per DRD-15 (Safety and Health Program Self Evaluation). The Contractor shall establish and maintain a Quality Management System (QMS) that complies with ANSI/ISO/ASQC Q9001-2000. Alternately, the Contractor's QMS need not be certified if the Contractor proposes to follow the JSC quality system in its entirety.

The Contractor shall perform safety walk-throughs, report safety issues, and address and resolve close calls, under floor alarms, and facility outages.

3.2 Information Technology Security

The Contractor shall ensure that security plans and managed, updated and submitted for approval per DRD 14.

3.3 Information Technology (IT) Capitol Planning and Investment Control (CPIC) Planning

TBD

3.4 Quality

The contractor shall comply with its documented Quality Processes (DRD-08, Quality Processes - Procedures). JSC will review these documents to ensure they do not conflict with the JSC quality management system. The contractor shall submit and comply with the Government approved Quality Plan as required in DRD-05 (Quality Plan).

3.5 Records Management

NASA-owned, Contractor-held records, regardless of physical format and as identified in task orders, shall be managed by the Contractor in accordance with Title 36 of the Code of Federal Regulations, Chapter XIIB, Records Management and NASA Policy Directive (NPD) 1440.6, NASA Records Management Program. The Contractor shall maintain records appropriately and administer the disposition of records and non-records in accordance with NPG 1441.1, NASA Records Retention Schedules, which has been approved by the CO and the National Archives and Records Administration. The Contractor shall provide details concerning on-site personnel per DRD-10 (Reports, Onsite Contractor - Headcount).

3.6 Work Authorizations

The CO authorizes work via Task Orders. In addition to requirements identified in the SOW, Task Orders will specify requirements, indicate schedules and identify required quality levels.

3.7 Facility Management

The Contractor shall be the alternate facility manager of Building 46. This requires performing electrical management, initiating and tracking implementation of facility requests, performing safety inspections, and coordinating installation and removal of systems. While performing facility management functions, the contractor shall adhere to the Center Operations Directorate (COD) Facility Manager Handbook and the Roles of a Facility Manager located in Attachment J-3, Technical Library. For other facilities where the contractor has responsibility for equipment, but is not the facility manager, the contractor shall comply with safety and facility rules, restrictions and guidelines.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

3.7.1 Facility Layout Drawings

The Contractor shall conduct weekly inspections of Building 46 to determine modifications to the layout of the facility. Modifications observed during the weekly inspections shall be compiled and documented in both the electronic and hard copy facility drawings. Facility Layout Drawings shall be provided and maintained by the contractor as specified in DRD-18 (Facility Layout Drawings).

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

3.7.2 Electrical Management

The Contractor shall perform installation of new circuits for computer systems as required to accomplish the work defined in the Task Orders. The Contractor shall coordinate and schedule higher voltage (480 volts and above) circuitry work with the JSC COD Facility Engineering Electrical Branch. Coordination and scheduling activities shall include initiating and tracking facility modification requests for electrical work. Prior to installation or removal of server systems or network devices, the Contractor shall perform power resource analysis to assure proper electrical power balancing across power distribution units, uninterruptible power supplies, and the overall grid system for building 46. The contractor shall also provide power distribution drawings per DRD JETS-18, Facility Layout Drawings. The Contractor shall perform and record monthly preventive maintenance (PM) on power distribution units, power panels, alarm systems, as well as all security and safety lighting and cameras within the computer systems facility in Building 46.

As defined in the Task Order, PM shall be performed as recommended by the equipment manufacturer or vendor. The documentation of PM shall be on a format chosen by the contractor and submitted electronically to the CO and COTR on a monthly basis in the contractor status report (DRD-07). The Contractor shall also inspect and coordinate PM for air handlers and Uninterruptible Power Supply (UPS) systems in Building 46.

3.7.3 Installation and Removal

The Contractor shall coordinate the installation and removal of systems and equipment. Removal shall include deletion of all sensitive data. Installation and removal activities require coordination with the COD Facility Engineering Electrical Branch, the property custodian and Organizational Computer Security Manager (OCSM). Coordination is also required with system administrators to assure compliance with the Server Operations Management Plan (SOMP), including NASA tagging of equipment and cables, logistics of delivery, placement, or removal of equipment. The Contractor shall coordinate and expedite all under floor work, including excess cable removal. In addition, the Contractor shall be responsible for initiating, tracking, and expediting facility work, including work performed by JETS, by COD or other parties.

3.8 Property Management

The contractor shall provide a Physical Inventory Plan (DRD-19) to describe the method of administering Government property. The contractor shall conduct inventories for the government property identified in Attachments J-8 and J-10. The contractor shall serve as property custodian for the Installation Accountable Government Property identified in Attachment J-10.

3.7 JETS Metrics

The Contractor shall calculate and report, metrics in accordance with DRD-03 (Metrics Reports). Prior to the beginning of the Government Fiscal Year (FY), the Contractor shall recommend for

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CO approval any changes to metrics to be tracked and reported during the upcoming FY. The government will evaluate the Contractor's performance in accordance with the following table:

Performance Standard	Baseline	Basic	Option 1	Option 2	Option 3
Systems Administrator Productivity	Minimum of 13 servers	Contractor to propose.	Contractor to propose. Contractor shall work to increase efficiencies during the course of contract performance.		
System Availability	Per J-7	Contractor to propose.	Contractor to propose. Contractor shall work to increase efficiencies during the course of contract performance.		
**Customer Satisfaction	Minimum score of 4 out of 5.	Minimum score of 4 out of 5.	Minimum score of 4 out of 5	Minimum score of 4 out of 5.	Minimum score of 4 out of 5.
License Renewals and Maintenance Agreements	100% on time	100% on time	100% on time	100% on time	100% on time

**Customer Satisfaction scores are as listed in DRD-03 (Metrics Report).

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through September 30, 2008.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Deliverables Required

The contractor shall provide the following contract deliverables per the frequency specific in each specific Data Requirements Document (DRD):

- a. Provide status reports in accordance with the Contractor Status Report (DRD-07 Contractor Status Report).
- b. Provide Information Technology Security Plans and Reports as defined in DRD-14 (Information Technology System Security Plans and Reports).
- c. Create and maintain a Capital Planning and Investment Control process. (DRD-02 Capital Investment Planning).

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-
- d. Create, modify, maintain, and report resource information in accordance with the Plan (DRD-04, Resource Management Plan; DRD-20, Supplemental Cost Report; and NASA Procedures and Guidelines (NPG) 9501.2D NASA Contractor Financial Management Report).
 - e. Provide re-procurement data in accordance with DRD-16 (Re-procurement Data Package).
 - f. Provide wage and salary data per DRD-09 (Wage/Salary and Fringe Benefit Data).
 - g. Report system and equipment performance in accordance with the performance management plan required by DRD-11 (Performance Management and Capacity Plan).
 - h. Perform configuration management for all systems in accordance with the Information Resources Directorate (IRD) Configuration Management Plan Document JSC 29173.
 - i. Perform system development in accordance with the IRD Project Lifecycle Guidelines, provided in draft form in Attachment J-3.
 - j. Provide Backup and Restore reporting in accordance with DRD-21 (Server Backup, Restore & Tape Usage Report)
 - k. Provide ECF Accounting reporting in accordance with DRD-22 (Systems Accounting Data (ECF))

For all documents referenced in the JETS contract, the contractor shall adhere to the most current versions unless otherwise specified

7. Special Requirements

None

8. Metrics

The Contractor shall complete and submit the deliverables above per the frequency specified in each DRD. In addition, the contractor shall provide inputs to Contract Surveillance Meetings scheduled by the COTR.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$xxx,xx.xx
Maximum Award Fee:	\$ x,xxx,.xx
Total Cost:	\$xxx,xxx.xx

Monthly Cost Phasing – See Attachment 1

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Task Order Approvals

Task Order: JETS-PM08-01 -- Program Management Office

Approved Technical Evaluation Received _____

Performance Period: October 1, 2007 – September 30, 2008

Funding Organization(s):

Task Order Value:	Cost:	\$ 876,003.56
	Maximum Award Fee:	\$ 53,416.91
	Total Cost:	\$ 929,420.47

Approved By: *John R. Clayton* *28 Sept. 2007*
JSC JETS Budget Analyst Date

Approved By: *Nicholas M. M...* *28 Sept 07*
JSC JETS TMR Date

Approved By: *Nicholas M. M...* *28 Sept 07*
JSC JETS COTR Date

Approved By: *[Signature]* *9/28/07*
Manager, IT Information Technology Division Date

Approved By: *Francis L. M...* *9/28/07*
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM08-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
--	--	--

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matronia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>cody.corley-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM08-01</u>
---	---

5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM08-01
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8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L Mahan</u> Signature: <u>Frances L Mahan</u> Date: <u>9/28/07</u> CONTRACTING OFFICER
--	--

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services	1	JOB		1,416,631.91	
	Estimated Cost: \$ 1,330,389.73					
	Maximum Award Fee: \$ 85,242.18					
	Total Estimated Cost and Fee: \$ 1,416,631.91					

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 1,416,631.91
--	---

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

JSC Enabling Technology and Security (JETS)
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1. Task Order Number/Title

JETS-IM08-01 – Network and Security Services

2. Technical Monitor Representative (TMR)

See Contracting Officer's letter for TMR's for this task order.

Primary: John Flood/IM

Alternate: Luke Drury /IM

3. Narrative Task Description

a. The Contractor shall be responsible for the daily operation of the systems identified below and as listed in the Information Resources Directorate (IRD) IT Inventory Database as IT Security. Daily operation, as specified in the JETS Statement of Work (SOW) Section 5.0, include the monitoring of system activity and performance, review of logs, configuration changes and management (including user accounts), performing system upgrades, reporting, system engineering, and ensuring documentation is complete, accurate, and up-to-date. It is the Government's intent to retain the PPTP systems as a contingency capability in case of Pandemic events. The primary VPN capability of JSC will be the Juniper IVE.

(1) Firewall Systems

(a) JSC Firewall Systems

- Outer Firewall (Primary)
- Outer Firewall (Secondary)
- Inner Firewall (Primary)
- Inner Firewall (Secondary)
- DMZ Firewall (Primary)
- DMZ Firewall (Secondary)
- Lab/Development Firewalls

(b) JSC Firewall Support Systems

- Inner Firewall Log Server
- Outer Firewall Log Server

(c) WSTF Firewall Systems

- WSTF Firewall (Primary)
- WSTF Firewall (Secondary)

(d) WSTF Firewall Management Server

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- (2) Content Monitoring and Filtering systems
 - (a) SurfControl
 - SurfControl Application Server-1
 - SurfControl Application Server-2
 - SurfControl Database Server
 - (b) Websense (To be replaced by SurfControl)
 - (c) NetContExt (Content Analyzer)
 - (d) URL Logging Systems
 - URN NID
 - URL CMS
 - (e) JSC Proxy Systems
 - Proxy Appliance Primary
 - Proxy Appliance Secondary
 - Proxy Reporting Server
- (3) Network Intrusion Detection (NID) systems
 - (a) RealSecure SiteProtector
 - ISS SiteProtector Application Server
 - INS Core ISS Network Sensor
 - ISO Core ISS Network Sensor
 - INS Building 1 and Wireless ISS Network Sensors
 - INS Building 2 and Poldev ISS Network Sensors
 - PSNa and SIP ISS Network Sensors
 - JSCMAN and PIP ISS Network Sensors
 - WSTF ISS SiteProtector Application Server
 - WSTF Network Sensor
 - (b) Netscreen Intrusion Detection and Prevention (IDP)
 - IDP Management Server
 - INS Core IDP Network Sensor
 - INS Building IDP Network Sensor
 - ISO Core IDP Network Sensor
 - PIP/SIP IDP Network Sensor
 - Wireless/PSNa/JSCMAN IDP Network Sensor
 - (c) NID Consoles (Quantity 5)

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- (4) Traffic Capturing and Analysis
 - (a) INS Buildings TCP-Dump and IPView data collectors
 - (b) ISO Core TCP-DUMP and IPView data collectors
 - (c) SIP/PIP TCP-DUMP and IPView data collectors
 - (d) NetContExt-NTR (to be replaced by IPView)
- (5) IT Security Support systems
 - (a) Boundary Services Log Repository and Gateway System
 - Two RAID Cabinets
 - (b) Boundary Services Backup Log Repository, Gateway Server and TCP-Dump Data Storage
 - 6 RAID Cabinets
 - (c) JSC IT Security Forensics Repository
 - (d) JSC IT Security File share
 - (e) Security Data Warehouse (SDW)
 - SDW Production
 - SDW Development
 - RAID Cabinet
- (6) JSC Scanning Systems
 - (a) Foundstone
 - Foundstone Enterprise Manager
 - Foundstone Database
 - Foundstone Scan Engines (Quantity 6)
 - (b) Linux Scanners
 - ISO Linux Scanner
 - INS Linux Scanner
- (7) Consolidated Logging systems (LogLogic) Production Support and Operations Requirements need to be developed in order to understand the scope of work associated with the Consolidated Logging Project.

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- LogLogic LX2000
 - LogLogic LX1000
 - LogLogic ST3000
 - LogLogic ST3000
- (8) JSC Remote Access Systems
- Point-to-Point Tunneling Protocol (PPTP) Server (Primary)
 - Point-to-Point Tunneling Protocol (PPTP) Server (Warm Backup)
 - Juniper IVE System (Primary)
 - Juniper IVE System (Secondary)
- (9) Public Key Infrastructure (PKI) systems
- Profile Server cluster node 1
 - Profile Server cluster node 2
 - JSC RA Laptop
- b. The Contractor shall provide daily review and analysis of the firewall and other log files, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues. The Contractor shall provide support to the user community for issues that are related to the IT Security Systems, including receiving and electronic tracking of incoming calls and requests, handling related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately thirty (30) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within one (1) business day of a reported issue.
- c. The Contractor shall be responsible for the revalidating, development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.
- d. The Contractor shall be responsible for supporting network security scanning and vulnerability assessment that includes:
- (1) Regular network scans using the Foundstone, nmap, wireless and other scanning tools as specified by the JSC CIO Office. The network vulnerability scanning is to be performed per the quarterly requirements defined by the NASA OCIO Vulnerability Reduction Guidance (updated yearly). This memo can be found on the JSC webpage under the IT Security section, NASA I/T policy & directives

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- (2) Software and hardware configuration vulnerability scans on devices connected to JSC networks and report results to the TMR.
 - (3) The Contractor shall evaluate and develop a monthly scanning plan of all systems and provide scan trend analyses.
 - (4) Coordinate and conduct vulnerability assessments or compliance scanning in support of Certification and Accreditation (C&A) and report completion and results to the TMR.
 - (5) Scans on any new system installed at the Center, in support of web registration, and on an ad-hoc basis due to security threats or data calls.
 - (6) Network Mapper (NMAP) and wireless scanning will be performed monthly or as determined by the IT Security Office.
 - (7) Monthly full scans of all hosts with firewall rules allowing for access from outside of the JSC address space.
 - (8) Compile and report Quarterly Vulnerability results to NASA and JSC organizations.
 - (9) Coordinate and validate with Center Organizations to remove or mitigate identified vulnerabilities.
 - (10) Perform security scanning to identify and remediate vulnerabilities.
 - (11) When directed by higher authority, all information systems determined to be compromised either through unauthorized access or malicious logic will be rebuilt from original media, patched, and scanned for compliance before reintroduction to the JSC network. The Contractor shall support the scanning of systems that have been rebuilt as required.
 - (12) Ensure all Information Systems, networks, and devices are scanned semi-annually at a minimum, including, but not limited to, scanning for vulnerabilities, poor security practices, noncompliance, backdoor connections, unauthorized modems, and unauthorized network connections; take actions to eliminate and report all violations.
- e. Web Access and Forward Proxy – The Contractor shall:
- (1) Provide the capability and features that allow users to access in-house and external web content via a Forward Proxy.
 - (2) Provide operational and maintenance support for the JSC WebProxy system to provide indirect Internet access to JSC institutional server systems for system and application update purposed.
 - (3) Provide the capability for caching and proxy to enhance information access and performance.
 - (4) Assist customer with web applications as required.

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- (5) Proxy all Internet access through a centrally managed access point and isolate from other JSC or NASA Information Systems by physical or technical means.
 - (6) Manage the list of allowed systems and sites for the proxy system.
 - (7) Manage the storage and organization of the resultant log files.
 - (8) Provide the TMR with monthly reports on Internet use based on management requirements.
 - (9) Report Internet use abuse in accordance with NASA and JSC policy.
- f. The Contractor shall be responsible for generating the following reports and providing them to the TMR.
- (1) As part of IT Security scanning activities, Ad-hoc reports in a format to be determined by the IRD Information Technology (IT) Office of the CIO based on the specifics of each individual security situation. The contractor shall deliver bi-monthly reports.
 - (2) Network security and wireless security audit reports electronically monthly.
 - (3) The contractor shall submit monthly Security Data Warehouse (SDW) ad hoc reports.
- g. The Contractor shall assist the JSC CIO Office in the resolution of security incidents as requested by the TMR to support IT security investigations and forensics analyses.
- (1) This includes providing all information such as log files, system configuration information, and system backups that the Contractor manages on behalf of the government.
 - (2) Provide analysis of IT Security logs and information as requested by the TMR to assist in the identification and resolution of IT Security investigations.
 - (3) Reviewing NASIRC bulletins and providing data analysis.
- h. The Contractor shall support and assist the IT Security Manager in the collection of electronic data obtained from workstations as requested by the TMR. This data collection is to only be done by the contractor as directed by the TMR using tools supplied by the Government. The Contractor will have individuals trained by JSC on the use of the JSC tools for electronic data collection. All data is to be turned over to the government when collected.
- i. The Contractor shall perform protocol studies to assist the CIO Office in determining possible security issues as requested by the TMR.
- (1) This includes reviewing firewall log for a specified time period determined by the TMR.
 - (2) Reviewing firewall rules associated with protocols.
 - (3) Reviewing other IT Security data sources.

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- (4) Provide presentations on the findings to the TMR and presenting to IRD IT Security personnel.
- j. The Contractor shall use the JSC IT Security Systems to assist the JSC Office of the CIO in the resolution of virus-related issues. The Contractor shall be responsible for processing alerts from the antivirus products (Symantec) and assisting users in the resolution of virus-related issues on a daily basis. The processing of alerts will entail verifying infection and /or origin of viruses. If an infection has occurred, the contractor shall contact the user and Organization Computer Security Official (OCSO) for repair. Notification to the user and OCSO should be done by phone and email.

Sample of Virus alert notification:

Symantec
Virus Name: Downloader.Trojan
Computer: "computer name"
Location: D:\documents and settings\mwaidd\Local Settings\Temporary Internet Files\Contente.IE5\CR9VE6F1\NETWIN[1].CHM
Requested Action: Clean
Actual Action; Quarantine
Date: 08/16/2004 Time: 01:59:57 PM
Source: Norton AntiVirus Corporate Edition
User Name: "domain userid"

- k. The Contractor shall be responsible for the operations and maintenance of the Security Data Warehouse (SDW) application. This includes loading data, performing data integrity checks, and performing data validation, support ad-hoc reporting (described in item 5c). The contractor shall be responsible for adding new capabilities as directed by the TMR to the SDW as workload permits. It is currently anticipated that not more than 10 new capabilities shall be implemented. The Contractor shall provide user support to those stakeholders utilizing the data warehouse.
- l. The Contractor shall provide the following support:
 - (1) Personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations.
 - (2) 24/7 on-call support for all security-related incidents which may adversely affect the IT Security Systems or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Duty Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC Office of the CIO by calling the IT Security Duty Phone and coordinating as required with associate contractors.
 - (3) Arrange, support or conduct meetings as requested (no more than one per month) to inform the user community of upcoming IT Security Systems capabilities and events.

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- (4) Provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours.
 - (5) Conduct or attend additional ad-hoc special NACB meetings and other working group meetings.
 - (6) As requested by the TMR with e-mail notification to the COTR, perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.
 - (7) Provide inputs, as requested by TMR, for IT Security Systems documentation, procedures (such as Red Book), schedules, project plans, budget planning, and strategic planning.
 - (8) Obtain the concurrence of the TMR and provide e-mail notification to the Contracting Officer's Technical Representative (COTR) to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
 - (9) Coordinate with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
 - (10) Provide inputs and technical assessment to the TMR for incorporation into the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.
 - (11) Maintain a configuration-managed architecture diagram of the IT Security System, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated and maintained in the IRD Inventory Database.
 - (12) Maintain configuration of the IT Security System devices in the IRD Development Lab. Coordinate test activities with the IRD Lab managers and TMR. Provide support to testing activities as requested by the TMR.
 - (13) Record all activity associated with any IT Security Incident, IT Security Tasking in support of IT Security Incidents, and/or IT Security Investigations through the IT Security Incident Tracking System (ITSITS) aka MANTIS.
- m. The Contractor shall be responsible for maintaining the NFR-URL logging systems, used for logging HTTP request information on the JSC institutional networks. The contractor shall be responsible for managing the storage and organization of the resultant log files.

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- n. The Contractor shall be responsible for managing the log collection systems; this includes user creation, deletion, and the control of access to log entries. The contractor shall patch the systems with all vendor supplied updates and fixes. The contractor shall be responsible for maintaining the end-user system configuration documents that describe how to transmit and retrieve logs to and from the system.
- o. The Contractor shall be responsible for network traffic and session summary logging at the JSC institutional network boundaries. This includes managing the resultant pcap files, log files, file manipulation scripts, and administering the session summary database. The Contractor shall maintain a web based graphical user-interface to the session summary database.
- p. The Contractor shall be responsible for maintaining the JSC IT Security Incident Tracking system. The contractor shall support application configuration, user management, and database maintenance for the system. This includes custom configuration of the tracking system to support encrypted communications and notifications.
- q. The Contractor shall be responsible for maintaining the JSC IT Security Knowledgebase system. The contractor shall support application configuration, user management, and database maintenance for the system. The contractor shall support multiple instances of the application as necessary to support all JSC IT Security functions.
- r. The Contractor shall be responsible for network content management. This includes the maintenance of network traffic content filtering and monitoring systems. The contractor shall manage the databases used for logging and configuration and the scripts used to extract and backup the daily system configuration.
- s. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:
 - (1) Safety, Health and Environmental Compliance
 - (2) Quality
 - (3) Records Management
 - (4) Work Authorizations
 - (5) Facility Management
 - (6) Property Management
 - (7) JETS Metrics
- t. The Contractor shall provide the items listed above (a-1, excluding 10a) for the IT Security Services at WSTF which include:

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- (1) Firewall Systems
 - Primary WSTF Institutional Firewall
 - Secondary WSTF Institutional Firewall
- (2) NID systems
- (3) Support systems
 - BrightStore Enterprise Tape Backup System (StorageTek L40 Library) SDLT 320 Tapes
 - WSTF Institutional Firewall Management Station
 - WSTF Institutional Firewall Log Processing
- (4) SDW
 - nmap scanning server
- (5) The Contractor shall maintain day-to-day operations as detailed above at WSTF.
- (6) As a part of contingency operation activities, the contractor shall be responsible for operations of the IT Security System at WSTF.
- (7) Evaluate and develop a transition plan, including schedule, system requirements and hardware requirements for migrating the current remote access capability at WSTF, currently managed by ODIN, to a JETS supported remote access solution

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through September 30, 2008.

5. Deliverables Required

- a. Inputs to the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.
- b. Configuration-managed architecture diagram of the IT Security System.
- c. Configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Inventory Database.
- d. Change control procedures and configuration management plan for the IT Security System. TMR approval required within 30 calendar days of Task Order start.
- e. Monthly activity report.
- f. Monthly reports of IT Security Systems related calls and service requests
- g. Scanning reports for each scan that is performed.
- h. A memorandum as directed by the JSC Office of the CIO for each quarterly scan, web registration, organizational and incident investigation scan that is performed. The

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appropriate IRD IT Security management signature shall be obtained for each memorandum.

- i. Network security and wireless security audit reports electronically to IRD IT Security personnel.
- j. Monthly reports of firewall requests.

6. Training

- a. Training shall include annual attendance by one individual to the Network+Interop training/conference.
- b. The Contractor shall coordinate all training requests via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

The contractor shall utilize the JATS database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages. In addition, the contractor shall provide the following metrics monthly to the TMR:

- # of system DRs opened + closed per week (by category) on IRD IT Security systems
- # of customer systems configuration anomalies opened + closed (potential – customer time to closure)
- Average # of firewall sessions. (Accepted + dropped)
- CPU utilization and through-put of firewalls
- Utilization of VPN servers by # of average, max, min simultaneous users (PPTP, Juniper IVE)
- SurfControl
 - # of blocked attempts per category
 - # of hits + # of users and utilization of other categories (Top 20)
 - # of hits + # of users + # of bytes transferred

9. Total Cost Summary and Cost Phasing by Month

TBD

JSC Enabling Technology and Security (JETS)
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Task Order Approvals

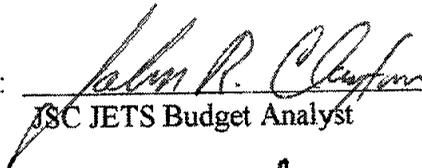
Task Order: JETS-IM08-01 – Network and Security Services

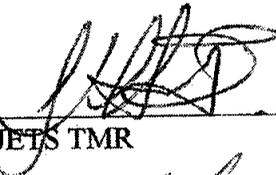
Approved Technical Evaluation Received _____

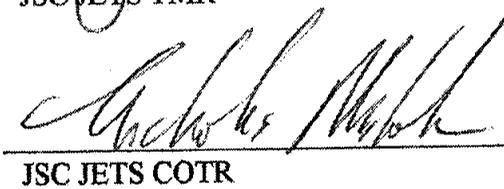
Performance Period: October 1, 2007 – September 30, 2008

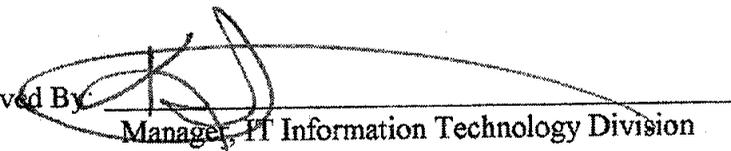
Funding Organization(s):

Task Order Value:	Cost:	\$1,330,389.73
	Maximum Award Fee:	\$ 86,242.18
	Total Cost:	\$1,416,631.91

Approved By:  28 Sept 2007
JSC JETS Budget Analyst Date

Approved By:  28 Sep 07
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM08-02 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3698 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3698 Mark For: Accountable Property Order No.: <u>JETS-IM08-02</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3698 Order No.: JETS-IM08-02
--	---

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor (<input type="checkbox"/>) is, (<input checked="" type="checkbox"/>) is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>9/28/07</u> CONTRACTING OFFICER
--	---

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance	1	JOB		856,474.37	
	Estimated Cost:			\$ 803,870.91		
	Maximum Award Fee:			\$ 52,803.46		
	Total Estimated Cost and Fee:			\$ 856,474.37		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesioh</u>	13. Total \$ 856,474.37
---	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS
OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date _____

1. Task Order Number/Title

JETS-IM08-02 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Ric Slater/IM
Alternate: Polly J. Steele/IM

3. Narrative Task Description

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

The Contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW area 6.0, including, but not limited to the following:

a. Exhibit 300 Support

The Contractor shall support both JSC and KSC in activities resulting in passbacks for FY09 from OMB. This will include addressing and correcting issues brought on by submitted data.

The Contractor shall be responsible for consulting on the FY10 Exhibit 300s that will be representing JSC to NASA Headquarters and if necessary, the Office of Management and Budget. The Contractor shall be responsible for quality control review on all of the associated documentation and submittal. This task is for consultation only and does not include data entry into Pro-Site.

- 1) The Contractor shall assess the Johnson Space Center (JSC) and Kennedy Space Center (KSC) organizations' developed Exhibit 300s for a comprehensive product (preliminary review with comments and recommendations, and offer best practice solutions, where needed). The Contractor shall provide recommendations on the preparation and integration of a comprehensive submittal to NASA Headquarters. The Contractor shall provide additional Exhibit 300 review support and additional recommendations in response to NASA Headquarters review and various ad hoc inquiries through submittal and pass-back process with Office of Management and Budget (OMB).
- 2) The 7 planned Exhibit 300s for JSC SOMD include:
 - a. Flight Operations
 - b. Integrated Planning System
 - c. Mission Control Center
 - d. Software Development/Integration Laboratory, JSC
 - e. Space Shuttle Program Flight Software
 - f. Space Shuttle Program Integration
 - g. Space Station Production Facility
- 3) The support for the SOMD Exhibits at JSC do not require any travel.
- 4) The 4 planned Exhibit 300s for KSC includes:

- a. KSC Space Shuttle Program Ground Operations
 - b. Launch Control System
 - c. Integrated Logistics
 - d. Shuttle Processing Support
- 5) The support for the KSC Exhibits may require travel.
 - 6) The contractor should plan for the development of two new Exhibit 300s for SOMD; one of which is for JSC and the other KSC. As requirements for Exhibit 300s vary based on the phase the proposed investment is in of the investment life cycle (e.g., development, steady state or mixed lifecycle), the complexity and level of effort of the Exhibit 300 would be greater on investments in the development stage versus steady state.
 - 7) The planned Exhibit 300s for ESMD are not currently defined. If requirements are added to include the development of Exhibit 300s for ESMD, it will be completed through a modification of this Task Order.

b. IRD administrative support

The Contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Network Access Control Board (NACB)

Bi-weekly

- Application Control Board (ACB)

Monthly (or as needed)

- Birds of a Feather (BOF)
- Organizational Computer Security Officials Meeting (OCSO)
- Information Technology Steering Council (ITSC)

The Contractor may be requested to support ad hoc meetings which will be coordinated with the TMR or Alternate TMR on a case by case basis.

The Contractor shall be responsible, at a minimum, for creating agendas (through civil servant input); writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings.

The Contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173. The IRD CM Plan can be found at the following link; <http://stic.jsc.nasa.gov/dbase/iso9000/docs/IA/master.htm>. For JATS, the Contractor shall be responsible for entering and tracking actions received from the CIO's Actions Registry.

c. Network Access Control Board (NACB) Support

The Contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The Contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to:

1. Describe minimum technical requirements for SR's that come through the NACB to customers
2. Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
3. Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SR's)
4. Manage the NACB SR database (includes agenda, minutes, etc.)
5. Review all NACB SR's and referenced IT Security Plans to ensure that the requested service has been appropriately documented within the organization IT security plans.
6. Re-scheduling SR's with interim approval to return to the NACB

The Contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process.

d. Website Registration Process for JSC

The Contractor shall be responsible for the website registration process. Specifically:

1. Enhance & manage Web site registration system and process
2. Act as the primary interface between customers and the Applications Control Board (ACB) by helping them to understand the website registration policy and processes.
3. Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
4. Review and provide recommendation for approval of the LIFT scan results for Web site registrations
5. Ad-hoc reports
6. Track and report center's progress toward 100% of the yearly website registrations.

The Contractor shall be responsible for the enhancement and maintenance of tools, including the JSC Web Registration process and the migration of JSC data to the agency solution for tracking website registration.

The Contractor shall track monthly metrics associated with website registration including:

- a) Number of accounts on the LIFT machines
- b) Number of website awaiting registration
- c) Number of websites completed registration process
- d) Number of websites awaiting registration due to export control signoff

e. Supporting IRD's change management process.

The Contractor shall be the IRD central "clearinghouse" for routing, tracking and providing status on all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions. CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

f. IT Security Policy Waiver tracking and reporting

The Contractor shall be the IRD central "clearinghouse" for routing, tracking and providing status for all IT Security related waivers submitted to IRD, including refining the IRD waiver process (http://ird.jsc.nasa.gov/it_security/Process/Default.htm), creating common templates, determining the appropriate review authority, and tracking associated actions. The Contractor shall be responsible for the enhancement and maintenance of tools provided by the government.

g. CPIC support

The contractor shall support the JSC CPIC process by working with JSC organizations to collect the needed ITPOP data, entering the data collected from center organizations into the agency ProSight application, verifying the accuracy by reconciling ProSight fields to input sources, and understanding the formulas upon which calculated fields are populated. The data will be entered from spreadsheets and other types of reports. Coordination with HQ and Center personnel is required to clear up discovered discrepancies.

h. IRM Planning support

The contractor will support the JSC IT planning process by working with the JSC organizations to develop their yearly IT plans in conjunction with their CPIC inputs. Once the IT plans are submitted and approved by the JSC CIO, the contractor will track the organizational adherence with the plans during the rest of the year. The contractor shall maintain accurate records of the CRs that are routed thru the office.

i. Privacy Act support

The contractor shall support the center in the development, submittal, and management of Privacy Act Assessments (PAAs). The contractor will assist customers with completing their Privacy Impact Assessments (PIAs), archive completed PIAs, and assist the JSC Privacy Act Manager (PAM) with completing data calls from HQ by developing the needed questionnaires and other data sources, coordinating with JSC organizations in supplying the resulting data, consolidating the final data into a JSC report for final approval by the JSC PAM and CIO.

j. IT asset tracking support

The contractor shall work with the JSC IT Asset Manager to support data calls, maintain the data in the ITAM portal web-based application, draft quarterly updates of the software inventory, determine organizational allocations of invoices quarterly, track PRs and POs generated by the organizations to pay for software licenses.

k. Technical Assistance for Organizations

The intent of the required tasks described in this section is to have the contractor take responsibility for the necessary actions to ensure the organization's systems are in compliance with IT security requirements. This includes:

- 1) identifying and documenting existing controls;
- 2) identifying additional controls and procedures required to satisfy IT security requirements;
- 3) developing security plans, risk assessments, and contingency plans to address any identified risks; and
- 4) ensuring that the systems are in compliance with IT security requirements.

The contractor shall provide technical and administrative support for information technology activities and infrastructure for the following JSC organizations

- a. AA – Office of the Director
 - a. AB – Office of Deputy Director of JSC
 - b. AC – Associate Director (Management)
 - c. AJ – Office of Equal Opportunity and Diversity
 - d. AL – Office of Chief Counsel
- b. AD – External Relations Office
 - a. AE – Education Office
 - b. AP – Office of Communications & Public Affairs
 - c. AT - Technology Transfer & Commercialization Office
- c. AH – Human Resources Office
- d. JA – Center Operations Directorate
- e. BA – Office of Procurement
- f. RA – White Sands Test Facility

Tasks include:

- 1) Represent the organization to the JSC Information Resources Directorate in all matters relating to IT security, development of ITAs with IRD, implementation of IT security upgrades and changes to systems operated by the organization. This includes the normal OCSR duties and representation at required IT meetings and boards to assure compliance with all IT security and reporting requirements.
- 2) Prepare responses for data calls, annual IT Plans, inventories of systems and similar activities for IT systems operated by the organization. (Security OCSR, Capital Planning Investment Control (CPIC), IT Planning, etc.)
- 3) Develop a detailed understanding of the function and operating details of the information technology systems maintained by the organization. Apply expertise in information technology and knowledge of IT management requirements to ensure that the organization is responsive to all IT reporting and IT security implementation requirements, developing and shepherding through the approval process all of the organization's IT plans for C&A (Certification and Accreditation).

- 4) Establish system security baselines and maintain responsibility for ongoing monitoring of security controls for organization's IT systems, assuring a continuous state of compliance with all IT security regulations and requirements.
- 5) Provide periodic reports to organization managers on the state of regulatory compliance, plan development and approval status and significant issues relating to IT management.

OCSR's do not have the policy-making role and responsibility of an Organizational Computer Security Official (OCSO) because they are not a civil servant. The OCSR is to provide assistance in creating and implementing policy; however, organizational management must approve policy. OCSR tasks include, but not limited to the following:

The Contractor shall be responsible for performing OCSR tasks and activities, in accordance with NPR 2810, as revised and JETS Statement of Work (SOW) Section 6.0.

- 1) Developing a management control and communications process to ensure that the organization's I/T security program is implemented consistent with the current edition of NPD 2810.1.
- 2) Serving as the organization's representative to the JSC I/T Security Committee, representing the organization's director or office chief on all I/T security matters, and coordinating that organization's vote on matters of I/T security policy.
- 3) Reporting suspected I/T security incidents to the ITSM and the organization's director or office chief.
- 4) Reporting periodically to the ITSM and the organization's director or office chief on the status of I/T security planning in that organization.
- 5) Reviewing annually the IT Security Plans for the organization's systems.
- 6) Submitting electronic and printed copies of each I/T Security Plans to the ITSM. If the contingency plan is set out in a separate document, that document must also be submitted to the ITSM since it is an integral part of the security plan.
- 7) Serving as the organization's representative to the Network Access Control Board unless the organization has named another individual to be the representative.

I. Contractor Support for MFR 137

The intent of the required tasks described in this section is to have the contractor take responsibility for tracking the organization's systems in compliance dispositioning listed equipment to meet JSC's goals for MFR137. The support includes the developing and tracking of organizational and center metrics used as monthly reports to the ITSC and quarterly reports to JSC Management Council on organization adherence to the MFR137 transition.

Support is requested in order to perform the following functions:

- Validate disposition data entered into the Government reporting tool by
 - 1) Verifying that waiver numbers submitted match the associated systems and that the waiver has been approved

- 2) Verifying that Out of Scope form numbers submitted match the associated systems and that the Out of Scope form has been approved
- 3) Verifying that ODIN seat numbers submitted match the associated systems
- Providing charts for each of the five reporting periods. There will be a chart associated with each JSC organization and contract in addition to two overall JSC status charts. The organization/contractor charts will map their actual progress to the plan submitted as an initial step in the transition process. The two overall JSC charts will show the center's progress compared against (1) a straight line progress--20% dispositional each quarter, and (2) the conglomeration of the organizations/contracts' initial plan.

m. Management Functions

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The services in this task order shall be performed from October 1, 2007 through September 30, 2008.

5. Deliverables Required

- Comprehensive analysis of Exhibit 300s for completeness and quality including assistance in interpreting OMB (Office of Management and Budget) and NASA Headquarters guidance and providing suggested boiler template language to organizations for Exhibit 300s.
- The deliverables consist of analysis for multiple completed Exhibit 300s and supporting documentation.
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities
- The contractor shall provide weekly status to the Deputy Chief Information Officer (D-CIO) to address potential changes in assumptions and methodology, current accomplishments and finding, and external issues that may hinder the advanced development.
- Monthly report on the Number of accounts on the LIFT machines.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- Monthly report which integrates the ODIN Patchlink and the organizational reports for Patchlink waived systems into a final report describing the state of patches for the center based on the patch management objectives for that month.
- Draft of a monthly memo from the JSC CIO to the Agency CIO documenting the patch status each month.
- Periodic status to ITSM on organization's security plans
- Monthly and Quarterly MFR137 Metrics for the prospective boards.
- Security Plans for organization's that are covered by Section k
- Section k - Complete systems certification and accreditation documents, control validations, and the required submission package. This should include:
 1. IT Security control check list, using NIST 800-53, with system control validations and detailed control narratives
 2. Process analysis and procedures development to address any identified IT security control weaknesses
 3. Risk assessment to identify organizational mitigated risks, accepted risks, and residual risks
 4. Development of a security plan for each system with detailed system control baselines with reference to evidence
 5. Applicable contingency plans
 6. Applicable system development life cycle plan
 7. Ongoing monitoring plans to ensure the organizational systems are in compliance with quarterly and annual certification requirements

6. Training

The Program Manager shall coordinate all training requests via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Knowledge of and skill of NASA Information Technology Security Requirements and policies.

Extended hours may be required and should be coordinated with TMR. Approval of over-time can only be provided by the Contracting Officer.

Travel may be required under this task order to assist in the development of the Exhibit 300 documentation. The Contractor shall anticipate three one-week trips to NASA Kennedy Space Center.

Travel may be required for two one-week trips to NASA Kennedy Space Center for participation in the annual IT Asset Management Conference and one one-week trip to the Glenn Research Center for the annual Privacy Act Conference.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.
- c. Completed analysis of Exhibit 300 Submittals.
- d. LIFT accounts created with 24 hours of receiving request 99% of the time.
- e. Posting of meeting actions two working days after meeting 95% of the time.
- f. Meeting minutes shall be available 2 working days after the meeting for NASA approval.
- g. Posting of meeting minutes two working days from NASA approval 95% of the time.
- k. 100% On-time delivery of Organization Security Plans.

9. Total Cost Summary and Cost Phasing by Month

Cost:
Maximum Award Fee:
Total Cost:

Monthly Cost Phasing – See Attachment 1

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

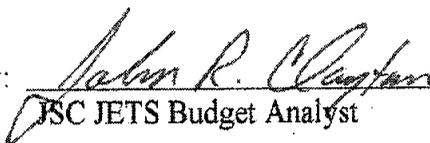
Task Order: JETS-IM08-02 – Technical Assistance

Approved Technical Evaluation Received _____

Performance Period: October 1, 2007 – September 30, 2008

Funding Organization(s):

Task Order Value:	Cost:	\$ 803,870.91
	Maximum Award Fee:	\$ 52,603.46
	Total Cost:	\$ 856,474.37

Approved By:  28 Sept. 2007
JSC JETS Budget Analyst Date

Approved By:  Sept 28, 2007
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM08-02, Rev 1 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM08-02 Rev. 1</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
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7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IM08-02 Rev. 1
--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>11/9/07</u> CONTRACTING OFFICER
--	--

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Assistance This task is added to meet the requirements of IM08-02 proposal for new C&A Support Position. TO Value: Was: This Action: New Total: Est. Cost: \$ 803,870.91 \$ 95,458.15 \$ 899,327.06 Max. Award Fee: \$ 52,603.46 \$ 6,121.56 \$ 58,725.02 Total Est. Cost & Fee: \$ 856,474.37 \$101,577.71 \$ 958,052.08	1	JOB		101,577.71	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 101,577.71
---	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IM08-02 Rev 2 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9	
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Homero Rangel</u> Tel No.: <u>281-244-6962</u> Fax: <u>281-333-0463</u> E-mail: <u>homero.rangel-1@nasa.gov</u>				4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IM08-02 Rev 2</u>	
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:				6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: <u>Net 30 Days.</u>	
				7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: <u>JETS-IM08-02 Rev 2</u>	

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
 Name: _____ (Person authorized to sign)
 Signature: _____ Date: _____

10. Name: Frances L. Mahan
 Signature: Frances L. Mahan Date: 6/18/08
 CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	JETS GFY08 OCSR and C&A Support for Code NA, SR# 119035 (Mod 96)	1	JOB		\$54,101.44	
	TO Value: Was: This Action: New Total:					
	Est Cost \$ 899,327.06 \$ 51,144.20 \$ 950,471.26					
	Max. Award Fee: \$ 58,725.02 \$ 2,957.24 \$ 61,682.26					
	Total Est. Cost & Fee: \$ 958,052.08 \$ 54,101.44 \$ 1,012,153.52					

12. For JSC Internal Use Only:
 Requisition No.: N/A COMP. PART. PPC: _____
 Rissue To: IT4/Juan Galvez

13. Total
 \$ 54,101.44

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY _____
 Authorized U. S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-01 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under: DPAS (15 CFR 700) DO-C9	
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>				4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-01</u>	
5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-263-6155 x Fax: 281-263-6162 TIN: CAGE CODE:				6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.	
				7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-01	

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [<input type="checkbox"/>] is, [<input checked="" type="checkbox"/>] is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>9/28/07</u> CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support	1	JOB		2,490,672.93	
	Estimated Cost:			\$ 2,336,076.79		
	Maximum Award Fee:			\$ 154,596.14		
	Total Estimated Cost and Fee:			\$ 2,490,672.93		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 2,490,672.93
---	----------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____ Date: _____
 Authorized U.S. Government Representative

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/ Title

JETS-OPS08-IT-01 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: Ruben Reyes (IT4)

Alternate: Juan Galvez/ Hector Saenz (IT4)

3. Narrative Task Description

The Contractor shall perform system administrative and sustaining engineering functions on IRD-managed systems as identified in the Information Resources Directorate (IRD) Inventory Database and in accordance with JETS Statement of Work (SOW) areas 4.2.1, 4.3.1, and 4.3.3. The contractor shall use best practices, as defined by leading software manufacturers such as Microsoft, Sun, Red Hat, etc, to maintain these systems at their optimal performance, maximum availability, and security integrity.

The contractor shall be responsible for adding and deleting systems from the IRD Inventory Database. The contractor shall be responsible for maintaining the accuracy of the data in this database and notify the Government of any discrepancy. All changes to the database shall be in accordance with baselined IRD configuration control documents, JSC 29173, IRD Configuration Management Plan.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

The systems noted in this task order may be located within IRD or organizations located on-site at the JSC facilities.

3.1 Subtask 4.2.1 Systems Administration

3.1.1 Production/Development Systems

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Daily review of system/security logs for issues. If a security issue is discovered, the contractor shall immediately notify, by phone, the TMR, the IRD OCSM (organizational computer security manager), the COTR, and the IT Security Manager (ITSM) and follow up by email

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

- Data transmission among systems
- Creation and deletion of network printer queues
- System and data backups/restores
- Virus protection and scans. The system administrator shall ascertain that systems, assigned to them, are patched against the latest vulnerabilities identified by the IRD Security Office prior to the quarterly scan.
- The contractor shall perform problem identification/resolution and root cause analysis in accordance with IRD's corrective action process
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS, Linux, and Unix systems
- Contractor shall be responsible for system retirements, including removing and excess old equipment. Contractor shall be responsible for the replacement system build and deployment. Any hardware/software acquisition may be initiated under a separate task order or task order revision.
- Comply with all current JSC IT policies and procedures, including JSC 29638, the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Project Management and Configuration Management procedures
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Inventory Database
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes

In compliance with NASA Security policies, a requirement for continuous monitoring of C&A systems will be performed on a monthly basis. A monthly meeting will be called to review the security controls. Meeting minutes and presentations will be developed and reported to the IT security office. Refer to NIST-800-37, paragraph 2.7 for further information.

3.1.2 IRD Lab Systems

The contractor shall perform IRD lab management duties. The duties are as follows:

- Act as the primary contact for management of the laboratory environment
- Load OS on servers/desktops.
- Patch OS servers/desktops.
- Manage and update antivirus software on all systems.
- Install/Maintain CIS Benchmarks on all required devices.
- Maintain tape backups of servers/desktops that currently require this service. (as specified in Lab Request Form). This includes managing data backup application and tape rotation.
- Perform troubleshoot, repair (Call-in) and track hardware and software (O/S) problems (excluding software applications).

JSC Enabling Technology and Security (JETS)
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- Coordinate any planned power and network outages with users.
- Manage the Lab software repository
- Track all lab activities in Government-provided database
- Report lab activities on a monthly basis.
- Generate Lab Metrics report.
- Once it is no longer needed, excess old equipment.
- Manage and schedule Lab resources in conjunction with TMR (TMR determines priorities)
- Assure all lab systems pass quarterly security scans
- Coordinate network testing with Lab Network Manager (IT2)

The system availability and return to service metrics for the lab systems will be relaxed and any failure will be worked on a best-effort basis. Generally, hours of operation are from 8:00 am until 5:00 pm, Monday through Friday. After hours support will be limited to network or power outages where certain systems will required to be brought back up after the outage.

3.2 Subtask 4.3.1 Systems Sustaining Engineering

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Inventory Database. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided maintenance contracts.

The Contractor shall be responsible for coordinating, as required, with associated contractors to ascertain potential impacts to the applications that are running on the IRD-managed systems and to obtain TMR concurrence with an e-mail to the COTR for all scheduled hardware and software upgrades, planned maintenance outages, break-fix repairs, and software patch installations. The contractor shall provide patch management for all systems in accordance to I/T security requirements and SOMP guidelines.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall maintain server and peripherals data in the IRD Inventory Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The contractor shall ensure that the server monitoring agent remains operational (i.e. collecting data, generating events, monitoring server health, communicating with the server monitoring infrastructure) on all JETS managed servers having that agent installed. In the case where agent

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

issues involve the monitoring infrastructure, then JETS shall coordinate with the monitoring infrastructure administrator.

3.3 Subtask 4.4.1 Systems Problem Resolution

The Contractor shall perform and report problem resolution in accordance with JSC corrective action procedure System Level Procedure (SLP) 4.14. The Contractor shall track, resolve, and report on anomalies associated with systems.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document.

The Contractor shall coordinate changes to the system configurations, with respect to C&A, with the ISSO and OSCO. Configuration changes shall be documented for inclusion in the security plan updates.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

5. Training

The Contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Period of Performance

The services in this task order shall be performed from October 1, 2007 through September 30, 2008.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Inventory Database, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide system accounting data as described in Systems Accounting Data (ECF) (DRD-17) to be collected and summarized by user, organization, and program supported. Additionally, the MSC/NASTRAN application shall be tracked in the same way.

The Contractor shall provide a hurricane plan per DRD 22.

The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information may be processed outside of the JATS system.

9. Metrics

The Contractor shall provide monthly metrics on Customer Satisfaction, System Administrator Productivity, System Availability, data restore time, time to repair hardware, and time taken to return to service as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

Definition of the availability metric uses the following formula:

Principal Period of Performance (PPP) less unscheduled outages (UO) quantity divided by
Principal Period of Performance

or

Availability = ((PPP-UO)/PPP).

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$
Maximun Award Fee:	\$

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Total Cost: \$

Monthly Cost Phasing – See Attachment 1

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

Task Order: JETS-IT08-01 – System Support

Approved Technical Evaluation Received _____

Performance Period: October 1, 2007 – September 30, 2008

Funding Organization(s):

Task Order Value:	Cost:	\$ 2,336,076.79
	Maximum Award Fee:	\$ 154,591.87
	Total Cost:	\$ 2,490,672.93

Approved By: *John R. Clayton* *28 Sept 2007*
JSC JETS Budget Analyst Date

Approved By: *[Signature]* *9-28-07*
JSC JETS TMR Date

Approved By: *[Signature]* *28 Sept 07*
JSC JETS COTR Date

Approved By: *[Signature]* *9/28/07*
Manager, IT Information Technology Division Date

Approved By: *Francis F. Mahan* *9/28/07*
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-01 Rev. 1 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-IT08-01 Rev. 1
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-01 Rev. 1
---	--

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>3/4/08</u> CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support This task is added to meet the requirements for COD Servers SR#111049 as proposed. TO Value: Was: This Action: New Total: Est. Cost: \$ 2,336,076.79 \$ 67,641.65 \$ 2,403,718.45 Max. Award Fee: \$ 154,596.14 \$ 4,330.26 \$ 158,926.40 Total Est. Cost & Fee: \$ 2,490,672.93 \$ 71,971.92 \$ 2,562,644.85	1	JOB		71,971.92	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Hector Saenz</u>	13. Total \$ 71,971.92
---	-------------------------------

14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT, ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.	BY: _____ Authorized U.S. Government Representative Date _____
--	--

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-02
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C8

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Matrenia Anumele

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: Accountable Property
Order No.: JETS-IT08-02

Tel No.: 281-463-4144 Fax: 281-463-4173
E-mail: matrenia_r.anumele@nasa.gov

5. Contractor:
MEI Technologies, Inc.
Attn: Linda Slaman
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

Phone: 281-283-6155 x Fax: 281-283-6162
TIN: CAGE CODE:

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-02

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [] is, [] is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 9/28/07
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Storage Support	1	JOB		\$336,731.43	
	Estimated Cost:			\$ 318,762.29		
	Maximum Award Fee:			\$ 17,969.14		
	Total Estimated Cost and Fee:			\$ 336,731.43		

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Nicholas H. Mesloh

13. Total
\$ 336,731.43

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Order Number/Title

JETS-OPS08-IT-02 - Consolidated Information Resources Directorate (IRD) Storage Area Network (CISAN) Administration – Consolidated Systems Management (CSM)

2. Technical Monitor Representative (TMR)

Primary: Hung V. Luu/IT4
Alternate: Hector Saenz/IT4

3. Narrative Task Description

The Contractor shall be responsible for the administration, operation, and development for IRD storage component of the CISAN Systems, as specified in the JETS Statement of Work (SOW) Section 4.1.2, 4.2.2, 4.3.2 and 4.3.5.

The individual components of the CISAN include storage arrays, tape backup systems, virtual tape libraries, master backup servers, media servers, fibre channel switches, related cables, backup tapes, and the Storage management software as baselined in IRD Inventory Database.

The Contractor shall provision storage allocations per approved Service Requests (SRs) in the Customer Service Systems (CSS) within 10 business days, including any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The Contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by TMR.

The Contractor shall manage zoning on the CISAN fabric to maintain isolation between Storage resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

In addition, the Contractor shall maintain the configuration-managed architecture diagram of the CISAN, as well as the configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components. This also includes the installation procedures, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall follow the IRD Configuration Management (CM) Project Management process to make any approved changes of the baselined architecture. The Contractor shall submit a Change Request (CR) to reflect the changes after the implementation within 7 business days.

JSC Enabling Technology and Security (JETS)
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The Contractor shall monitor the performance of the CISAN components using the Government-supplied Symantec CommandCentral Storage, Symantec Veritas Backup Reporter(VBR), and Symantec Micro Measure applications.

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries. The Contractor shall submit a report that has the data parameters for trend analysis to the TMR for approval 60 days after initiation of this Task Order.

The Contractor shall perform problem identification, resolution, root cause analysis (RCA), and corrective action, if necessary. The Contractor shall submit a RCA report if an incident occurs.

The Contractor shall backup and restore the systems and servers as defined in the IRD Inventory Database per the Server Operations Management Plan (SOMP), JSC 29638.

The Contractor shall retain system security logs (Application, Security, and System) at least six months.

The Contractor shall also keep monthly DR tapes off-site for 1 year.

The Contractor shall backup the Operating System, system states, and system services at least monthly (and when modified).

The Contractor shall backup user/application data based on user requirements.

For data restoration, the Contractor shall restore the data based on the following formulas, in addition to a two hour response window for the request during core business hours:

- Data backed up between 1 day to 30 days ago. The minimum restoration rate is 2 hours plus 400 MB per minute.
- Data backed up more than 30 days ago. The minimum restoration rate is 24 hours plus 400 MB per minute.

For example, if 10 GB of data was backed up within the last 30 days, then the restoration of that data must be completed in 2 hours, 25 minutes, (2 hrs +10 GB*(2.56 min/GB)).

The Contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor must adhere to the standard IRD practices and procedures as outlined in SOMP of the SOCCB.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM Central Standard Time in order to accomplish successful day-to-day CSM operations.

The Contractor shall provide support to the user community for issues that are related to the CISAN, including receiving and documenting incoming calls and requests, handling CISAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades. The Contractor shall assist the Government in developing or updating JSC Information Technology Security Plans related to Storage systems. The Contractor shall also be responsible for meeting the requirements of the I/T Security Plan including the Certification and Accreditation (C&A) process, related to CMS systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through September 30, 2008.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training requests via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Deliverables Required

The Contractor shall use Government provided software to produce online storage utilization, backup, and recovery reports for JETS servers that are connected to the CSM components as defined in the IRD IT Inventory Database.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

The Contractor shall provide online monthly reports on storage growth trend statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage.

The Contractor shall provide a monthly summary report for any unplanned outages occurring during previous month.

The Contractor shall maintain a physical inventory of the backup tapes and fibre channel cables for the CSM systems. If additional tapes are required, the contractor shall purchase the tapes, and cleaning cartridges to meet the requirements. All purchases must be coordinated through the TMR.

The Contractor shall maintain the system configuration of all CSM components which include storage arrays, tape backup systems, virtual tape libraries, physical tape libraries, master backup servers, media servers, and fiber channel switches.

If additional fibers are needed, the Contractor shall procure the additional fibers. All purchases must be coordinated through the TMR.

The Contractor shall include availability metrics for the CISAN provided per Data Requirements Document (DRD) 03.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall maintain a current Security Plan for the CISAN, as specified in DRD 14 IT Security Plans.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

The Contractor shall provide a weekly summary report for the status of server backups for all JETS-maintained servers, and tape usage per Data Requirements Document (DRD) 21.

The Contractor shall update the CISAN components firmware and software in accordance with the JSC Information Technology Security Handbook, JPR 2810.1, and System Operations Management Plan, JSC 29638, guidelines.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

7. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports, and other reports as defined in Section 6. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$xxx,xx.xx
Maximum Award Fee:	\$ x,xxx,xx
Total Cost:	\$xxx,xxx.xx

Monthly Cost Phasing – See Attachment 1

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

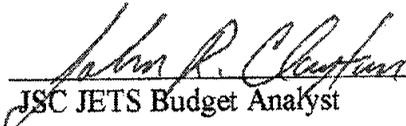
Task Order: JETS-IT08-02 – Storage Support

Approved Technical Evaluation Received _____

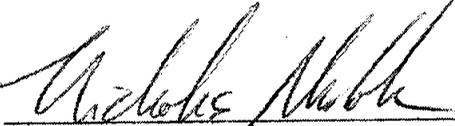
Performance Period: October 1, 2007 – September 30, 2008

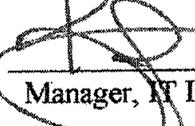
Funding Organization(s):

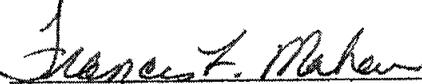
Task Order Value:	Cost:	\$ 318,762.29
	Maximum Award Fee:	\$ 17,969.14
	Total Cost:	\$ 336,731.43

Approved By:  28 Sept. 2007
JSC JETS Budget Analyst Date

Approved By:  9/18/2007
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-IT08-02 Rev 1
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT08-02 Rev 1

5. Contractor:
MEI Technologies, Inc
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN CAGE CODE:

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-02 Rev 1

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor () is, () is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 6/18/08
CONTRACTING OFFICER

11. Schedule

ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	JETS Equivalent Person Move from Task Order IT01 to IT02 (Mod 96)	1	JOB		\$40,220.02	
	TO Value: Was: This Action: New Total:					
	Est. Cost \$ 318,762.29 \$ 37,588.80 \$ 356,351.09					
	Max. Award Fee: \$ 17,969.14 \$ 2,631.22 \$ 20,600.36					
	Total Est. Cost & Fee: \$ 336,731.43 \$ 40,220.02 \$ 376,951.45					

12. For JSC Internal Use Only:
Requisition No: N/A COMP PART PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 40,220.02

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-03 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
--	--	---

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-03</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-03

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L Mahan</u> Signature: <u>Frances L Mahan</u> Date: <u>9/28/07</u> CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network Performance Monitoring	1	JOB		\$107,264.81	
	Estimated Cost:			\$ 101,181.68		
	Maximum Award Fee:			\$ 6,083.13		
	Total Estimated Cost and Fee:			\$ 107,264.81		

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 107,264.81
---	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
 Authorized U.S. Government Representative Date _____

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Order Number/Title

JETS-IT07-03 – Network Performance Monitoring

2. Technical Monitor Representative (TMR)

IT2/José A. Nunez-Zapata

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 4.4.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network and the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the Contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The Contractor shall monitor traffic. Monitoring shall be accomplished through the use of (but shall not be limited to) the following systems:

- Nixsun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
- MRTG (1 unit)
- Big Brother BB4 (1 unit)
- NetOptics Tap (3 units)
- Out of Band Monitoring Network (OOBMON)
 - Gigamon, GigaVUEs and Fluke Network, Link Analyzers

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating system (Windows NT/2000/2003/XP, Unix and Linux).

The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to develop solutions to implement customer's requirements. In addition the Contractor shall

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The Contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated externally.

The Contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The Contractor shall provide support to the network engineering team for issues that are related to the network connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated Contractors as required to resolve them. In addition, the Contractor shall provide an electronic report documenting issues, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the Contractor shall provide a rationale for not meeting the metric.

The Contractor shall respond (make contact with the customer, gather the problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition, the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The Contractor shall provide any necessary materials (e.g. fiber patch cables, labeling materials) needed for the completion of work on this task order. The Program Manager shall coordinate material purchase requests via e-mail with the TMR and provide e-mail notification to the COTR or his/her designee prior to expenditure of funds.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this task order shall be performed from October 1, 2006 through September 30, 2007.

5. Deliverables Required

The Contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The Contractor shall communicate user problem requests to the TMR and provide status on efforts spent analyzing and resolving the issues.

The Contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the distribution layer network links. The report shall be available by Monday close of business day. The report shall contain the following metrics data. This report is subject to change based on requirement needs.

Data Communications Metrics

- **Device Availability:** is measured in terms of lost service connections as a percentage of the total network devices
 - Percentages will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $100\% \geq \text{Device Availability Metric} \geq 98\%$
 - Yellow – $98\% > \text{Device Availability Metric} \geq 95\%$
 - Red – $\text{Device Availability} < 95\%$
- **Traffic Integrity:** is measured at the distribution layer in terms of the parameters below:
 - Daily Number of Network Segments with Frame Discards vs. total segments
 - Daily Number of Network Segments with Frame Errors vs. total segments
 - Daily Number of Network Segments with over 60% Bandwidth Utilization Averaged over Five Minutes vs. total segments
 - Percentages will be coded Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0\% \leq \text{Traffic Integrity Metric} \leq 2\%$
 - Yellow – $2\% < \text{Traffic Integrity Metric} \leq 5\%$
 - Red – $\text{Traffic Integrity Metric} > 5\%$

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

- Response Time: Number of Instances for which Packet Delay between B46 and all distribution layer network devices is greater than 25ms
 - Data will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0 \leq \text{Response Time} \leq 5$
 - Yellow – $5 < \text{Response Time} \leq 10$
 - Red – $\text{Response Time Metric} > 10$

In addition any traffic anomalies found during that week shall be documented in this report.

The Contractor shall provide an electronic report per support task assigned by the network engineering team documenting the issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture, unless otherwise directed by TMR.

6. Training

Training shall include attendance by one individual at an annual network training/conference (Cisco Networkers). The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

None

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$
Maximum Award Fee	\$
Total Cost:	\$

Monthly Cost Phasing – See Attachment A

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

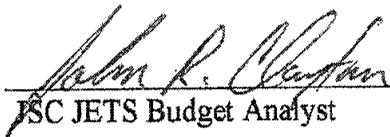
Task Order: JETS-IT08-03 -- Network Performance Monitoring

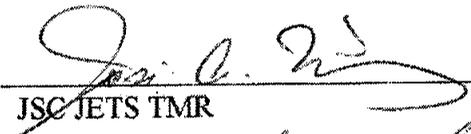
Approved Technical Evaluation Received _____

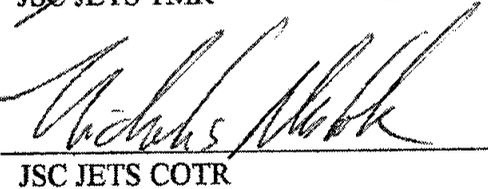
Performance Period: October 1, 2007 -- September 30, 2008

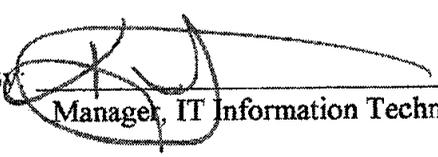
Funding Organization(s):

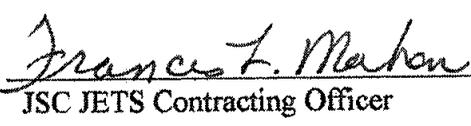
Task Order Value:	Cost:	\$ 101,181.68
	Maximum Award Fee:	\$ 6,083.13
	Total Cost:	\$ 107,264.81

Approved By:  28 Sept 2007
JSC JETS Budget Analyst Date

Approved By:  9/28/2007
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Number/Title

JETS-IT07-04 Maintenance Agreements and License Renewals

2. Technical Monitor Representative (TMR)

Primary: Juan Galvez/IT4

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) IT Inventory Database. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This task order shall be accomplished in accordance with Statement of Work element 4.3.5.

Additional hardware and software may be added and deleted during the term of the task order. The Contractor shall ensure additions and deletions are posted to the IRD IT Inventory Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS) and concurrence from the TMR of this task order.

The Contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment and software located in the IT Inventory Database under the JETS Non-IRD EA, and JETS Non-IRD JA systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task order. In addition, to effectively perform and manage the work detailed in this Task order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

5. Period of Performance

The services in this task order shall be performed from October 1, 2007 through September 30, 2008.

6. Deliverables Required

The Contractor shall provide a Maintenance Agreement and License Renewal Plan for assigned items listed in the IT Inventory Database per DRD-01 (Management Plan).

The Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software in the IT Inventory Database. These reports shall include the amount of non-labor cost for each of the following systems:

Engineering Computation Facility	MA, OA
CFO Systems	LA
IRD IT Security Systems	IA
IRD CSS/CR945	IA
IRD Web	IA
NetIQ	IA
Consolidated Systems	IA
CSM	IA
NASAPOST	IA
Network Miscellaneous	IA
DDMS/EDCC	IA
Imagery Systems	IA
PAO Systems	AP
JSC Search	IA
EOC	JA
EA Org	EA
JA Org	JA

The Contractor shall provide monthly reports on the 30-60-90 day maintenance agreement/license renewal plan for review at a joint NASA/JETS meeting.

7. Training

The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

8. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

9. Metrics

On a monthly basis, the Contractor shall report metrics specifying

1. Number of licenses and maintenance agreements renewed on time.
2. List of licenses and maintenance agreements renewed on time.
3. Number of licenses and maintenance agreements not renewed on time.
4. List of licenses and maintenance agreements not renewed on time.

The Contractor shall achieve 100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$
Maximum Award Fee:	\$
Total Cost:	\$

Monthly Cost Phasing – See Attachment 1

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

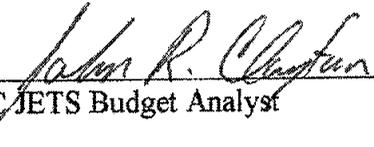
Task Order: JETS-IT08-04 – Maintenance Agreements and License Renewals

Approved Technical Evaluation Received _____

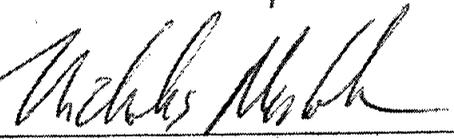
Performance Period: October 1, 2007 – September 30, 2008

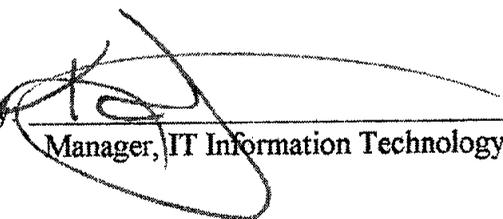
Funding Organization(s):

Task Order Value:	Cost:	\$ 698,931.60
	Maximum Award Fee:	\$ 6,165.51
	Total Cost:	\$ 705,097.11

Approved By:  28 Sept. 2007
JSC JETS Budget Analyst Date

Approved By:  9/28/7
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 1 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-04 Rev 1</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev. 1
---	--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>11/9/07</u> CONTRACTING OFFICER
--	--

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Maintenance Agreement and License Renewals This task is added to meet the requirements for Surf Control CR#4909 as proposed. TO Value: Was: This Action: New Total: Est. Cost: \$ 698,931.60 \$ 60,234.15 \$ 759,165.75 Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51 Total Est. Cost & Fee: \$ 705,097.11 \$ 60,234.15 \$ 765,331.26	1	JOB		\$60,234.15	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total <p style="text-align: center; font-size: 1.2em;">\$ 60,234.15</p>
---	--

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 2 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.r.anumele@nasa.gov</u>		4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-04 Rev 2</u>
5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:		6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev. 2

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u><i>Frances L. Mahan</i></u> Date: <u>1/11/08</u> CONTRACTING OFFICER
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11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED																				
1	Maintenance Agreement and License Renewals This task is added to meet the requirements for Intergraph Software SR#109324 (\$37,360.05) and Gicamon and Observer Maintenance SR# 109205 (\$9,119.10). <table style="width: 100%; border: none;"> <tr> <td>TO Value:</td> <td>Was:</td> <td>This Action:</td> <td>New Total:</td> <td></td> </tr> <tr> <td>Est. Cost:</td> <td>\$ 759,165.75</td> <td>\$ 46,479.15</td> <td>\$805,644.90</td> <td></td> </tr> <tr> <td>Max. Award Fee:</td> <td>\$ 6,165.51</td> <td>\$ 0.00</td> <td>\$ 6,165.51</td> <td></td> </tr> <tr> <td>Total Est. Cost & Fee:</td> <td>\$ 765,331.26</td> <td>\$ 46,479.15</td> <td>\$811,810.41</td> <td></td> </tr> </table>	TO Value:	Was:	This Action:	New Total:		Est. Cost:	\$ 759,165.75	\$ 46,479.15	\$805,644.90		Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51		Total Est. Cost & Fee:	\$ 765,331.26	\$ 46,479.15	\$811,810.41		1	JOB		\$46,479.15	
TO Value:	Was:	This Action:	New Total:																							
Est. Cost:	\$ 759,165.75	\$ 46,479.15	\$805,644.90																							
Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51																							
Total Est. Cost & Fee:	\$ 765,331.26	\$ 46,479.15	\$811,810.41																							

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 46,479.15
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14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____ Date: _____

Authorized U.S. Government Representative

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 3 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO Certified for National Defense under DPAS (15 CFR 700) DO-CO	
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Homero Rangel</u> Tel No: 281-244-6962 Fax: 281-333-0463 E-mail: <u>homero.rangel-1@nasa.gov</u>		4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-IT08-04 Rev 3	
5. Contractor: MEI Technologies, Inc 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:		6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: <u>Net 30 Days</u>	
7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev 3			
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>			

9. Written acceptance of this order by contractor <input type="checkbox"/> is. <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>6/18/08</u> CONTRACTING OFFICER
---	--

11. Schedule																				
ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED														
1	DDMS PRO/E Worker Server Upgrades. SR# 118539 (Mod. 96)	1	JOB		\$10,969.28															
	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:25%;">TO Value:</td> <td style="width:25%;">Was:</td> <td style="width:25%;">This Action:</td> <td style="width:25%;">New Total</td> </tr> <tr> <td>Est. Cost:</td> <td style="text-align: right;">\$ 805,644.90</td> <td style="text-align: right;">\$ 10,969.28</td> <td style="text-align: right;">\$ 816,614.18</td> </tr> <tr> <td>Max. Award Fee:</td> <td style="text-align: right;">\$ 6,165.51</td> <td style="text-align: right;">\$ 0.00</td> <td style="text-align: right;">\$ 6,165.51</td> </tr> <tr> <td>Total Est. Cost & Fee:</td> <td style="text-align: right;">\$ 811,810.41</td> <td style="text-align: right;">\$ 10,969.28</td> <td style="text-align: right;">\$ 822,779.69</td> </tr> </table>	TO Value:	Was:	This Action:	New Total	Est. Cost:	\$ 805,644.90	\$ 10,969.28	\$ 816,614.18	Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51	Total Est. Cost & Fee:	\$ 811,810.41	\$ 10,969.28	\$ 822,779.69			
TO Value:	Was:	This Action:	New Total																	
Est. Cost:	\$ 805,644.90	\$ 10,969.28	\$ 816,614.18																	
Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51																	
Total Est. Cost & Fee:	\$ 811,810.41	\$ 10,969.28	\$ 822,779.69																	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP <input type="checkbox"/> PART PPC: _____ Rissue To: <u>IT4/Juan Galvez</u>	13. Total \$ 10,969.28
---	--------------------------------------

14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.	BY: _____ Authorized U.S. Government Representative Date: _____
---	---

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 4
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org. Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT08-04 Rev 4

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09.30.2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 4

8. Type of Order.
 PURCHASE. Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor () is, () is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 6/18/08
CONTRACTING OFFICER

11. Schedule

ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Purchase additional software licenses for CISAN, SR# 118996 (Mod 90)	1	JOB		\$80,703.10	
	TO Value: Was: This Action: New Total:					
	Est. Cost \$ 816,614.18 \$ 80,703.10 \$ 897,317.28					
	Max. Award Fee \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee \$ 822,779.69 \$ 80,703.10 \$ 903,482.79					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 80,703.10

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date: _____

National Aeronautics and Space Administration Lyndon B. Johnson Space Center Houston, TX 77058		ORDER FOR SUPPLIES OR SERVICES			Page 1 of 1	
1. Order No. JETS-IT08-04 Rev 6 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9		
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Homero Rangel</u> Tel No.: 281-244-6962 Fax: 281-333-0463 E-mail: <u>homero.rangel-1@nasa.gov</u>		4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: JETS-IT08-04 Rev 6				
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE: :		6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.		7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev 6		
8. Type of Order: <input type="checkbox"/> PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____ <input checked="" type="checkbox"/> DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: <u>NNJ04JA53C</u>						
9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____				10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>6/25/08</u> CONTRACTING OFFICER		
11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	NetIQ License Renewal, SR# 121497 (Mod. 97) TO Value: Was: This Action: New Total: Est. Cost: \$ 955,176.22 \$ 6,619.55 \$ 961,795.77 Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51 Total Est. Cost & Fee: \$ 961,341.73 \$ 6,619.55 \$ 967,961.28	1	JOB		\$6,619.55	
12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Juan Galvez</u>					13. Total \$ 6,619.55	
14. Quantities in "Quantity Accepted" Column Have Been <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED <input type="checkbox"/> RECEIVED TO CONFORM TO THE CONTRACT. ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ <div style="text-align:right;">Authorized U.S. Government Representative Date _____</div>						

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IT08-04 Rev 7 Contract: NNJ04JA53C		2. Date of Order See date in block 10		NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9	
3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Homero Rangel</u> Tel No.: <u>281-244-6962</u> Fax: <u>281-333-0463</u> E-mail: <u>homero.rangel-1@nasa.gov</u>			4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-04 Rev 7</u>		
5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:			6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.		
			7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev 7		

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>6/25/08</u> CONTRACTING OFFICER
--	---

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	UCF Upgrade, SR# 121633 (Mod. 97) TO Value: Was: This Action: New Total: Est. Cost: \$ 961,795.77 \$ 7,935.97 \$ 769,731.74 Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51 Total Est. Cost & Fee: \$ 967,961.28 \$ 7,935.97 \$ 975,897.25	1	JOB		\$ 7,935.97	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Juan Galvez</u>	13. Total \$ 7,935.97
---	--------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____ Date: _____
 Authorized U.S. Government Representative

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 8
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT08-04 Rev 8

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 8

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 7/29/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	NetBackup License Renewal, SR# 122844 (Mod. 100)	1	JOB		\$ 4,740.45	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$ 969,731.74 \$ 4,740.45 \$ 974,472.19					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$ 975,897.25 \$ 4,740.45 \$ 980,637.70					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 4,740.45

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-IT08-04 Rev 9
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DC-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT08-04 Rev 9

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 9

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 7/29/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED																												
1	Cricket Support Renewal, SR# 122845 (Mod. 100)	1	JOB		\$ 971.46																													
<table border="0"> <tr> <td>TO Value:</td> <td>Was:</td> <td>This Action:</td> <td>New Total:</td> <td colspan="3"></td> </tr> <tr> <td>Est. Cost:</td> <td>\$ 974,472.19</td> <td>\$ 971.46</td> <td>\$ 975,443.65</td> <td colspan="3"></td> </tr> <tr> <td>Max. Award Fee:</td> <td>\$ 6,165.51</td> <td>\$ 0.00</td> <td>\$ 6,165.51</td> <td colspan="3"></td> </tr> <tr> <td>Total Est. Cost & Fee:</td> <td>\$ 980,637.70</td> <td>\$ 971.46</td> <td>\$ 981,609.16</td> <td colspan="3"></td> </tr> </table>							TO Value:	Was:	This Action:	New Total:				Est. Cost:	\$ 974,472.19	\$ 971.46	\$ 975,443.65				Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51				Total Est. Cost & Fee:	\$ 980,637.70	\$ 971.46	\$ 981,609.16			
TO Value:	Was:	This Action:	New Total:																															
Est. Cost:	\$ 974,472.19	\$ 971.46	\$ 975,443.65																															
Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51																															
Total Est. Cost & Fee:	\$ 980,637.70	\$ 971.46	\$ 981,609.16																															

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 971.46

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 10
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT08-04 Rev 10

Tel No.: 281-244-6902 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 10

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 07/29/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	IRD Lab Backup Exec Licenses, SR# 122901 (Mod. 100)	1	JOB		\$ 1,195.74	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$ 975,443.65 \$ 1,195.74 \$ 976,639.39					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$ 981,609.16 \$ 1,195.74 \$ 982,804.90					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 1,195.74

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No.
JETS-IT08-04 Rev 11
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT08-04 Rev 11

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 11

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order.
Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)

Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date 8/21/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	WSTF Firewall Replacement, SR# 121009 (Mod. 102)	1	JOB		\$102,096.39	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$ 976,639.39 \$ 102,096.39 \$1,078,735.78					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$ 982,804.90 \$ 102,096.39 \$1,084,901.29					

12. For JSC Internal Use Only:

Requisition No.: N/A

COMP. PART. PPC: _____

Rissue To: IT4/Juan Galvez

13. Total

\$ 102,096.39

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS
OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative

Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 12 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>BJ2/Homero Rangel</u> Tel No.: <u>281-244-6962</u> Fax: <u>281-333-0463</u> E-mail: <u>homero.rangel-1@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT08-04 Rev 12</u>
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5. Contractor: MEI Technologies, Inc. 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6015 x Fax: 281-283-6170 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days. 7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT08-04 Rev 12
---	--

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>8/21/08</u> CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Urchin (1000 licenses) Upgrade Purchase, SR# 123446 (Mod. 102)	1	JOB		\$2,412.41	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$1,078,735.78 \$ 2,412.41 \$1,081,149.19					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$1,084,901.29 \$ 2,412.41 \$1,087,313.70					

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Juan Galvez</u>	13. Total \$ 2,412.41
--	------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
 BY: _____
 Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IT08-04 Rev 13
Contract: NNJD4JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT08-04 Rev 13

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 13

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 8/25/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	CBACCS Terminal Server, SR# 122812 (Mod. 104)	1	JOB		\$10,385.69	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$1,081,149.19 \$10,385.69 \$1,091,534.88					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$1,087,314.70 \$10,385.69 \$1,097,700.39					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 10,385.69

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative

_____ Date

1. Order No. JETS-IT08-04 Rev 14
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT08-04 Rev 14

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 14

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 8/25/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	COSS NetBackup Software Purchase, SR# 125694 (Mod. 104)	1	JOB		\$8,207.88	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$1,091,534.88 \$ 8,207.88 \$1,099,742.76					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$1,097,700.39 \$ 8,207.88 \$1,105,908.27					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 8,207.88

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No.
JETS-IT08-04 Rev 15
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT08-04 Rev 15

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 15

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 8/28/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED															
1	Price02 Server Replacement, SR# 120445 (Mod. 105)	1	JOB		\$33,851.46																
	<table style="width: 100%; border: none;"> <tr> <td>TO Value:</td> <td>Was:</td> <td>This Action:</td> <td>New Total:</td> </tr> <tr> <td>Est. Cost:</td> <td style="text-align: right;">\$1,099,742.76</td> <td style="text-align: right;">\$ 33,851.46</td> <td style="text-align: right;">\$1,133,594.22</td> </tr> <tr> <td>Max. Award Fee:</td> <td style="text-align: right;">\$ 6,165.51</td> <td style="text-align: right;">\$ 0.00</td> <td style="text-align: right;">\$ 6,165.51</td> </tr> <tr> <td>Total Est. Cost & Fee:</td> <td style="text-align: right;">\$1,105,908.27</td> <td style="text-align: right;">\$ 33,851.46</td> <td style="text-align: right;">\$1,139,759.73</td> </tr> </table>	TO Value:	Was:	This Action:	New Total:	Est. Cost:	\$1,099,742.76	\$ 33,851.46	\$1,133,594.22	Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51	Total Est. Cost & Fee:	\$1,105,908.27	\$ 33,851.46	\$1,139,759.73				
TO Value:	Was:	This Action:	New Total:																		
Est. Cost:	\$1,099,742.76	\$ 33,851.46	\$1,133,594.22																		
Max. Award Fee:	\$ 6,165.51	\$ 0.00	\$ 6,165.51																		
Total Est. Cost & Fee:	\$1,105,908.27	\$ 33,851.46	\$1,139,759.73																		

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Issue To: IT4/Juan Galvez

13. Total

\$ 33,851.46

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____
Authorized U.S. Government Representative Date _____

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT08-04 Rev 17
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.

Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: BJ2/Homero Rangel

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT08-04 Rev 17

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6015 x Fax: 281-283-6170

TIN: CAGE CODE:

6. Deliver On or Before: 09/30/2008

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 17

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.

Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 9/10/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	MOSS Infrastructure Upgrade, SR# 122029 (Mod. 108)	1	JOB		\$57,178.91	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$1,226,998.15 \$ 57,178.91 \$ 1,284,177.06					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$1,233,163.66 \$ 57,178.91 \$ 1,290,342.57					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 57,178.91

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____
Authorized U.S. Government Representative Date

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IT08-04 Rev 18
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3698
Org./Buyer: BJ2/Homero Rangel

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Tel No.: 281-244-6962 Fax: 281-333-0463
E-mail: homero.rangel-1@nasa.gov
Order No.: JETS-IT08-04 Rev 18

5. Contractor:
MEI Technologies, Inc.
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 09/30/2008
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT08-04 Rev 18

Phone: 281-283-6015 x Fax: 281-283-6170
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor () is, () is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 9/10/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	TrackWise Software Upgrad and Maintenance, SR# 126873 (Mod. 108)	1	JOB		\$101,499.89	
	TO Value: Was: This Action: New Total:					
	Est. Cost: \$1,284,177.06 \$ 101,499.89 \$ 1,385,676.95					
	Max. Award Fee: \$ 6,165.51 \$ 0.00 \$ 6,165.51					
	Total Est. Cost & Fee: \$1,290,342.57 \$101,499.89 \$1,391,842.46					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Juan Galvez

13. Total
\$ 101,499.89

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.
BY: _____
Authorized U.S. Government Representative Date: _____

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-XA-08-01 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO. Certified for National Defense under DPAS (15 CFR 700) DO-C9
---	--	--

3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Matrenia Anumele</u> Tel No.: <u>281-483-4144</u> Fax: <u>281-483-4173</u> E-mail: <u>matrenia.anumele@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-XA-08-01</u>
--	--

5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>09/30/2008</u> F.O.B. Point: <u>Destination</u> Discount Terms: Net 30 Days.
---	--

	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-XA-08-01
--	--

8. Type of Order:

PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____

DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>9/28/07</u> CONTRACTING OFFICER
--	---

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Technical Services	1	JOB		\$132,038.52	
	Estimated Cost:			\$	123,789.78	
	Maximum Award Fee:			\$	8,248.74	
	Total Estimated Cost and Fee:			\$	132,038.52	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Nicholas H. Mesloh</u>	13. Total \$ 132,038.52
---	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been

INSPECTED ACCEPTED RECEIVED

TO CONFORM TO THE CONTRACT, ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative Date: _____

1. Task Order Number/Title

JETS-XA08-01 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Gregory S. Brown /IC

Alternate: Thorton E. Dyson/IM

3. Narrative Task Description

- a. The Contractor shall be responsible for the daily IT support of the EVA Office (Code XA), as specified in the JETS Statement of Work (SOW) area 6.0.
- b. The Contractor shall provide support to ODIN and OneEVA for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- c. The Contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- d. The Contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB). The NACB typically meets once each week for one to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week. In addition, the Contractor shall attend the IT Steering Council (meets twice monthly) and the IRD Customer Forum (meets once a month). The Contractor shall report back to the organization any issues which will impact the organization. Information on IT events or new capabilities will either be distributed via email or discussed during staff meetings.
- e. The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day IT operations. In addition, the Contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the EVA Office. The 24/7 on-call support shall be accomplished via a Contractor provided pager. If the Contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the Contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors. The Contractor shall assist all members of the EVA Office in reducing the number of unsolicited emails and work with the Consolidated Help Desk if a virus is suspected on a user workstation.
- f. The Contractor shall provide support to the EVA Office user community working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately twenty (20) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within

one (1) business day of a reported issue. The Contractor shall coordinate with off-site personnel assigned to the EVA Office and assure commonality of hardware/software (where appropriate).

g. The Contractor shall provide support for users to check out end-user take-home software and maintain a log of checked out software.

h. The Contractor shall provide support for the maintenance of the ODIN laptop loan pool for the EVA office. If the pool is ODIN-managed, this will include ensuring that ODIN has the correct information for log tracking (user and due date). Otherwise, the Contractor shall maintain the logs detailing the property tags, users, and due dates. In addition--if the pool is ODIN-managed--the Contractor will ensure that ODIN configures the laptops for individual users and ensuring wipe and load are performed when laptops are returned (if necessary).

i. The Contractor shall assist ODIN/IRD in maintaining and assuring the accuracy of the Customer Service System database (i.e. verifying jack numbers on an SR). The Contractor shall receive all requirements for new IT or telephone equipment and write all Service Requests (SR's) required to obtain the IT or telephone equipment. The contractor shall write all SR's for moves within the EVA Office. The Contractor shall write all SR's for new ID's or changes to existing ID's. The Contractor shall review all SR's written for off-site EVA Office personnel. This is to assure accuracy and where new items are being purchased, assure these are in compliance with the EVA Office IT Plan by providing cost information to the EVA Office Budget Analyst or designee.

j. The Contractor shall provide support for obtaining all file access rights for any share directory and maintain records.

k. The Contractor shall review shared file storage (not home directories) usage for all EVA Office employees and advise when usage is 80% maximum. The contractor shall assist employees in efficient use of home directories. The Contractor shall provide assistance to employees in backing up data on individual hard drives, CD's or other media. The Contractor shall assist users in the use of their workstations/phones/printers/DVD/CD burners/scanners, etc.

l. The Contractor shall gather requirements from all members of the EVA Office and coordinate with management. After approval of requested items has been received, the Contractor shall provide the requirements to the EVA Budget Analyst or designee and work together with the analyst in writing the IT Plan.

m. The Contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses. The Contractor shall provide assistance on reducing unsolicited email and respond to all virus incidents. The Contractor shall assure all office workstations have the latest anti-virus software loaded.

n. The Contractor shall maintain a current Security Plan for the EVA Office, as required by IRD. The Contractor shall perform all duties as the Organizational Computer Security

Representative (OCSR) as defined by IRD, and coordinate with the Organizational Computer Security Manager (OCSM).

o. The Contractor shall maintain a configuration-managed diagram of the EVA Office, as well as a configuration-managed document listing pertinent information--such as location, hardware, tag numbers, cable and jack numbers--of all EVA Project Office components, with applicable software license codes.

p. The Contractor will be provided office space, computer and phone in the EVA Office (this will be their permanent office).

q. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

3.1 Safety, Health and Environmental Compliance

3.2 Quality

3.3 Records Management

3.4 Work Authorizations

3.5 Facility Management

3.6 Property Management

3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through September 30, 2008.

5. Deliverables Required

- a) Security Plan reviews and updates for the EVA Office.
- b) Support IT Planning for the EVA Office.

6. Special Requirements

The Contractor shall utilize the JETS Online system to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JETS Online system. Data that contains sensitive information can be processed outside of the JETS Online system.

7. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports.

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

Task Order Approvals

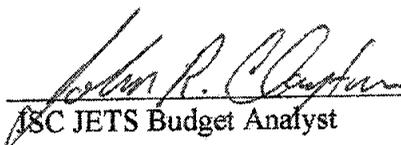
Task Order: JETS-XA08-01 – Technical Services

Approved Technical Evaluation Received _____

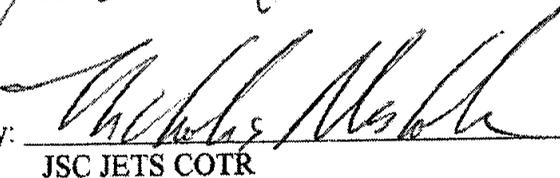
Performance Period: October 1, 2007 – September 30, 2008

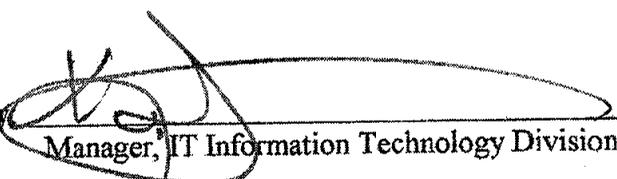
Funding Organization(s):

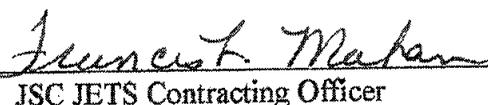
Task Order Value:	Cost:	\$ 123,789.78
	Maximum Award Fee:	\$ 8,248.74
	Total Cost:	\$ 132,038.52

Approved By:  28 Sept 2007
JSC JETS Budget Analyst Date

Approved By:  9/28/2007
JSC JETS TMR Date

Approved By:  28 Sept 07
JSC JETS COTR Date

Approved By:  9/28/07
Manager, IT Information Technology Division Date

Approved By:  9/28/07
JSC JETS Contracting Officer Date

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No.
JETS-IM-09-01
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Maria Alberty

Tel No.: 281.244.5338 Fax: 281.333.0452
E-mail: maria.j.alberty@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IM-09-01

5. Contractor:
MEI Technologies, Inc.
Attn: Linda Slaman
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6155 x Fax: 281-283-6162

TIN: CAGE CODE:

6. Deliver On or Before: 08/31/2009
F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IM-09-01

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor [] is, [] is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 12/19/08
CONTRACTING OFFICER

11. Schedule

ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network and Security Services	1	JOB		\$1,406,978.35	5
	Estimated Cost: \$1,322,090.47					
	Maximum Award Fee: \$ 84,887.88					
	Total Estimated Cost and Fee: \$1,406,978.35					

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Ruben Reyes

13. Total

\$ 1,406,978.35

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative _____
Date

JSC Enabling Technology and Security (JETS)
NNJ04JA53C

1. Task Order Number/Title

JETS-OPS09-IM-01 – Network and Security Services

2. Technical Monitor Representative (TMR)

See Contracting Officer's letter for TMR's for this task order.

Primary: John Flood/IM

Alternate: _____/IM

3. Narrative Task Description

a. The Contractor shall be responsible for the daily operation of the systems identified below and as listed in the Information Resources Directorate (IRD) IT Inventory Database as IT Security. Daily operation, as specified in the JETS Statement of Work (SOW) Section 5.0, include the monitoring of system activity and performance, review of logs, configuration changes and management (including user accounts), performing system upgrades, reporting, system engineering, and ensuring documentation is complete, accurate, and up-to-date. It is the Government's intent to retain the PPTP systems as a contingency capability in case of Pandemic events. The primary VPN capability of JSC will be the Juniper IVE.

(1) Firewall Systems

(a) JSC Firewall Systems

- Outer Firewall (Primary)
- Outer Firewall (Secondary)
- Inner Firewall (Primary)
- Inner Firewall (Secondary)
- DMZ Firewall (Primary)
- DMZ Firewall (Secondary)
- Lab/Development Firewalls

(b) JSC Firewall Support Systems

- Inner Firewall Log Server
- Outer Firewall Log Server

(c) WSTF Firewall Systems

- WSTF Firewall (Primary)
- WSTF Firewall (Secondary)

(d) WSTF Firewall Management Server

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- (2) Content Monitoring and Filtering systems
 - (a) SurfControl
 - SurfControl Application Server-1
 - SurfControl Application Server-2
 - SurfControl Database Server
 - (b) Websense (To be replaced by SurfControl)
 - (c) NetContExt (Content Analyzer)
 - (d) URL Logging Systems
 - URN NID
 - URL CMS
 - (e) JSC Proxy Systems
 - Proxy Appliance Primary
 - Proxy Appliance Secondary
 - Proxy Reporting Server
- (3) Network Intrusion Detection (NID) systems
 - (a) RealSecure SiteProtector
 - ISS SiteProtector Application Server
 - INS Core ISS Network Sensor
 - ISO Core ISS Network Sensor
 - INS Building 1 and Wireless ISS Network Sensors
 - INS Building 2 and Poldev ISS Network Sensors
 - PSNa and SIP ISS Network Sensors
 - JSCMAN and PIP ISS Network Sensors
 - WSTF ISS SiteProtector Application Server
 - WSTF Network Sensor
 - (b) Netscreen Intrusion Detection and Prevention (IDP)
 - IDP Management Server
 - INS Core IDP Network Sensor
 - INS Building IDP Network Sensor
 - ISO Core IDP Network Sensor
 - PIP/SIP IDP Network Sensor
 - Wireless/PSNa/JSCMAN IDP Network Sensor
 - (c) NID Consoles (Quantity 5)

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- (4) Traffic Capturing and Analysis Systems
 - (a) INS Buildings TCP-Dump and IPView data collectors
 - (b) ISO Core TCP-DUMP and IPView data collectors
 - (c) SIP/PIP TCP-DUMP and IPView data collectors
 - (d) NetContExt-NTR (to be replaced by IPView)
- (5) IT Security Support systems
 - (a) Boundary Services Log Repository and Gateway System
 - Two RAID Cabinets
 - (b) Boundary Services Backup Log Repository, Gateway Server and TCP-Dump Data Storage
 - 6 RAID Cabinets
 - (c) JSC IT Security Forensics Repository
 - (d) JSC IT Security File share
 - (e) Security Data Warehouse (SDW)
 - SDW Production
 - SDW Development
 - RAID Cabinet
- (6) JSC Scanning Systems
 - (a) Foundstone
 - Foundstone Enterprise Manager
 - Foundstone Database
 - Foundstone Scan Engines (Quantity 6)
 - (b) Linux Scanners
 - ISO Linux Scanner
 - INS Linux Scanner
- (7) Consolidated Logging systems (LogLogic) Production Support and Operations Requirements need to be developed in order to understand the scope of work associated with the Consolidated Logging Project.

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- LogLogic LX2000
- LogLogic LX1000
- LogLogic ST3000
- LogLogic ST3000

(8) JSC Remote Access Systems

- Point-to-Point Tunneling Protocol (PPTP) Server (Primary)
- Point-to-Point Tunneling Protocol (PPTP) Server (Warm Backup)
- Juniper IVE System (Primary)
- Juniper IVE System (Secondary)

(9) Public Key Infrastructure (PKI) systems

- Profile Server cluster node 1
- Profile Server cluster node 2
- JSC RA Laptop

- b. All data generated through this contract/task order is non proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government.
- c. The Contractor shall provide daily review and analysis of the firewall and other log files, coordinating as required with the appropriate IRD Security personnel, associate contractors, and the user community to identify and resolve security problems and configuration issues.
- d. The Contractor shall provide support to the user community for issues that are related to the IT Security Systems, including receiving and electronic tracking of incoming calls and requests, handling related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately thirty (30) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within one (1) business day of a reported issue.
- e. The Contractor shall engineer, operate, monitor, and tune the Network Intrusion Detection System (NIDS) to include:
- (1) Ensure a hardened central management console and hardened sensors are placed on secure monitoring segments with access to key areas of network infrastructure to collect network traffic and are tuned to avoid packet loss. Perform any necessary configuration changes, IDS application upgrades, and frequent updates to the IDS signatures/rules on the console and across all sensors. Ensure documentation is complete, accurate, and up-to-date.

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- (2) Perform any system administration or management (including managing user accounts and access for government IT Security and other authorized personnel), data backup, monitoring of system activity and performance, analysis of system and IDS logs, and reporting.
 - (3) Collect and analyze IDS alerts for indicators and warnings to detect and escalate IT Security Incidents or to recommend improvements to security controls and practices.
 - (4) Maintain an intimate knowledge of monitored systems and research the unique properties of suspicious traffic to write effective signatures to exclusively detect malicious or unauthorized activity unique to JSC.
- f. The Contractor shall be responsible for the revalidating, development and testing of Public Key Infrastructure (PKI) installation packages. It is estimated that approximately six PKI packages (four quarterly-load packages, two special-purpose development packages) will be required each year.
- g. The Contractor shall be responsible for supporting network security scanning and vulnerability assessment that includes:
- (1) Regular network scans using the Foundstone, nmap, wireless and other scanning tools as specified by the IRD CIO Office. The network vulnerability scanning is to be performed per the requirements defined by the NASA Memorandum on Scanning and Vulnerability Elimination or Mitigation (updated annually), including the use of required scanning tools, which is currently Foundstone. This memo can be found on the JSC webpage under the IT Security section, NASA I/T policy & directives
 - (2) Software and firmware configuration vulnerability scans of devices connected to the JSC network as requested by other JSC Organizations and report results to the TMR.
 - (3) Conduct vulnerability assessments or compliance scanning in support of Certification and Accreditation (C&A) and submit completion report to the TMR.
 - (4) Scans on any new system installed at the Center identified in Security Data Warehouse (SDW), requests from other JSC Organizations, in support of web registration, and on an ad-hoc basis due to security threats or data calls.
 - (5) Wireless scanning will be performed at least Semi-Annually for full center scans and at least quarterly for spot check scans or as determined by the IRD CIO Office to detect unauthorized wireless network access points, misconfigurations, vulnerabilities. Wireless Scan reports shall be submitted to the TMR within two weeks following the scan. Additionally, the contractor shall review authentication, authorization, and usage logs (Wireless Security Audit) on a monthly basis for unusual or suspicious activity. Any unusual wireless network event that may reflect unauthorized use of wireless network services shall be immediately reported to the JSC ITSM. The contractor shall identify the physical

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location (within a room on a floorplan or using latitude/longitude on a map), network location, and attributes (*i.e.*, vendor, SSID, MAC address, signal strength, channel, encryption type, network protocol/standard) of rogue access points and ad hoc networks.

- (6) Monthly full scans of all Internet-facing (perimeter) hosts which are allowed inbound access through the JSC Institutional firewall.
 - (7) Coordinate and validate with JSC Organizations to remove or mitigate identified vulnerabilities and perform follow-up scans to validate remediation.
 - (8) Perform security scanning to identify and remediate vulnerabilities.
 - (9) When directed by higher authority, all information systems determined to be compromised either through unauthorized access or malicious logic will be rebuilt from original media, patched, and scanned for compliance before reintroduction to the JSC network. The Contractor shall support the scanning of systems that have been rebuilt as required.
 - (10) Ensure all Information Systems, networks, and devices are scanned semi-annually at a minimum, including, but not limited to, scanning for vulnerabilities, poor security practices, noncompliance, backdoor connections, and any unauthorized network connections/interfaces; take actions to eliminate and report all violations.
 - (11) Support NASA Vulnerability Scanning by executing scripts to augment the Vulnerability Scanning Report with data supplied from SDW and to post the report to the IRD Vulnerability website.
 - (12) Execute scripts to produce the Vulnerability Delta Report, Foundstone Inventory and SDW Inventory.
 - (13) Network Mapper (NMAP) scanning shall be performed quarterly or as directed by the IRD CIO office. NMAP will be used in addition to Foundstone to update the SDW's network inventory.
 - (14) Update scanning software and maintain detailed knowledge of JSC networks and research the unique properties of vulnerabilities affecting widely-installed software to optimize scanner configurations in order to minimize disruption of daily operations for targeted systems and to minimize false positives and false negatives.
 - (15) Incorporate scan results performed by other JSC Organizations behind firewalls into the Foundstone Database.
 - (16) Assist JSC Organizations with the installation and operation of the Foundstone software on laptops.
- h. Web Access and Forward Proxy – The Contractor shall:
- (1) Provide the capability and features that allow users to access in-house and external web content via a Forward Web Proxy.

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- (2) Provide operational and maintenance support for the JSC WebProxy system to provide indirect Internet access to JSC institutional server systems for system and application update purposed.
 - (3) Provide the capability for caching and proxy to enhance information access and performance.
 - (4) Assist customer with web applications as required.
 - (5) Proxy all Internet access through a centrally managed access point and isolate from other JSC or NASA Information Systems by physical or technical means.
 - (6) Manage the list of allowed systems and sites for the proxy system.
 - (7) Manage the storage and organization of the resultant log files.
 - (8) Provide the TMR with monthly reports on Internet use based on management requirements.
 - (9) Report Internet use abuse in accordance with NASA and JSC policy.
- i. The Contractor shall be responsible for generating the following reports and providing them to the TMR.
- (1) As part of IT Security scanning activities, Ad-hoc reports in a format to be determined by the IRD CIO Office based on the specifics of each individual security situation. The contractor shall deliver bi-monthly reports.
 - (2) Montly Wireless Security Audit Reports .
 - (3) Monthly SDW Ad hoc reports.
 - (4) Monthly reports reflecting hosts with firewall rules which allow access from outside the JSC address space.
 - (5) Monthly WebProxy Internet use as defined by the IRD CIO Office.
- j. The Contractor shall assist the IRD CIO Office in the resolution of security incidents as requested by the TMR to support IT security investigations and forensics analyses.
- (1) This includes providing all information such as log files, system configuration information, and system backups that the Contractor manages on behalf of the government.
 - (2) Provide analysis of IT Security logs and information as requested by the TMR to assist in the identification and resolution of IT Security investigations.
 - (3) Reviewing NASIRC bulletins and providing data analysis.
 - (4) Each event shall be recorded in the JSC IT Security Incident Tracking System (MANTIS)
- k. The Contractor shall support and assist the ITSM in the collection of electronic data obtained from workstations as requested. This data collection is to only be done by the contractor as directed by the TMR using tools supplied by the Government. The

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Contractor will have individuals trained by JSC on the use of the JSC tools for electronic data collection. All data is to be turned over to the government when collected.

- l. The Contractor shall perform protocol studies to assist the IRD CIO Office in determining possible security issues as requested by the TMR.
 - (1) This includes reviewing firewall logs for a specified time period determined by the TMR.
 - (2) Reviewing firewall rules associated with protocols.
 - (3) Reviewing other IT Security data sources.
 - (4) Provide presentations on the findings to the TMR and presenting to IRD IT Security personnel.
- m. The Contractor shall use JSC IT Security Systems to assist the IRD CIO Office in the resolution of virus-related issues. The Contractor shall process alerts from the antivirus products and assist users in the resolution of virus-related issues as directed. If an infection has occurred, the contractor shall contact the user and Organization Computer Security Official (OCSO) for resolution as directed. Each event shall be recorded in the JSC IT Security Incident Tracking System (MANTIS).
- n. The Contractor shall be responsible for the operations and maintenance of the SDW application. This includes loading data, performing data integrity checks, and performing data validation, support ad-hoc reporting (described in item 5c). The contractor shall be responsible for adding new capabilities as directed by the TMR to the SDW as workload permits. It is currently anticipated that not more than 10 new capabilities shall be implemented. The Contractor shall provide user support to those stakeholders utilizing the data warehouse.
- o. The Contractor shall be responsible for providing support for scripting languages. The Contractor shall review existing scripts (primarily written in Perl) for IT security systems and suggest improvements or modifications as necessary to maintain or increase operational efficiency, performance and productivity. The Contractor shall utilize software development life cycle best practices to develop and maintain the configuration management of the IT security scripts.
- p. The Contractor shall provide assessment, design and implementation support services for network architecture changes involving the JSC IT security infrastructure. Assessment support would include technical recommendations addressing impacts, risks and schedule estimates for new IT systems or architectural changes to existing systems. In addition to technical impacts, the Contractor shall identify operational impacts associated with architectural changes. Design support would include planning and conducting tests to verify design considerations and configurations, as well as identifying any performance impacts to the infrastructure. Implementation support would include interfacing and coordinating with all technical and managerial parties involved in architectural changes and validating that an integrated implementation plan is developed. The Contractor will support presentation efforts to the appropriate boards

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and prepare documentation according to IRD preliminary design review, critical design review, and operational readiness review guidelines.

q. The Contractor shall provide the following support:

- (1) Personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations.
- (2) 24/7 on-call support for all security-related incidents which may adversely affect the IT Security Systems or the JSC Institutional Networks. The 24/7 on-call support shall be accomplished via a Government-provided Firewall Security Duty Phone. If the contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the contractor shall notify the JSC Office of the CIO by calling the IT Security Duty Phone and coordinating as required with associate contractors.
- (3) Arrange, support or conduct meetings as requested (no more than one per month) to inform the user community of upcoming IT Security Systems capabilities and events.
- (4) Provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB) and the IRD Control Board (ICB). The NACB typically meets once each week for one to three hours; the ICB typically meets once each week for two to three hours.
- (5) Conduct or attend additional ad-hoc special NACB meetings and other working group meetings.
- (6) As requested by the TMR with e-mail notification to the COTR, perform security awareness training, provide technical support, and share technical knowledge and process improvements as needed to support the overall improvement of Information Technology (IT) security at the Center. The Security awareness training provided shall include items such as brief overviews of training classes and seminars attended, as well as trip reports.
- (7) Provide inputs, as requested by TMR, for IT Security Systems documentation, procedures (such as Red Book), schedules, project plans, budget planning, and strategic planning.
- (8) Obtain the concurrence of the TMR and provide e-mail notification to the Contracting Officer's Technical Representative (COTR) to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- (9) Coordinate with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- (10) Provide inputs and technical assessment to the TMR for incorporation into the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.

JSC Enabling Technology and Security (JETS)
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- (11) Maintain a configuration-managed architecture diagram of the IT Security System, as well as a configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. All applicable data shall be updated and maintained in the IRD Inventory Database.
 - (12) Maintain configuration of the IT Security System devices in the IRD Development Lab. Coordinate test activities with the IRD Lab managers and TMR. Provide support to testing activities as requested by the TMR.
 - (13) Record all activity associated with any IT Security Incident, IT Security Tasking in support of IT Security Incidents, and/or IT Security Investigations through the IT Security Incident Tracking System (ITSITS) aka MANTIS.
- r. The Contractor shall be responsible for maintaining the NFR-URL logging systems, used for logging HTTP request information on the JSC institutional networks. The contractor shall be responsible for managing the storage and organization of the resultant log files.
 - s. The Contractor shall be responsible for managing the log collection systems; this includes user creation, deletion, and the control of access to log entries. The contractor shall patch the systems with all vendor supplied updates and fixes. The contractor shall be responsible for maintaining the end-user system configuration documents that describe how to transmit and retrieve logs to and from the system.
 - t. The Contractor shall be responsible for network traffic and session summary logging at the JSC institutional network boundaries. This includes managing the resultant pcap files, log files, file manipulation scripts, and administering the session summary database. The Contractor shall maintain a web based graphical user-interface to the session summary database.
 - u. The Contractor shall be responsible for maintaining the JSC IT Security Incident Tracking system. The contractor shall support application configuration, user management, and database maintenance for the system. This includes custom configuration of the tracking system to support encrypted communications and notifications.
 - v. The Contractor shall be responsible for maintaining the JSC IT Security Knowledgebase system. The contractor shall support application configuration, user management, and database maintenance for the system. The contractor shall support multiple instances of the application as necessary to support all JSC IT Security functions.
 - w. The Contractor shall be responsible for network content management. This includes the maintenance of network traffic content filtering and monitoring systems. The contractor shall manage the databases used for logging and configuration and the scripts used to extract and backup the daily system configuration.
 - x. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the

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required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- (1) Safety, Health and Environmental Compliance
- (2) Quality
- (3) Records Management
- (4) Work Authorizations
- (5) Facility Management
- (6) Property Management
- (7) JETS Metrics

y. The Contractor shall provide the items listed above (a-l, excluding 10a) for the IT Security Services at WSTF which include:

- (1) Firewall Systems
 - Primary WSTF Institutional Firewall
 - Secondary WSTF Institutional Firewall
- (2) NID systems
- (3) Support systems
 - BrightStor Enterprise Tape Backup System (StorageTek L40 Library) SDLT 320 Tapes
 - WSTF Institutional Firewall Management Station
 - WSTF Institutional Firewall Log Processing
- (4) SDW
 - nmap scanning server
- (5) The Contractor shall maintain day-to-day operations as detailed above at WSTF.
- (6) As a part of contingency operation activities, the contractor shall be responsible for operations of the IT Security System at WSTF.
- (7) Evaluate and develop a transition plan, including schedule, system requirements and hardware requirements for migrating the current remote access capability at WSTF, currently managed by ODIN, to a JETS supported remote access solution.

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2008 through September 30, 2009.

5. Deliverables Required

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- a. Inputs to the Security Plan for the IT Security System, as specified in DRD-14 IT Security Plans.
 - b. Configuration-managed architecture diagram of the IT Security System.
 - c. Configuration-managed document listing the hardware model numbers and serial numbers of all IT Security System components, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls. The applicable items should be recorded and maintained in the IRD Inventory Database.
 - d. Change control procedures and configuration management plan for the IT Security System. TMR approval required within 30 calendar days of Task Order start.
 - e. Monthly activity report.
 - f. Monthly reports of IT Security Systems related calls and service requests
 - g. Scanning reports for each scan that is performed. Reports shall be stored on network shares as specified and directed by the TMR or IRD CIO Office.
 - h. Network security and wireless security audit reports. Reports shall be stored on network shares as specified and directed by the TMR or IRD CIO Office.
 - i. Monthly reports of firewall requests. Reports shall be stored on network shares as specified and directed by the TMR or IRD CIO Office.
 - j. Delta Report, Foundstone Inventory and SDW Inventory reports supporting NASA Vulnerability reporting. Reports shall be stored on network shares as specified and directed by the TMR or IRD CIO Office.
 - k. Monthly reports of host with firewall rules allowing access from outside of JSC address space. Reports shall be stored on network shares as specified and directed by the TMR or IRD CIO Office.
6. Training
- a. Training shall include annual attendance by one individual to the Network+Interop training/conference.
 - b. The Contractor shall coordinate all training requests via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.
7. Special Requirements
- The contractor shall utilize the JATS database to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS online system. Data that contains sensitive information shall be processed by the JETS Program Manager or Task Coordinator and shall not be entered into the JETS online database.
8. Metrics
-

**JSC Enabling Technology and Security (JETS)
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The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages. In addition, the contractor shall provide the following metrics monthly to the TMR:

- # of system DRs opened + closed per week (by category) on IRD IT Security systems
- # of customer systems configuration anomalies opened + closed (potential – customer time to closure)
- Average # of firewall sessions. (Accepted + dropped)
- CPU utilization and through-put of firewalls
- Utilization of VPN servers by # of average, max, min simultaneous users (PPTP, Juniper IVE)
- SurfControl
 - # of blocked attempts per category
 - # of hits + # of users and utilization of other categories (Top 20)
 - # of hits + # of users + # of bytes transferred

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$1,322,090.47
Maximum Award Fee	\$ 84,887.88
Total Cost:	\$1,406,978.35

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-OPS09-IM-02 – Technical Assistance**

Approved Technical Evaluation Received

Performance Period: October 1, 2008 – August 31, 2009

Funding Organization(s):

Task Order Value:

Cost:	\$1,191,550.97
Maximum Award Fee	\$73,449.61
Total Cost:	\$1,265,000.58

Approved By: _____ Date _____
 JSC JETS Budget Analyst

Approved By: _____ Date _____
 JSC JETS TMR

Approved By: _____ Date _____
 JSC JETS COTR

Approved By: _____ Date _____
 Manager, IT Information Technology Division

Approved By: _____ Date _____
 JSC JETS Contracting Officer

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-OPS09-IM-02 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Annette Moore/IM
Alternate: John Flood/IM

3. Narrative Task Description

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day operations as detailed below.

All data generated through this contract/task order is non proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government

The Contractor shall be responsible for supporting IRD Management tasks and activities, in accordance with JETS SOW area 6.0, including, but not limited to the following:

a. Exhibit 300 Support

The Contractor shall support both JSC and KSC in activities resulting in passbacks for FY10 from OMB. This will include addressing and correcting issues brought on by submitted data.

The Contractor shall be responsible for consulting on the FY11 Exhibit 300s that will be representing JSC to NASA Headquarters and if necessary, the Office of Management and Budget. The Contractor shall be responsible for quality control review on all of the associated documentation and submittal. This task is for consultation only and does not include data entry into the Agency's Investment Management System.

- 1) The Contractor shall assess the Johnson Space Center (JSC) and Kennedy Space Center (KSC) organizations' developed Exhibit 300s for a comprehensive product (preliminary review with comments and recommendations, and offer best practice solutions, where needed). The Contractor shall provide recommendations on the preparation and integration of a comprehensive submittal to NASA Headquarters. The Contractor shall provide additional Exhibit 300 review support and additional recommendations in response to NASA Headquarters review and various ad hoc inquiries through submittal and pass-back process with Office of Management and Budget (OMB).
- 2) The 7 planned Exhibit 300s for JSC SOMD include:
 - a. Flight Operations
 - b. Integrated Planning System
 - c. Mission Control Center
 - d. Software Development/Integration Laboratory, JSC
 - e. Space Shuttle Program Flight Software

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- f. Space Shuttle Program Integration
- g. Space Station Production Facility
- 3) The support for the SOMD Exhibits at JSC do not require any travel.
- 4) The 5 planned Exhibit 300s for KSC includes:
 - a. KSC Space Shuttle Program Ground Operations
 - b. Launch Control System
 - c. Integrated Logistics
 - d. Shuttle Processing Support
 - e. LX (Constellation): Ground Operations Command & Control
- 5) The support for the KSC Exhibits may require travel.
- 6) The contractor should plan for the development of two new Exhibit 300s for SOMD; one of which is for JSC and the other KSC (LX (Constellation): Ground Operations Command & Control). As requirements for Exhibit 300s vary based on the phase the proposed investment is in of the investment life cycle (e.g., development, steady state or mixed lifecycle), the complexity and level of effort of the Exhibit 300 would be greater on investments in the development stage versus steady state.
- 7) The planned Exhibit 300s for ESMD are not currently defined. If requirements are added to include the development of Exhibit 300s for ESMD, it will be completed through a modification of this Task Order.

b. Configuration Management

The contractor shall provide implementation support for a configuration management (CM) operation which at a minimum, contains the requirements for identifying, reviewing, controlling, and auditing configuration items which may require the creation of a CM receipt desk or capability. The scope of the support will include the configuration management responsibility as defined in the IRD Configuration Management Plan, the charters and procedures for the boards currently supported such as the Network Access Control Board (NACB), Waiver Status, Application Control Board (ACB), Birds of a Feather (BOF), Organizational Computer Security Officials Meeting (OCSO), Information Technology Steering Council (ITSC), and the C&A Status Meeting. The deliverables for this support are requirements, proposed solutions and cost estimates for the establishment of the operations described above.

The IRD CM Plan can be found at the following link;
<http://stic.jsc.nasa.gov/dbase/iso9000/docs/IA/master.htm> . The governance structure will likely include the following boards and councils: JSC Operations Forum, JSC IT Steering Council, JSC IT Operations & Integration Board, and the IRD Control Board (ICB).

c. IRD administrative support

The Contractor shall be responsible for administrative support for IRD meetings, including, but not limited to the:

Weekly

- Network Access Control Board (NACB)
- Waiver Status

Bi-weekly

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- Application Control Board (ACB)

Monthly (or as needed)

- Birds of a Feather (BOF)
- Organizational Computer Security Officials Meeting (OCSO)
- Information Technology Steering Council (ITSC)
- C&A Status

The Contractor may be requested to support ad hoc meetings which will be coordinated with the TMR or Alternate TMR on a case by case basis.

The Contractor shall be responsible, at a minimum, for creating agendas (through civil servant input); writing minutes, posting approved minutes, tracking action items; supporting the definition, documentation and implementation of process flows and charters for the supported IRD meetings.

The Contractor shall also be responsible for tracking data related to management support such as the timeliness of handling customer funded Change Requests (CR's). CR processing shall be per the IRD Configuration Management Plan, JSC 29173. The IRD CM Plan can be found at the following link; <http://stic.jsc.nasa.gov/dbase/iso9000/docs/IA/master.htm>. For JATS, the Contractor shall be responsible for entering and tracking actions received from the CIO's Actions Registry.

d. Network Access Control Board (NACB) Support

The Contractor shall be the primary focal point with the various Service Request (SR) writers and customers for NACB information and processes. The Contractor will work with customers in helping them understand and follow the processes defined by the NACB including, but not limited to:

1. Describe minimum technical requirements for SR's that come through the NACB to customers
2. Coordinate interaction between customers and NACB board members regarding technical requirements for the Service Request (SR).
3. Coordinate with Customers and NACB voting members for time critical Service Requests (Known as Type II SR's)
4. Manage the NACB SR database (includes agenda, minutes, etc.)
5. Re-scheduling SR's with interim approval to return to the NACB

The Contractor shall be responsible for the enhancement and maintenance of NACB tools, including the Service Request (SR) expiration process.

e. Website Registration Process for JSC

The Contractor shall be responsible for the website registration process. Specifically:

1. Enhance & manage Web site registration system and process

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2. Act as the primary interface between customers and the Applications Control Board (ACB) by helping them to understand the website registration policy and processes.
3. Manage user accounts on LIFT Machine (Server based tool for checking 508 compliance in Web sites)
4. Review and provide recommendation for approval of the LIFT scan results for Web site registrations
5. Ad-hoc reports
6. Track and report center's progress toward 100% of the yearly website registrations.
7. **Section 508 Support**
The contractor is required to provide Section 508 support. Such support includes overall knowledge and understanding of Section 508 and the related compliance requirements, which extends to knowledge of the standards and all related subparts. The contractor is required to provide technical support, counsel and guidance across the Center to ensure Agency compliance, and is expected to assist others in understanding what is required to ensure Section 508 compliance.

The Contractor also assumes the role as the JSC Section 508 Coordinator and is responsible for duties related to this function. This requires staying abreast of and knowledgeable of the latest tools, technology, and methodology for ensuring Section 508 compliance across the standards.

The Contractor shall be responsible for the enhancement and maintenance of tools, including the JSC Web Registration process and the migration of JSC data to the agency solution for tracking website registration.

The Contractor shall track monthly metrics associated with website registration including:

- a) Number of accounts on the LIFT machines
- b) Number of website awaiting registration
- c) Number of websites completed registration process
- d) Number of websites awaiting registration due to export control signoff

f Supporting IRD's change management process.

The Contractor shall be the IRD central "clearinghouse" for routing, tracking and providing status on all CR's submitted to IRD, including determining the intended control board or management forum, and tracking associated actions. CR processing shall be per the IRD Configuration Management Plan, JSC 29173.

g Waiver Tracking and Reporting

The Contractor shall be responsible for routing, tracking, statusing / reporting on waivers submitted to / processed through IRD. Support to this task will encompass implementing waiver requirements per the direction of the Customer. Duties will include developing and updating waiver templates / forms as appropriate, implementing requirements for the waiver process,

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tracking all waivers, maintaining the current status of waivers, and reporting on the waiver status.

In conjunction with maintaining the waivers, the contractor shall ensure the waiver status on the IRD website is current and reflects the most up to date status. The contractor will also make changes to the waiver content as directed by the customer.

h. Capital Planning and Investment Control (CPIC) support

The contractor shall support the JSC CPIC process by working with JSC organizations to collect the needed data, if required, entering the data collected from center organizations into the the Agency's Investment Management System application, verifying the accuracy by reconciling fields to input sources, and understanding the formulas upon which calculated fields are populated. Data entry will be based on information provided in spreadsheets and other types of reports. Coordination with HQ and Center personnel is required to clear up discovered discrepancies.

i. Information Resource Management - IT Planning support

The contractor will support the JSC IT planning process by working with the JSC organizations to develop their yearly IT plans in conjunction with their CPIC inputs. Once the IT plans are submitted and approved by the JSC CIO, the contractor will track the organizational adherence with the plans during the rest of the year. The contractor shall maintain accurate records of the Change Requests that are routed thru the office.

j. Privacy Act support

The contractor shall support the center in the development, submittal, and management of Privacy Act Assessments (PAAs). The contractor will assist customers with completing their Privacy Impact Assessments (PIAs), archive completed PIAs, and assist the JSC Privacy Act Manager (PAM) with completing data calls from HQ by developing the needed questionnaires and other data sources, coordinating with JSC organizations in supplying the resulting data, consolidating the final data into a JSC report for final approval by the JSC PAM and CIO.

k. IT asset tracking support

The contractor shall work with the JSC IT Asset Manager to support data calls, draft quarterly updates of the software inventory, determine organizational allocations of invoices quarterly, track PRs and POs generated by the organizations to pay for software licenses.

l. Technical Assistance for Organizations

The intent of the required tasks described in this section is to have the contractor take responsibility for the necessary actions to ensure the organization's systems are in compliance with IT security requirements. This includes:

- 1) identifying and documenting existing controls;
- 2) identifying additional controls and procedures required to satisfy IT security requirements;
- 3) developing security plans, risk assessments, and contingency plans to address any identified risks; and
- 4) ensuring that the systems are in compliance with IT security requirements.

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The contractor shall provide technical and administrative support for information technology activities and infrastructure for the following JSC organizations

- a. AA – Office of the Director
 - a. AB – Office of Deputy Director of JSC
 - b. AC – Associate Director (Management)
 - c. AJ – Office of Equal Opportunity and Diversity
 - d. AL – Office of Chief Counsel
- b. AD – External Relations Office
 - a. AE – Education Office
 - b. AP – Office of Communications & Public Affairs
 - c. AT - Technology Transfer & Commercialization Office
- c. AH – Human Resources Office
- d. JA – Center Operations Directorate
- e. BA – Office of Procurement

Tasks include:

- 1) Represent the organization to the JSC Information Resources Directorate in all matters relating to IT security, development of ITAs with IRD, implementation of IT security upgrades and changes to systems operated by the organization. This includes the normal OCSR duties and representation at required IT meetings and boards to assure compliance with all IT security and reporting requirements.
- 2) Prepare responses for data calls, annual IT Plans, inventories of systems and similar activities for IT systems operated by the organization. (Security OCSR, Capital Planning Investment Control (CPIC), IT Planning, etc.)
- 3) Develop a detailed understanding of the function and operating details of the information technology systems maintained by the organization. Apply expertise in information technology and knowledge of IT management requirements to ensure that the organization is responsive to all IT reporting and IT security implementation requirements, developing and shepherding through the approval process all of the organization's IT plans for C&A (Certification and Accreditation).
- 4) Establish system security baselines and maintain responsibility for ongoing monitoring of security controls for organization's IT systems, assuring a continuous state of compliance with all IT security regulations and requirements.
- 5) Provide periodic reports to organization managers on the state of regulatory compliance, plan development and approval status and significant issues relating to IT management.

OCSR's do not have the policy-making role and responsibility of an Organizational Computer Security Official (OCSO) because they are not a civil servant. The OCSR is to provide assistance in creating and implementing policy; however, organizational management must approve policy. OCSR tasks include, but not limited to the following:

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The Contractor shall be responsible for performing OCSR tasks and activities, in accordance with NPR 2810, as revised and JETS Statement of Work (SOW) Section 6.0.

- 1) Developing a management control and communications process to ensure that the organization's I/T security program is implemented consistent with the current edition of NPD 2810.1.
- 2) Serving as the organization's representative to the JSC I/T Security Committee, representing the organization's director or office chief on all I/T security matters, and coordinating that organization's vote on matters of I/T security policy.
- 3) Reporting suspected I/T security incidents to the ITSM and the organization's director or office chief.
- 4) Reporting periodically to the ITSM and the organization's director or office chief on the status of I/T security planning in that organization.
- 5) Reviewing annually the IT Security Plans for the organization's systems.
- 6) Submitting electronic and printed copies of each I/T Security Plans to the ITSM. If the contingency plan is set out in a separate document, that document must also be submitted to the ITSM since it is an integral part of the security plan.
- 7) Serving as the organization's representative to the Network Access Control Board unless the organization has named another individual to be the representative.

The contractor shall provide technical and administrative support for certification & accreditation activities for JSC as follows:

1. Continuous Monitoring

- The contractor shall provide support in the development of C&A related templates and procedures in support of the continuous monitoring process. The contractor shall provide technical advice and support to JSC security plans in conducting continuous monitoring, which shall include annual security control testing. The contractor shall maintain a C&A continuous monitoring status matrix detailing the JSC security plan status for monthly reporting.

2. JSC Common Controls

- The contractor shall be responsible for updating JSC and WSTF common control compliance annually the latest NIST SP800-53.

3. JSC Security Certification

- The contractor shall assist the JSC CAO performing security plan certification and accreditation. The contractor shall provide technical guidance to organizational security officers during security implementation and test activities.

4. POA&M

- The contractor shall maintain a JSC POA&M database and verify data integrity on a continuous basis. The contractor shall manage the POA&M closure process, including ensuring that ISSO / OCSO are cognizant of POA&M due dates,

performing POA&M closure verification reviews, and retaining relevant evidence. The contractor shall provide monthly POA&M status to the CAO.

5. NACB C&A Compliance

- The contractor shall serve as an alternate for the JSC CAO as a voting member of the JSC Network Access Control Board (NACB) if needed and follow up on any C&A related SR issues.

6. Customer Service

- The contractor shall provide consulting advice to JSC security officers on the following matters:
 - POA&M closure completion requirements
 - Creating and completing C&A documents
 - Guidelines on implementing and assessing security controls on a regular basis

m. Policy Support

As required, the contractor will be responsible for providing support to activities related to IT Policy. Such support may be in the form of assisting in developing and updating policy, assisting in the review of policy, and assisting in activities to ensure policy compliance. The contractor will assist the customer in monitoring controls related to policy and identifying and reporting metrics, as required, in support of IT Policy.

n. Management Functions

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Key Schedule Milestones / Completion Date

The services in this task order shall be performed from October 1, 2008 through September 30, 2009.

5. Deliverables Required

- Comprehensive analysis of Exhibit 300s for completeness and quality including assistance in interpreting OMB (Office of Management and Budget) and NASA

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Headquarters guidance and providing suggested boiler template language to organizations for Exhibit 300s.

- The deliverables consist of analysis for multiple completed Exhibit 300s and supporting documentation.
- Agendas, minutes, action item reports for supported meetings
- Draft process flows and charters for supported activities
- The contractor shall provide weekly status to the Deputy Chief Information Officer (D-CIO) to address potential changes in assumptions and methodology, current accomplishments and finding, and external issues that may hinder the advanced development.
- Monthly report on the Number of accounts on the LIFT machines.
- Periodic status to ITSM on organization's security plans
- Monthly and Quarterly Waiver Metrics for the prospective boards.
- Security Plans for organization's that are covered by Section k
- Section k - Complete systems certification and accreditation documents, control validations, and the required submission package. This should include:
 1. IT Security control check list, using NIST 800-53, with system control validations and detailed control narratives
 2. Process analysis and procedures development to address any identified IT security control weaknesses
 3. Risk assessment to identify organizational mitigated risks, accepted risks, and residual risks
 4. Development of a security plan for each system with detailed system control baselines with reference to evidence
 5. Applicable contingency plans
 6. Applicable system development life cycle plan
 7. Ongoing monitoring plans to ensure the organizational systems are in compliance with quarterly and annual certification requirements

6. Training

The Program Manager shall coordinate all training requests via e-mail with the COTR or his/her designee prior to expenditure of funds.

7. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

Expert knowledge of and skill in using the Microsoft Office suite with emphasis on Excel and Access is required.

Knowledge of and skill of NASA Information Technology Security Requirements and policies.

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Extended hours may be required and should be coordinated with TMR. Approval of over-time can only be provided by the Contracting Officer.

Travel may be required under this task order to assist in the development of the Exhibit 300 documentation. The Contractor shall anticipate three one-week trips to NASA Kennedy Space Center.

Travel may be required for two one-week trips to NASA Kennedy Space Center for participation in the annual IT Asset Management Conference, one-week for travel to Washington, DC (Headquarters) to the IDEAS Conference for 508 Compliance, and one one-week trip to the Glenn Research Center for the annual Privacy Act Conference.

8. Metrics

- a. 100% On-time delivery of products per the due dates specified in referenced CPIC and IT POP processes.
- b. 100% meeting coverage.
- c. Completed analysis of Exhibit 300 Submittals.
- d. LIFT accounts created with 24 hours of receiving request 99% of the time.
- e. Posting of meeting actions two working days after meeting 95% of the time.
- f. Meeting minutes shall be available 2 working days after the meeting for NASA approval.
- g. Posting of meeting minutes two working days from NASA approval 95% of the time.
- k. 100% On-time delivery of Organization Security Plans.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$1,191,550.97
Maximum Award Fee	\$73,449.61
Total Cost:	\$1,265,000.58

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No. JETS-IT-09-01
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Maria Alberty

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**
Order No.: JETS-IT-09-01

Tel No.: 281.244.5338 Fax: 281.333.0452
E-mail: maria.j.alberty@nasa.gov

5. Contractor:
MEI Technologies, Inc.
Attn: Linda Slaman
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

6. Deliver On or Before: 08/31/2009
F.O.B. Point: Destination
Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT-09-01

Phone: 281-283-6155 x Fax: 281-283-6162
TIN: CAGE CODE:

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor is, is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan
Signature: Frances L. Mahan Date: 12/19/08
CONTRACTING OFFICER

11. Schedule

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	System Support	1	JOB		2,316,769.80	
	Estimated Cost:			\$ 2,173,186.52		
	Maximum Award Fee:			\$ 143,583.28		
	Total Estimated Cost and Fee:			\$ 2,316,769.80		

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Ruben Reyes

13. Total
\$ 2,316,769.80

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED.

BY: _____

Authorized U.S. Government Representative Date

**JSC Enabling Technology and Security (JETS)
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1. Task Order Number/ Title

JETS-OPS09-IT-01 - System Administration and Sustaining Engineering

2. Technical Monitor (TMR)

Primary: Ruben Reyes (IT4)

Alternate: Hector Saenz (IT4)

3. Narrative Task Description

The Contractor shall perform system administrative and sustaining engineering functions on IRD-managed systems as identified in the Information Resources Directorate (IRD) Inventory Database and in accordance with JETS Statement of Work (SOW) areas 4.2.1, 4.3.1, and 4.3.3. The contractor shall use best practices, as defined by leading software manufacturers such as Microsoft, Sun, Red Hat, etc, to maintain these systems at their optimal performance, maximum availability, and security integrity.

The contractor shall be responsible for adding and deleting systems from the IRD Inventory Database. The contractor shall be responsible for maintaining the accuracy of the data in this database and notify the Government of any discrepancy. All changes to the database shall be in accordance with baselined IRD configuration control documents, JSC 29173, IRD Configuration Management Plan.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day systems administration functions.

The systems noted in this task order may be located within IRD or organizations located on-site at the JSC facilities.

All data generated through this contract/task order is considered non-proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government.

3.1 Subtask 4.2.1 Systems Administration

3.1.1 Production/Development Systems

The Contractor shall perform the following system administration functions:

- User account (USERID) administration
- Shared folder setup
- Access control rights management
- Daily review of system/security logs for issues. If a security issue is discovered, the contractor shall immediately notify, by phone, the TMR, the IRD OCSM (organizational

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computer security manager), the COTR, and the IT Security Manager (ITSM) and follow up by email

- Data transmission among systems
- Creation and deletion of network printer queues
- System and data backups/restores
- Virus protection and scans. The system administrator shall ascertain that systems, assigned to them, are patched against the latest vulnerabilities identified by the IRD Security Office prior to the quarterly scan.
- The contractor shall perform problem identification/resolution and root cause analysis in accordance with IRD's corrective action process
- Hardware and software upgrades (including operating systems, security vulnerability repairs), as well as the installation, configuration, operation and maintenance of all assigned software pertaining to Microsoft (MS) Windows Server software (such as NT, 2000, 2003, etc), ORACLE, ProIntralink, NetIQ AppManager, Apache, MS SQL, MS IIS, Linux, and Unix systems
- Contractor shall be responsible for system retirements, including removing and excess old equipment. Contractor shall be responsible for the replacement system build and deployment. Any hardware/software acquisition may be initiated under a separate task order or task order revision.
- Comply with all current JSC IT policies and procedures, including JSC 29638, the Server Operations Management Plan (SOMP) , JSC 29788, General Operating Procedures (GOP) for B46 Central Computing Facility , and IRD's Project Management and Configuration Management procedures
- Ensure that IRD management approves all information disseminated external to IRD;
- Maintain system performance of all systems in accordance with the performance and availability requirements identified in the Information Resources Directorate (IRD) Inventory Database
- Maintain a thorough understanding of existing and emerging IT/Internet technologies by training each system administrator in server related classes

In compliance with NASA Security policies, a requirement for continuous monitoring of C&A systems will be performed on a monthly basis. A monthly meeting will be called to review the security controls. Meeting minutes and presentations will be developed and reported to the IT security office. Refer to NIST-800-37, paragraph 2.7 for further information.

3.1.2 IRD Lab Systems

The contractor shall perform IRD lab management duties. The duties are as follows:

- Act as the primary contact for management of the laboratory environment
- Load OS on servers/desktops.
- Patch OS servers/desktops.
- Manage and update antivirus software on all systems.
- Install/Maintain CIS Benchmarks on all required devices.
- Maintain tape backups of servers/desktops that currently require this service. (as specified in Lab Request Form). This includes managing data backup application and tape rotation.

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- Perform troubleshoot, repair (Call-in) and track hardware and software (O/S) problems (excluding software applications).
- Coordinate any planned power and network outages with users.
- Manage the Lab software repository
- Track all lab activities in Government-provided database
- Report lab activities on a monthly basis.
- Generate Lab Metrics report.
- Once it is no longer needed, excess old equipment.
- Manage and schedule Lab resources in conjunction with TMR (TMR determines priorities)
- Assure all lab systems pass quarterly security scans
- Coordinate network testing with Lab Network Manager (IT2)

The system availability and return to service metrics for the lab systems will be relaxed and any failure will be worked on a best-effort basis. Generally, hours of operation are from 8:00 am until 5:00 pm, Monday through Friday. After hours support will be limited to network or power outages where certain systems will required to be brought back up after the outage.

3.2 Subtask 4.3.1 Systems Sustaining Engineering

The Contractor shall provide sustaining engineering for all systems identified in the Information Resources Directorate (IRD) Inventory Database. For hardware systems and stand-alone equipment, sustaining engineering shall include preventive maintenance and repair, ordering of replacement parts and spares, and system software and firmware updates under existing maintenance warranties or Government-provided maintenance contracts.

The Contractor shall be responsible for coordinating, as required, with associated contractors to ascertain potential impacts to the applications that are running on the IRD-managed systems and to obtain TMR concurrence with an e-mail to the COTR for all scheduled hardware and software upgrades, planned maintenance outages, break-fix repairs, and software patch installations. The contractor shall provide patch management for all systems in accordance to I/T security requirements and SOMP guidelines.

The Contractor shall provide online system status for all systems managed under this task order. The Contractor shall provide full administrator level access to the Government and authorized contractors for all systems managed under this task order as approved by the COTR or his/her designee.

The Contractor shall maintain server and peripherals data in the IRD Inventory Database. This includes all required fields of the database, which include server name, location, IP address, point of contacts, NASA Equipment Management System (NEMS), and service tags or serial numbers of all equipment in the system.

The contractor shall ensure that the server monitoring agent remains operational (i.e. collecting data, generating events, monitoring server health, communicating with the server monitoring infrastructure) on all JETS managed servers having that agent installed. In the case where agent

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issues involve the monitoring infrastructure, then JETS shall coordinate with the monitoring infrastructure administrator.

3.3 Subtask 4.4.1 Systems Problem Resolution

The Contractor shall perform and report problem resolution in accordance with JSC corrective action procedure System Level Procedure (SLP) 4.14. The Contractor shall track, resolve, and report on anomalies associated with systems.

The Contractor shall coordinate outages with affected customers as per the IRD standard notification process as outlined in the Server Operations Management Plan (SOMP), JSC-29638 document.

The Contractor shall coordinate changes to the system configurations, with respect to C&A, with the ISSO and OSCO. Configuration changes shall be documented for inclusion in the security plan updates.

The Contractor shall attend weekly status meetings with the COTR or his/her designee. These meetings will status the previous week's accomplishments, next week's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting. On the first weekly meeting of the month, the performance standards, depicted in paragraph 3.7 of the SOW, shall be discussed along with plans for improving the standards.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

A system administrator shall be required to demonstrate knowledge appropriate for those tasks. This demonstration, referred to as the NASA System Administrator Security Certification, is a NASA funded two-tier assessment to verify that system administrators are able to:

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- Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
- Demonstrate knowledge in the understanding and application of Network and Internet Security.

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for three years. The NASA Chief Information Officer (CIO) has established the criteria for this skills assessment. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063. The contractor shall register all system administrators through the IRD Organizational Computer Security Manager (OCSM).

System Administrators shall also comply with personnel security investigations requirements as specified in JPG 2810.1. The Contractor's system administrators shall acquire IT security training in accordance with the JSC Policy Directive (JPG) 2810.1, JSC IT Security Handbook.

5. Training

The Contractor shall propose training for system administrators to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Period of Performance

The services in this task order shall be performed from October 1, 2008 through August 31, 2009.

7. Deliverables Required

For systems identified in the Information Resources Directorate (IRD) Inventory Database, the contractor shall develop and maintain all deliverables and documentation as required by the SOMP.

The Contractor shall provide a physical inventory plan per DRD 19.

The Contractor shall provide facility layout and power distribution drawings per DRD 18.

The Contractor shall provide status reports per DRD 07.

The Contractor shall provide system accounting data as described in Systems Accounting Data (ECF) (DRD-17) to be collected and summarized by user, organization, and program supported. Additionally, the MSC/NASTRAN application shall be tracked in the same way.

The Contractor shall provide a hurricane plan per DRD 22.

JSC Enabling Technology and Security (JETS)
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The Contractor shall provide metrics report per DRD 03.

The Contractor shall provide performance management and capacity plan per DRD-11.

The Contractor shall update and submit security plans for approval per DRD 14.

8. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information may be processed outside of the JATS system.

9. Metrics

The Contractor shall provide monthly metrics on Customer Satisfaction, System Administrator Productivity, System Availability, data restore time, time to repair hardware, and time taken to return to service as specified in DRD-03 Metrics Reports. Availability metrics shall clearly contrast a system's availability with unscheduled and scheduled outages.

Definition of the availability metric uses the following formula:

Principal Period of Performance (PPP) less unscheduled outages (UO) quantity divided by
Principal Period of Performance

or

Availability = ((PPP-UO)/PPP).

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$2,173,186.52
Maximum Award Fee	\$143,583.28
Total Cost:	\$2,316,769.80

National Aeronautics and Space Administration
Lyndon B. Johnson Space Center
Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

Page 1 of 1

1. Order No.
JETS-IT-09-02
Contract: NNJ04JA53C

2. Date of Order
See date in block 10

NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
Certified for National Defense under DPAS (15 CFR 700) DO-C9

3. Issuing Office:
NASA Johnson Space Center, 2101 Nasa Parkway
Houston, TX 77058-3696
Org./Buyer: Maria Alberty

Tel No.: 281.244.5338 Fax: 281.333.0452
E-mail: maria.i.alberty@nasa.gov

4. Ship To:
Transportation Officer, Building 421
NASA Johnson Space Center
Houston, TX 77058-3696
Mark For: **Accountable Property**

Order No.: JETS-IT-09-02

5. Contractor:
MEI Technologies, Inc.
Attn: Linda Slaman
2525 Bay Area Boulevard, Suite 300
Houston, TX 77058

Phone: 281-283-6155 x Fax: 281-283-6162

TIN: CAGE CODE:

6. Deliver On or Before: 08/31/2009

F.O.B. Point: Destination

Discount Terms: Net 30 Days.

7. BILLING ADDRESS:
NASA Johnson Space Center
Attn: LF231/Accounts Payable Group
Houston, TX 77058-3696
Order No.: JETS-IT-09-02

8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor () is, () is not required. Sign below if required and return to contracting officer.
Name: _____ (Person authorized to sign)
Signature: _____ Date: _____

10. Name: Frances L. Mahan

Signature: Frances L. Mahan Date: 12/19/08
CONTRACTING OFFICER

11. Schedule						
ITEM NO	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Storage Support	1	JOB		\$435,076.07	
	Estimated Cost:			\$ 410,846.63		
	Maximum Award Fee:			\$ 24,229.44		
	Total Estimated Cost and Fee:			\$ 435,076.07		

12. For JSC Internal Use Only:
Requisition No.: N/A COMP. PART. PPC: _____
Rissue To: IT4/Ruben Reyes

13. Total

\$ 435,076.07

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
TO CONFORM TO THE CONTRACT.
ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-OPS09-IT-02** – Consolidated Information Resources Directorate (IRD)
Storage Area Network (CISAN) Administration

Approved Technical Evaluation Received 10/7/08

Performance Period: October 1, 2008 – August 31, 2009

Funding Organization(s):

Task Order Value:

Cost:	\$410,846.63
Maximum Award Fee	\$24,229.44
Total Cost:	\$435,076.07

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-OPS09-IT-02 - Consolidated Information Resources Directorate (IRD) Storage Area Network (CISAN) Administration – Consolidated Systems Management (CSM)

2. Technical Monitor Representative (TMR)

Primary: Hung V. Luu/IT4
Alternate: Hector Saenz/IT4

3. Narrative Task Description

The Contractor shall be responsible for the administration, operation, and development for IRD storage component of the CISAN Systems, as specified in the JETS Statement of Work (SOW) Section 4.1.2, 4.2.2, 4.3.2 and 4.3.5.

The individual components of the CISAN include storage arrays, tape backup systems, virtual tape libraries, master backup servers, media servers, fibre channel switches, related cables, backup tapes, and the Storage management software as baselined in IRD Inventory Database.

The Contractor shall provision storage allocations per approved Service Requests (SRs) in the Customer Service Systems (CSS) within 10 business days, including any access rights required, if unallocated storage is available. If unallocated storage is not available, then provisioning shall be completed within 10 business days of storage becoming available. The Contractor shall prepare and submit any Outsourcing Desktop Initiative for NASA (ODIN) SRs for network modifications or JETS SRs for Central Computing Facility (CCF) power or fiber modifications needed to provision new requirements. All SRs must be approved by TMR.

The Contractor shall manage zoning on the CISAN fabric to maintain isolation between Storage resources and their related end user systems. Any zoning required to enable provisioning shall also be completed within the same 10 business days.

In addition, the Contractor shall maintain the configuration-managed architecture diagram of the CISAN, as well as the configuration-managed document listing the hardware model numbers and serial numbers of all CISAN components. This also includes the installation procedures, applicable software license codes, reboot procedures, backup procedures, restore procedures, and the procedures to open maintenance trouble calls.

The Contractor shall follow the IRD Configuration Management (CM) Project Management process to make any approved changes of the baselined architecture. The Contractor shall submit a Change Request (CR) to reflect the changes after the implementation within 7 business days.

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NNJ04JA53C

The Contractor shall monitor the performance of the CISAN components using the Government-supplied Symantec CommandCentral Storage, Symantec Veritas Backup Reporter(VBR), and Symantec Micro Measure applications.

The Contractor shall collect CISAN performance data for trend analysis, and provide on-line summaries. The Contractor shall submit a report that has the data parameters for trend analysis to the TMR for approval 60 days after initiation of this Task Order.

The Contractor shall perform problem identification, resolution, root cause analysis (RCA), and corrective action, if necessary. The Contractor shall submit a RCA report if an incident occurs.

The Contractor shall keep track of problem tickets that related to CISAN systems, and the TMR has access to the information.

The Contractor shall backup and restore the systems and servers as defined in the IRD Inventory Database per the Server Operations Management Plan (SOMP), JSC 29638.

The Contractor shall retain system security logs (Application, Security, and System) at least six months.

The Contractor shall also keep monthly Disaster Recovery (DR) tapes off-site for 1 year.

The Contractor shall backup the Operating System, system states, and system services at least monthly (and when modified).

The Contractor shall backup user/application data based on user requirements.

For data restoration, the Contractor shall restore the data based on the following formulas, in addition to a two hour response window for the request during core business hours:

- Data backed up between 1 day to 30 days ago. The minimum restoration rate is 2 hours plus 400 MB per minute.
- Data backed up between 30 days to 60 days ago. The minimum restoration rate is 24 hours plus 400 MB per minute.
- Data backed up more than 60 days ago. The minimum restoration rate is 48 hours plus 400 MB per minute.

For example, if 10 GB of data was backed up within the last 30 days, then the restoration of that data must be completed in 2 hours, 25 minutes, (2 hrs +10 GB*(2.56 min/GB)).

The Contractor shall perform this task in compliance with configuration management, 508 compliance, export control, property control and safety requirements as specified in the contract. The contractor must adhere to the standard IRD practices and procedures as outlined in SOMP.

The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM Central Standard Time in order to accomplish successful day-to-day CSM operations.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide support to the user community for issues that are related to the CISAN, including receiving and documenting incoming calls and requests, handling CISAN-related calls that are forwarded from associate contractors, and working directly with end-users and associate contractors as required to resolve user-reported issues. Based on the current environment, it is estimated that eight (8) hours per week are currently required for the investigation and resolution of user-reported issues. The contractor shall respond to each call within one (1) business hour.

The Contractor shall attend monthly status meetings with the COTR or his/her designee. These meetings will status the previous month's accomplishments, next month's planned tasks, and technical, personnel, and budget issues. Corrective actions, if warranted, for issues shall be discussed during this meeting.

The Contractor shall attend weekly status meetings with the TMR for this Task Order.

The Contractor shall assist the Government in performing technical, security assessment related to system changes and upgrades. The Contractor shall assist the Government in developing or updating JSC Information Technology Security Plans related to Storage systems. The Contractor shall also be responsible for meeting the requirements of the I/T Security Plan including the Certification and Accreditation (C&A) process, related to CMS systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2008 through August 31, 2009.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training requests via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

6. Deliverables Required

The Contractor shall use Government provided software to produce online storage utilization, backup, and recovery reports for JETS servers that are connected to the CSM components as defined in the IRD IT Inventory Database.

The Contractor shall provide online monthly reports on storage growth trend statistics to include the amount of used storage, amount of available storage, and which organizations are using the storage.

The Contractor shall provide a monthly summary report for any unplanned outages occurring during previous month.

The Contractor shall maintain a physical inventory of the backup tapes and fibre channel cables for the CSM systems. If additional tapes are required, the contractor shall purchase the tapes, and cleaning cartridges to meet the requirements. All purchases must be coordinated through the TMR.

The Contractor shall maintain the system configuration of all CSM components which include storage arrays, tape backup systems, virtual tape libraries, physical tape libraries, master backup servers, media servers, and fiber channel switches.

If additional fibers are needed, the Contractor shall procure the additional fibers. All purchases must be coordinated through the TMR.

The Contractor shall include availability metrics for the CISAN provided per Data Requirements Document (DRD) 03.

The Contractor shall include CISAN status reports provided per DRD 07.

The Contractor shall include CISAN performance management and capacity plan provided per DRD 11.

The Contractor shall maintain a current Security Plan for the CISAN, as specified in DRD 14 IT Security Plans.

The Contractor shall include safeguards for the CISAN in the hurricane plan provided per DRD 17.

The Contractor shall include the CISAN components in the facility layout and power distribution drawings provided per DRD 18.

The Contractor shall include the CISAN components in the physical inventory plan submitted per DRD 19.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall provide a weekly summary report for the status of server backups for all JETS-maintained servers, and tape usage per Data Requirements Document (DRD) 21.

The Contractor shall update the CISAN components firmware and software in accordance with the JSC Information Technology Security Handbook, JPR 2810.1, and System Operations Management Plan, JSC 29638, guidelines.

All data generated through this Task Order is non proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government.

7. Special Requirements

At the direction of the TMR or COTR, work duties may be prioritize to satisfy an emergency customer need. For example, installation of an emergency security patch for all servers by a certain timeframe. This waives the three day customer notification requirement.

The contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The contractor shall evaluate the sensitivity of all data prior to submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

8. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD 03 Metrics Reports, and other reports as defined in Section 6. Availability metrics shall clearly contrast a system's availability with unscheduled and schedule outages.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$410,846.63
Maximum Award Fee	\$24,229.44
Total Cost:	\$435,076.07

National Aeronautics and Space Administration
 Lyndon B. Johnson Space Center
 Houston, TX 77058

ORDER FOR SUPPLIES OR SERVICES

1. Order No. JETS-IT-09-03 Contract: NNJ04JA53C	2. Date of Order See date in block 10	NOTE: MARK ALL PACKAGES AND PAPERS WITH ORDER NO.
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3. Issuing Office: NASA Johnson Space Center, 2101 Nasa Parkway Houston, TX 77058-3696 Org./Buyer: <u>Maria Alberty</u> Tel No.: <u>281.244.5338</u> Fax: <u>281.333.0452</u> E-mail: <u>maria.j.alberty@nasa.gov</u>	4. Ship To: Transportation Officer, Building 421 NASA Johnson Space Center Houston, TX 77058-3696 Mark For: Accountable Property Order No.: <u>JETS-IT-09-03</u>
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5. Contractor: MEI Technologies, Inc. Attn: Linda Slaman 2525 Bay Area Boulevard, Suite 300 Houston, TX 77058 Phone: 281-283-6155 x Fax: 281-283-6162 TIN: CAGE CODE:	6. Deliver On or Before: <u>08/31/2009</u> F.O.B. Point: <u>Destination</u> Discount Terms: <u>Net 30 Days.</u>
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	7. BILLING ADDRESS: NASA Johnson Space Center Attn: LF231/Accounts Payable Group Houston, TX 77058-3696 Order No.: JETS-IT-09-03
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8. Type of Order:
 PURCHASE: Please furnish the following in accordance with the conditions specified on this order. Reference: _____
 DELIVERY: Except for the Terms and Conditions of Purchase Order listed on the following page, this delivery order is subject to instructions contained on this form and is issued subject to the terms and conditions of contract number: NNJ04JA53C

9. Written acceptance of this order by contractor <input type="checkbox"/> is, <input checked="" type="checkbox"/> is not required. Sign below if required and return to contracting officer. Name: _____ (Person authorized to sign) Signature: _____ Date: _____	10. Name: <u>Frances L. Mahan</u> Signature: <u>Frances L. Mahan</u> Date: <u>12/19/08</u> CONTRACTING OFFICER
--	--

11. Schedule						
ITEM NO.	DESCRIPTION	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
1	Network Performance Monitoring	1	JOB		\$109,909.84	
	Estimated Cost: \$				103,547.13	
	Maximum Award Fee: \$				6,362.71	
	Total Estimated Cost and Fee: \$				109,909.84	

12. For JSC Internal Use Only: Requisition No.: <u>N/A</u> <input type="checkbox"/> COMP. <input type="checkbox"/> PART. PPC: _____ Rissue To: <u>IT4/Ruben Reyes</u>	13. Total \$ 109,909.84
--	--------------------------------

14. Quantities in "Quantity Accepted" Column Have Been
 INSPECTED ACCEPTED RECEIVED
 TO CONFORM TO THE CONTRACT.
 ACCEPTANCE WILL BE AT JSC UNLESS OTHERWISE NOTED. BY: _____

Authorized U.S. Government Representative Date _____

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

Task Order Approvals

Task Order: **JETS-OPS09-IT-03** – Network Performance Monitoring

Approved Technical Evaluation Received: 8/8/08

Performance Period: October 1, 2008 – August 31, 2009

Funding Organization(s):

Task Order Value:

Cost:	\$103,547.13
Maximum Award Fee	\$6,362.71
Total Cost:	\$109,909.84

Approved By: _____
JSC JETS Budget Analyst Date

Approved By: _____
JSC JETS TMR Date

Approved By: _____
JSC JETS COTR Date

Approved By: _____
Manager, IT Information Technology Division Date

Approved By: _____
JSC JETS Contracting Officer Date

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Order Number/Title

JETS-OPS09-IT-03 – Network Performance Monitoring

2. Technical Monitor Representative (TMR)

IT2/Jose A. Nunez-Zapata

3. Narrative Task Description

The Contractor shall provide the Government with assessment, definition, planning, implementation, analysis, administration and ongoing operations of the Network Engineering group network traffic monitoring systems in accordance with SOW 4.4.

The Contractor shall perform network traffic monitoring, network traffic analysis, network testing and network troubleshooting on the Johnson Space Center Integrated Network System (JSC INS) which includes the Isolation Network and the Wide Area Network (WAN) Interface. Upon request, the Contractor shall monitor traffic and analyze other on-site networks. Data obtained from the monitoring process shall be analyzed and archived to provide historical statistics and data for trend analysis. Graphical reports of this data shall be generated and presented to appropriate personnel as requested by the COTR or his/her designee.

The Contractor shall perform hardware and software requirements definition and operations for new network traffic monitoring, network traffic analysis, modeling, and management systems. The Government estimates 3 hardware or software monitoring system changes shall be implemented during performance of this task order. In addition, the Contractor shall develop and meet project schedules for the implementation of the new systems. Schedules shall be coordinated with the COTR or his/her designee.

The Contractor shall monitor traffic. Monitoring shall be accomplished through the use of (but shall not be limited to) the following systems:

- Nixsun NetVRC 3.0 (2 units)
- Solarwinds/Orion Network Performance Monitor (1 unit)
- Big Brother BB4 (1 unit)
 - Nagios Monitoring
 - Multi Router Traffic Grapher (MRTG)
- NetOptics Tap (3 units)
- Out of Band Monitoring Network (OOBMON)
 - Gigamon, GigaVUEs and Fluke Network, Link Analyzers

The Contractor shall perform assessment, analysis and troubleshoot issues regarding network traffic monitoring tools and their respective operating system (Windows NT/2000/2003/XP, Unix and Linux).

The Contractor shall maintain a thorough understanding of existing and emerging IT Internet technologies by providing training to each network analyst in the appropriate classes in order to

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

develop solutions to implement customer's requirements. In addition the Contractor shall propose new ideas in which the JSC Network Traffic Monitoring, Management and Operations can be improved.

The Contractor shall provide technical support to review boards such as the Network Access Control Board (NACB), the Information Resources Directorate Control Board (IRD ICB) and others as necessary to provide technical expertise for project design alternatives, provide status of the project implementation, and ensure all project tasks are meeting milestones. The Contractor shall assist the Government in preparing presentations in support of the above mentioned boards.

The Contractor shall meet with technical, managerial and computer security personnel from customer organizations to understand and report on detailed computer network connectivity requirements.

The Contractor shall comply with all JSC IT policies and ensure that IRD management approves all information before it is disseminated externally.

The Contractor shall maintain personnel onsite Monday through Friday, 8:00 AM – 5:00 PM excluding federal holidays in order to accomplish successful day-to-day operations of the network traffic monitoring, analysis, modeling and management systems listed above. In addition, the Contractor shall provide 24/7 on-call support for all security related incidents which may adversely affect the JSC institutional network. The 24/7 on-call support shall be accomplished via a Government-provided pager.

The Contractor shall provide support to the network engineering team for issues that are related to the network connectivity, including documenting requests to troubleshoot network connectivity issues, and working directly with end-users and associated Contractors as required to resolve them. In addition, the Contractor shall provide an electronic report documenting issues, data gathering, analysis results and recommendations within five (5) business days of initial data capture. For issues in which the five (5) business day metric is not met the Contractor shall provide a rationale for not meeting the metric.

The Contractor shall respond (make contact with the customer, gather the problem description and schedule time for monitoring) to each troubleshooting request within one (1) business day.

The Contractor shall monitor network traffic on a daily basis using the network traffic monitoring tools provided by IRD. In addition, the Contractor shall investigate and report any traffic anomalies found to the COTR or her/his designee within four (4) hours.

The Contractor shall provide any necessary materials (e.g. fiber patch cables, labeling materials) needed for the completion of work on this task order. The Program Manager shall coordinate material purchase requests via e-mail with the TMR and provide e-mail notification to the COTR or his/her designee prior to expenditure of funds.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the Contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

All data generated through this contract/task order is non proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government.

4. Period of Performance

The services in this task order shall be performed from October 1, 2008 through August 31, 2009.

5. Deliverables Required

The Contractor shall provide project status, as specified in DRD-07 Contractor Status Report.

The Contractor shall communicate user problem requests to the TMR and provide status on efforts spent analyzing and resolving the issues.

The Contractor shall develop and submit a weekly electronic report using the network traffic monitoring tools provided by IRD, with daily traffic statistics for the distribution layer network links. The report shall be available by Monday close of business day. The report shall contain the following metrics data. This report is subject to change based on requirement needs.

Data Communications Metrics

- **Device Availability:** is measured in terms of lost service connections as a percentage of the total network devices
 - Percentages will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – 100% \geq Device Availability Metric \geq 98%
 - Yellow – 98% $>$ Device Availability Metric \geq 95%
 - Red – Device Availability $<$ 95%
- **Traffic Integrity:** is measured at the distribution layer in terms of the parameters below:
 - Daily Number of Network Segments with Frame Discards vs. total segments
 - Daily Number of Network Segments with Frame Errors vs. total segments
 - Daily Number of Network Segments with over 60% Bandwidth Utilization Averaged over Five Minutes vs. total segments

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

- Percentages will be coded Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0\% \leq \text{Traffic Integrity Metric} \leq 2\%$
 - Yellow – $2\% < \text{Traffic Integrity Metric} \leq 5\%$
 - Red – $\text{Traffic Integrity Metric} > 5\%$
- Response Time: Number of Instances for which Packet Delay between B46 and all distribution layer network devices is greater than 25ms
 - Data will be coded according to severity Green (everything is OK), Yellow (several devices were down) and Red (major Network problem)
 - Green – $0 \leq \text{Response Time} \leq 5$
 - Yellow – $5 < \text{Response Time} \leq 10$
 - Red – $\text{Response Time Metric} > 10$

In addition any traffic anomalies found during that week shall be documented in this report.

The Contractor shall provide an electronic report per support task assigned by the network engineering team documenting the issue, data gathering, analysis results and recommendations within five (5) business days of initial data capture, unless otherwise directed by TMR.

6. Training

Training shall include attendance by one individual at an annual network training/conference (Cisco Networkers). The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

7. Special Requirements

None

8. Metrics

Network traffic report shall be delivered close of business day each Monday 95% of the time.

The analysis report shall be delivered within five (5) business days 95% of the time.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$103,547.13
Maximum Award Fee	\$6,362.71
Total Cost:	\$109,909.84

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

1. Task Number/Title

JETS-OPS09-IT-04 Maintenance Agreements and License Renewals

2. Technical Monitor Representative (TMR)

Primary: Robert Brasher/IT4

3. Narrative Task Description

The Contractor shall track hardware warranties and software licenses, renewal of hardware maintenance, software licenses, and software support contracts, for the systems specified in the Information Resources Directorate (IRD) IT Maintenance Database. The Contractor shall also negotiate and establish maintenance agreements and software license and support renewals with the vendors and report status of this activity per DRD-07 (Contractor Status Report). This task order shall be accomplished in accordance with Statement of Work element 4.3.5.

Additional hardware and software may be added and deleted during the term of the task order. The Contractor shall ensure additions and deletions are posted to the IRD IT Maintenance Database within 7 calendar days from the receipt of an approved IRD Service Request (SR) in the Customer Service System (CSS) and concurrence from the TMR of this task order.

The Contractor shall provide a point of contact for IRD customers to coordinate the maintenance schedules. This includes stand-alone equipment and software located in the IT Maintenance Database under the JETS Non-IRD EA, and JETS Non-IRD JA systems.

The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task order. In addition, to effectively perform and manage the work detailed in this Task order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Performance Standards

None.

**JSC Enabling Technology and Security (JETS)
NNJ04JA53C**

5. Period of Performance

The services in this task order shall be performed from October 1, 2008 through August 31, 2009.

6. Deliverables Required

The Contractor shall provide a Maintenance Agreement and License Renewal Plan for assigned items listed in the IT Maintenance Database per DRD-01 (Management Plan).

The Contractor shall provide monthly reports on License Renewal and Maintenance agreement changes for the hardware and software in the IT Maintenance Database. These reports shall include the amount of non-labor cost for each of the following systems:

Engineering Computation Facility	MA, OA
CFO Systems	LA
IRD IT Security Systems	IA
IRD CSS/CR945	IA
IRD Web	IA
NetIQ	IA
Consolidated Systems	IA
CSM	IA
NASAPOST	IA
Network Miscellaneous	IA
DDMS/EDCC	IA
Imagery Systems	IA
PAO Systems	AP
JSC Search	IA
EOC	JA
EA Org	EA
JA Org	JA

The Contractor shall provide monthly reports on the 30-60-90 day maintenance agreement/license renewal plan for review at a joint NASA/JETS meeting.

7. Training

The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

8. Special Requirements

The Contractor shall utilize the JSC Action Tracking System (JATS) to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to

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submission into the JATS system. Data that contains sensitive information can be processed outside of the JATS system.

9. Metrics

On a monthly basis, the Contractor shall report metrics specifying

1. Number of licenses and maintenance agreements renewed on time.
2. List of licenses and maintenance agreements renewed on time.
3. Number of licenses and maintenance agreements not renewed on time.
4. List of licenses and maintenance agreements not renewed on time.

The Contractor shall achieve 100% on time completion of software license renewals and hardware maintenance agreements before expiration of current agreements.

10. Total Cost Summary and Cost Phasing by Month

Cost:	\$1,279,382.18
Maximum Award Fee	\$5,704.39
Total Cost:	\$1,285,086.57

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Task Order Approvals

Task Order: **JETS-PMO09-01** – Program Management Office (PMO) Contract Management and Administration

Approved Technical Evaluation Received 9/8/08

Performance Period: October 1, 2008 – August 31, 2009

Funding Organization(s):

Task Order Value:

Cost:	\$892,099.85
Maximum Award Fee	\$52,618.07
Total Cost:	\$944,717.92

Approved By: _____ Date _____
JSC JETS Budget Analyst

Approved By: _____ Date _____
JSC JETS TMR

Approved By: _____ Date _____
JSC JETS COTR

Approved By: _____ Date _____
Manager, IT Information Technology Division

Approved By: _____ Date _____
JSC JETS Contracting Officer

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1. Task Order Number/Title

JETS-PMO09-01 – Program Management Office (PMO) Contract Management and Administration

2. Technical Monitor Representative (TMR)

Primary: Ruben Reyes/IT
Alternate: Juan Galvez/IT

3. Narrative Task Description

The contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in the JETS Statement of Work (SOW). The Contractor shall manage the full system life cycle for JETS systems, including design, acquisition, operations, and maintenance for current, modified, and new systems identified under this contract in accordance with the NASA approved Management Plan (DRD-01).

All data generated through this contract/task order is considered non-proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government.

3.1 Safety, Health and Environmental Compliance

The Contractor shall ensure the protection of personnel, property, equipment, and the environment in all Contractor products generated and activities undertaken for institutional and space flight program objectives.

The Contractor shall comply with a NASA-approved safety, health and environmental compliance plan as specified in DRD-06 (Safety, Health and Environmental Compliance Plan). The Contractor shall develop and implement risk management techniques, including risk assessment, to be applied to hazards identified from analyses of activities and products (DRD-01 Management Plan). The purpose of these risk management techniques is to eliminate or control hazards as specified in NASA hazard reduction policies and requirements. The Contractor shall develop and maintain a lessons-learned database per DRD-12 (Safety, Reliability and Quality Assurance [SR&QA] Lessons Learned). Monthly safety and health metrics shall be provided per DRD-13 (Safety and Health Metrics). The Contractor shall also provide a hurricane/severe weather plan as specified in DRD-17 (Hurricane/Severe Weather/Emergency Plan) and conduct and safety and health self-evaluation per DRD-15 (Safety and Health Program Self Evaluation). The Contractor shall establish and maintain a Quality Management System (QMS) that complies with ANSI/ISO/ASQC Q9001-2000. Alternately, the Contractor's QMS need not be certified if the Contractor proposes to follow the JSC quality system in its entirety.

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The Contractor shall perform safety walk-throughs, report safety issues, and address and resolve close calls, under floor alarms, and facility outages.

3.2 Information Technology Security

The Contractor shall ensure that security plans and managed, updated and submitted for approval per DRD 14.

3.3 Information Technology (IT) Capitol Planning and Investment Control (CPIC) Planning

TBD

3.4 Quality

The contractor shall comply with its documented Quality Processes (DRD-09, Quality Processes - Procedures). JSC will review these documents to ensure they do not conflict with the JSC quality management system. The contractor shall submit and comply with the Government approved Quality Plan as required in DRD-05 (Quality Plan).

3.5 Records Management

NASA-owned, Contractor-held records, regardless of physical format and as identified in task orders, shall be managed by the Contractor in accordance with Title 36 of the Code of Federal Regulations, Chapter XIIB, Records Management and NASA Policy Directive (NPD) 1440.6, NASA Records Management Program. The Contractor shall maintain records appropriately and administer the disposition of records and non-records in accordance with NPG 1441.1, NASA Records Retention Schedules, which has been approved by the CO and the National Archives and Records Administration. The Contractor shall provide details concerning on-site personnel per DRD-10 (Reports, Onsite Contractor - Headcount).

3.6 Work Authorizations

The CO authorizes work via Task Orders. In addition to requirements identified in the SOW, Task Orders will specify requirements, indicate schedules and identify required quality levels.

3.7 Facility Management

The Contractor shall be the alternate facility manager of Building 46. This requires performing electrical management, initiating and tracking implementation of facility requests, performing safety inspections, and coordinating installation and removal of systems. While performing facility management functions, the contractor shall adhere to the Center Operations Directorate (COD) Facility Manager Handbook and the Roles of a Facility Manager located in Attachment J-3, Technical Library. For other facilities where the contractor has responsibility for equipment, but is not the facility manager, the contractor shall comply with safety and facility rules, restrictions and guidelines.

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3.7.1 Facility Layout Drawings

The Contractor shall conduct weekly inspections of Building 46 to determine modifications to the layout of the facility. Modifications observed during the weekly inspections shall be compiled and documented in both the electronic and hard copy facility drawings. Facility Layout Drawings shall be provided and maintained by the contractor as specified in DRD-18 (Facility Layout Drawings).

3.7.2 Electrical Management

The Contractor shall perform installation of new circuits for computer systems as required to accomplish the work defined in the Task Orders. The Contractor shall coordinate and schedule higher voltage (480 volts and above) circuitry work with the JSC COD Facility Engineering Electrical Branch. Coordination and scheduling activities shall include initiating and tracking facility modification requests for electrical work. Prior to installation or removal of server systems or network devices, the Contractor shall perform power resource analysis to assure proper electrical power balancing across power distribution units, uninterruptible power supplies, and the overall grid system for building 46. The contractor shall also provide power distribution drawings per DRD JETS-18, Facility Layout Drawings. The Contractor shall perform and record monthly preventive maintenance (PM) on power distribution units, power panels, alarm systems, as well as all security and safety lighting and cameras within the computer systems facility in Building 46.

As defined in the Task Order, PM shall be performed as recommended by the equipment manufacturer or vendor. The documentation of PM shall be on a format chosen by the contractor and submitted electronically to the CO and COTR on a monthly basis in the contractor status report (DRD-07). The Contractor shall also inspect and coordinate PM for air handlers and Uninterruptible Power Supply (UPS) systems in Building 46.

3.7.3 Installation and Removal

The Contractor shall coordinate the installation and removal of systems and equipment. Removal shall include deletion of all sensitive data. Installation and removal activities require coordination with the COD Facility Engineering Electrical Branch, the property custodian and Organizational Computer Security Manager (OCSM). Coordination is also required with system administrators to assure compliance with the Server Operations Management Plan (SOMP), including NASA tagging of equipment and cables, logistics of delivery, placement, or removal of equipment. The Contractor shall coordinate and expedite all under floor work, including excess cable removal. In addition, the Contractor shall be responsible for initiating, tracking, and expediting facility work, including work performed by JETS, by COD or other parties.

3.8 Property Management

The contractor shall provide a Physical Inventory Plan (DRD-19) to describe the method of administering Government property. The contractor shall conduct inventories for the government property identified in Attachments J-8 and J-10. The contractor shall serve as

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property custodian for the Installation Accountable Government Property identified in Attachment J-10.

3.7 JETS Metrics

The Contractor shall calculate and report, metrics in accordance with DRD-03 (Metrics Reports). Prior to the beginning of the Government Fiscal Year (FY), the Contractor shall recommend for CO approval any changes to metrics to be tracked and reported during the upcoming FY. The government will evaluate the Contractor's performance in accordance with the following table:

Performance Standard	Baseline	Basic	Option 1	Option 2	Option 3
Systems Administrator Productivity	Minimum of 13 servers	Contractor to propose.	Contractor to propose. Contractor shall work to increase efficiencies during the course of contract performance.		
System Availability	Per J-7	Contractor to propose.	Contractor to propose. Contractor shall work to increase efficiencies during the course of contract performance.		
**Customer Satisfaction	Minimum score of 4 out of 5.	Minimum score of 4 out of 5.	Minimum score of 4 out of 5	Minimum score of 4 out of 5.	Minimum score of 4 out of 5.
License Renewals and Maintenance Agreements	100% on time	100% on time	100% on time	100% on time	100% on time

**Customer Satisfaction scores are as listed in DRD-03 (Metrics Report).

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through August 31, 2009.

5. Training

The Contractor shall propose training for personnel assigned to this task required to maintain competency on the assigned systems. The Program Manager shall coordinate all training request via e-mail with the TMR and provide e-mail notification to the COTR prior to expenditure of funds.

6. Deliverables Required

The contractor shall provide the following contract deliverables per the frequency specific in each specific Data Requirements Document (DRD):

- a. Provide status reports in accordance with the Contractor Status Report (DRD-07 Contractor Status Report).

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- b. Provide Information Technology Security Plans and Reports as defined in DRD-14 (Information Technology System Security Plans and Reports).
- c. Create and maintain a Capital Planning and Investment Control process. (DRD-02 Capital Investment Planning).
- d. Create, modify, maintain, and report resource information in accordance with the Plan (DRD-04, Resource Management Plan; DRD-20, Supplemental Cost Report; and NASA Procedures and Guidelines (NPG) 9501.2D NASA Contractor Financial Management Report).
- e. Provide re-procurement data in accordance with DRD-16 (Re-procurement Data Package).
- f. Provide wage and salary data per DRD-09 (Wage/Salary and Fringe Benefit Data).
- g. Report system and equipment performance in accordance with the performance management plan required by DRD-11 (Performance Management and Capacity Plan).
- h. Perform configuration management for all systems in accordance with the Information Resources Directorate (IRD) Configuration Management Plan Document JSC 29173.
- i. Perform system development in accordance with the IRD Project Lifecycle Guidelines, provided in draft form in Attachment J-3.
- j. Provide Backup and Restore reporting in accordance with DRD-21 (Server Backup, Restore & Tape Usage Report)
- k. Provide ECF Accounting reporting in accordance with DRD-22 (Systems Accounting Data (ECF))

For all documents referenced in the JETS contract, the contractor shall adhere to the most current versions unless otherwise specified

7. Special Requirements

None

8. Metrics

The Contractor shall complete and submit the deliverables above per the frequency specified in each DRD. In addition, the contractor shall provide inputs to Contract Surveillance Meetings scheduled by the COTR.

9. Total Cost Summary and Cost Phasing by Month

Cost:	\$892,099.85
Maximum Award Fee	\$52,618.07
Total Cost:	\$944,717.92

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Task Order Approvals

Task Order: **JETS-OPS09-XA-01** – System Administration and Sustaining Engineering

Approved Technical Evaluation Received 8/26/08

Performance Period: **October 1, 2008 – August 31, 2009**

Funding Organization(s):

Task Order Value:

Cost:	\$112,096.07
Maximum Award Fee	\$6,998.99
Total Cost:	\$119,095.06

Approved By: _____ Date _____
 JSC JETS Budget Analyst

Approved By: _____ Date _____
 JSC JETS TMR

Approved By: _____ Date _____
 JSC JETS COTR

Approved By: _____ Date _____
 Manager, IT Information Technology Division

Approved By: _____ Date _____
 JSC JETS Contracting Officer

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1. Task Order Number/Title

JETS-OPS09-XA-01 – Technical Assistance

2. Technical Monitor Representative (TMR)

Primary: Gregory Lestourgeon/XA

3. Narrative Task Description

- a. The Contractor shall be responsible for the daily IT support of the EVA Office (Code XA), as specified in the JETS Statement of Work (SOW) area 6.0.
- b. The Contractor shall provide support to ODIN and OneEVA for obtaining the concurrence of the Contracting Officer's Technical Representative (COTR) or his/her designee to perform all scheduled hardware and software upgrades, maintenance outages, and software patch installations.
- c. The Contractor shall be responsible for coordinating with associate contractors for all applicable software upgrades, maintenance outages, and software patch installations.
- d. The Contractor shall provide technical expertise at IRD boards and meetings, such as the Network Access Control Board (NACB). The NACB typically meets once each week for one to three hours. Additional ad-hoc special NACB meetings and other working group meetings may be required, generally not exceeding two to three hours per week. In addition, the Contractor shall attend the IT Steering Council (meets twice monthly) and the IRD Customer Forum (meets once a month). The Contractor shall report back to the organization any issues which will impact the organization. Information on IT events or new capabilities will either be distributed via email or discussed during staff meetings.
- e. The Contractor shall maintain adequate personnel onsite Monday through Friday 8:00 AM – 5:00 PM in order to accomplish successful day-to-day IT operations. In addition, the Contractor shall provide 24/7 on-call support for all security-related incidents which may adversely affect the EVA Office. The 24/7 on-call support shall be accomplished via a Contractor provided pager. If the Contractor detects or is notified via Government provided automated means (such as an e-mail or pager alert) of a potential security issue, the Contractor shall notify the JSC IT Security Office by calling the IT Security Duty Phone and coordinating as required with associate contractors. The Contractor shall assist all members of the EVA Office in reducing the number of unsolicited emails and work with the Consolidated Help Desk if a virus is suspected on a user workstation.
- f. The Contractor shall provide support to the EVA Office user community working directly with end-users and associate contractors to resolve user-reported issues. Based on the current environment, approximately twenty (20) hours per week are required for the investigation and resolution of user-reported issues. The Contractor shall make contact with the end-user within

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one (1) business day of a reported issue. The Contractor shall coordinate with off-site personnel assigned to the EVA Office and assure commonality of hardware/software (where appropriate).

- g. The Contractor shall provide support for users to check out end-user take-home software and maintain a log of checked out software.
- h. The Contractor shall provide support for the maintenance of the ODIN laptop loan pool for the EVA office. If the pool is ODIN-managed, this will include ensuring that ODIN has the correct information for log tracking (user and due date). Otherwise, the Contractor shall maintain the logs detailing the property tags, users, and due dates., In addition--if the pool is ODIN-managed--the Contractor will ensure that ODIN configures the laptops for individual users and ensuring wipe and load are performed when laptops are returned (if necessary).
- i. The Contractor shall assist ODIN/IRD in maintaining and assuring the accuracy of the Customer Service System database (i.e. verifying jack numbers on an SR). The Contractor shall receive all requirements for new IT or telephone equipment and write all Service Requests (SR's) required to obtain the IT or telephone equipment. The contractor shall write all SR's for moves within the EVA Office. The Contractor shall write all SR's for new ID's or changes to existing ID's. The Contractor shall review all SR's written for off-site EVA Office personnel. This is to assure accuracy and where new items are being purchased, assure these are in compliance with the EVA Office IT Plan by providing cost information to the EVA Office Budget Analyst or designee.
- j. The Contractor shall provide support for obtaining all file access rights for any share directory and maintain records.
- k. The Contractor shall review shared file storage (not home directories) usage for all EVA Office employees and advise when usage is 80% maximum. The contractor shall assist employees in efficient use of home directories. The Contractor shall provide assistance to employees in backing up data on individual hard drives, CD's or other media. The Contractor shall assist users in the use of their workstations/phones/printers/DVD/CD burners/scanners, etc.
- l. The Contractor shall gather requirements from all members of the EVA Office and coordinate with management. After approval of requested items has been received, the Contractor shall provide the requirements to the EVA Budget Analyst or designee and work together with the analyst in writing the IT Plan.
- m. The Contractor shall provide all information (such as log files, system configuration information, and system backups) requested by the COTR or his/her designee to support IT security incidents, investigations and forensics analyses. The Contractor shall provide assistance on reducing unsolicited email and respond to all virus incidents. The Contractor shall assure all office workstations have the latest anti-virus software loaded.
- n. The Contractor shall maintain a current Security Plan for the EVA Office, as required by IRD. The Contractor shall perform all duties as the Organizational Computer Security

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Representative (OCSR) as defined by IRD, and coordinate with the Organizational Computer Security Manager (OCSM).

o. The Contractor shall maintain a configuration-managed diagram of the EVA Office, as well as a configuration-managed document listing pertinent information--such as location, hardware, tag numbers, cable and jack numbers--of all EVA Project Office components, with applicable software license codes.

p. The Contractor will be provided office space, computer and phone in the EVA Office (this will be their permanent office).

q. The Contractor shall perform all the management functions, including technical and business management, necessary to plan, implement, track, report and deliver the required services described in this Task Order. In addition, to effectively perform and manage the work detailed in this Task Order, the contractor shall perform all the Contract Management functions detailed in Statement of Work area 3.0 Contract Management and Administration:

- 3.1 Safety, Health and Environmental Compliance
- 3.2 Quality
- 3.3 Records Management
- 3.4 Work Authorizations
- 3.5 Facility Management
- 3.6 Property Management
- 3.7 JETS Metrics

4. Period of Performance

The services in this Task Order shall be performed from October 1, 2007 through August 31, 2008.

5. Deliverables Required

- a) Security Plan reviews and updates for the EVA Office.
- b) Support IT Planning for the EVA Office.

6. Special Requirements

The Contractor shall utilize the JETS Online system to track action items pertaining to this task order. The Contractor shall evaluate the sensitivity of all data prior to submission into the JETS Online system. Data that contains sensitive information can be processed outside of the JETS Online system. "...All data generated through this contract/task order is non proprietary and is the property of the Government. The data, as well as any required tools to access the data, shall be made available to the Government..."

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7. Metrics

The Contractor shall provide monthly Customer Satisfaction and System Availability metrics as specified in DRD-03 Metrics Reports.

8. Total Cost Summary and Cost Phasing by Month

Cost:	\$112,096.07
Maximum Award Fee	\$6,998.99
Total Cost:	\$119,095.06