GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0003**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
NODIS	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
The NASA directives systems (NODIS) consists of NASA Policy Directives (NPDs), NASA Procedural Requirements (NPRs), and NASA Interim Directives (NIDs) that implement administration policy and statutory requirements and set forth Agency policies, regulations, delegations or authority, procedural requirements. Since the directives system is dynamic, the Directives Manager must ensure that all staff that use and apply NASA directives in their daily work have a complete, up-to-date set of NASA policy directives. Provide and ensure all NODIS documentation is current and provide conversion of documents into various formats (HTML, PDF, etc) for placement in the NODIS Library.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.6.2-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE:$108,550.19

L.K.D. 6-19-2010 6/18/2010

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Nanette Jennings / HQ LP030 / 202 358-0819		LaShawn K. Davis 6-18-10 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:		LaShawn K. Davis TYPED OR PRINTED NAME
17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10		

GSFC 18-45 (8/94)

CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

TASK/REVISION NO.:

0003 Rev - / NODIS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

To achieve this end, the Office of Internal Controls and Management Systems, has developed the NASA Online Directives Information System (NODIS). NODIS consists of:

- The Directives Management System (DMS) - manages the concurrence, approval, document tracking, and archival processes. The DMS is a management tool used by the NASA Directives Officer and NASA Directives Managers
- The NODIS Library - provides the Agency with easy access to current NASA Directives. The library is a full text retrieval system available to all NASA employees, contractors, partners, customers, other agencies, and the public.

The contractor shall perform the following minimum requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

TASK/REVISION NO.:

0003 Rev - / NODIS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.
4. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
5. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
6. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
7. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
8. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
9. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0004**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
NESS Project	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

The NASA NF1018 Electronic Submission System (NESS) tracks property in the custody of contractors for each NASA Center residing on a central server at GSFC. Contractors are required to submit changes to property records via the web based system. DoD Property Administrators and NASA personnel review the submissions and verify their accuracy. In addition, the system is used to track a variety of contract property related data points. These include contract information such as contract clauses, contact information, basic performance dates, contractor property system status and related elements. Coordinate input from all NASA Centers on the NESS Program. Update the application documentation both in hardcopy and by posting to the web site.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.4-1, SLA 6.1.4-2, ~~SLA 6.1.4-3~~, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

LKP 6/18/10 JWK 6/18/10

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $82,578.94

13. TASK ORIGINATOR/MONITOR/CODE/PHONE: Mike Showers / HQ OJG / 202 358-0272		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	LaShawn K. Davis 6/18/10 CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10		
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm		LASHAWN K. DAVIS TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

0004 Rev - / NESS Project

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The contractor shall perform the following minimum requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.

TASK/REVISION NO.:

0004 / NESS Project

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

4. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
5. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
6. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
7. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
8. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
9. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0005**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
TOMS	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide support in the development and sustaining engineering of the Task Order Management System (TOMS). Scope is expanded during this period to meet increased programming requirements as needed by the project sponsor. Several Codes are going to implement TOMS for their contracts however several significant changes need to be made to ensure those requirements are met.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

OTHER (FUNDING, NTE, HOURS, ETC.): TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $106,406.32

12. TASK ORIGINATOR/MONITOR/CODE/PHONE:		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
April Hildebrand / 722 / 6-5680		LaShawn K. Davis 6-18-10 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10		LaShawn K. Davis TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm		

GSFC 18-45 (8/94)

TASK/REVISION NO.:

0005 / TOMS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The contractor shall perform the following minimum requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.

TASK/REVISION NO.:

0005 / TOMS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

4. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
5. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
6. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
7. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
8. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
9. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0006 Rev -**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
CHATS	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

In support of the "Contractor Held Asset Tracking System" (CHATS), the contractor shall provide both technical and administrative business information services. This is continuing support to provide operational support on a daily basis.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):

TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $4,626.65

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Lynne Carey / HQ-BF / 202-358-4552		LaShawn K. Davis 6-18-10 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10		LaShawn K. Davis TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm		

GSFC 18-45 (8/94)

TASK/REVISION NO.:

0006 / CHATS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The contractor shall perform the following minimum requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.

TASK/REVISION NO.:

0006 / CHATS

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

4. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
5. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
6. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
7. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
8. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
9. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0007**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
NASA Agency Student Intern System	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

GSFC has the lead in developing an Agency-wide system to support the recruitment, application and selection of students for NASA internships, fellowships and scholarships. Software developer support is required to continue the coding and testing of program modules in compliance with the documented requirements to support a go-live of release 1.0 on September 13, 2010. Developer support is needed for coding, testing, and requirements analysis to support change requests and new requirements for release 1.1 scheduled for deployment on November 30, 2010.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: ~~Software Engineering Management Plan (SEMP)~~, Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 6.6.2-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT:$ [redacted]
TARGET PRICE: $ 479,633.64

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Debbie Sharpe / 740 / 6-4503		6/18/2010
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/18/10		NATESA R. ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions 6/18/10		

GSFC 18-45 (8/94)

TASK/REVISION NO.:

0007 NASA Agency Student Intern System

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task.

The contractor shall perform the following minimum requirements;

Implement an IT service portfolio ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.

Support project teams in implementing any specific new infrastructure/ server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.

Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.

Provide database developmental support, including initial design, creation, testing, and implementation.

Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.

Ensure all changes to configuration items (CI) are authorized by the appropriate government and/or contractor personnel through formal communications, properly recorded, and applied to all services and CIs throughout the service lifecycle to provide effective and efficient Change Management processes.

Ensure that asset management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise.

Implement an effective and comprehensive service transition activity including the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service. Effectiveness includes ensuring customer, user and service management satisfaction with the service transition practices and output, including, but not limited to user documentation and training.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 3

TASK/REVISION NO.:

0007 NASA Agency Student Intern System

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

The activities include:

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. ~~Develop and document a Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.~~ NLK 6/18/10 Ensure compliance w/ SEMP. 6/18/10
   Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
4. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
5. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
6. Maintain and sustain applications and systems supporting institutional and base operations disciplines for GSFC business applications as well as Goddard-developed Agency-wide applications.
7. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
8. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
9. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

Incorporate Task Plan By Reference

End of Task

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1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0008**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ES&ID Support Services	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

The NASA Office of the Chief Information Officer (OCIO) provides leadership, planning, policy direction, and oversight for the delivery and management of NASA information and technology across the Agency with the vision of developing integrated, secure and efficient information technology and solutions that support NASA. The OCIO's mission is to provide the NASA workforce the information infrastructure and tools that adapt and evolve to support management, science, research, and technology programs; to develop and implement unique and specialized IT systems to support mission planning and operations; and provide systems that disseminate information to the public and that preserve NASA's information assets.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As specified in section 7 of this task and as defined by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: Aug 23, 2010 – July 31, 2011

10. QUALITY ASSURANCE REQUIREMENTS: See page

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Yes , as defined by COTR or Task Monitor

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 1,129,564.73

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Jackie Gill / HQ/ (202) 358-0935	8/18/2010
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus/ 6-9000 8/18/10	NATESA R. ROBINSON
17. CONTRACTOR: 8/18/10	TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

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0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The IT Principles which guide tactical decision and planning as well as provide relevant guidance are:

- Mission Enabling: IT at NASA servers to enable NASA's mission
- Integrated: NASA will implement IT that enables integration of business (mission) processes and information across organizational boundaries
- Efficient: NASA will implement IT to achieve efficiencies and ensure that IT is efficiently implemented.
- Secure: NASA will implement and sustain secure IT solutions.

The NASA OCIO established the IT Infrastructure Integration Program (I3P), in order to fulfill NASA's requirements for infrastructure improvement. I3P is a major information technology improvement initiative, based on the Information Technology Infrastructure Library (ITIL), consisting of five major contracts which consolidate service demand across the Agency; deliver standardized, stable, secure, cost effective and high quality IT infrastructure; and deliver Enterprise Application services to the NASA user community.
The Enterprise Service & Integration Division (ES&ID) leads the efforts of the I3P. The goal of the ES&ID is to provide strategic and tactical integration guidance across the Enterprise. The ES&ID will provide a holistic integrated approach to ensure a smooth transition of the five multi-year contracts to include the existing Enterprise Service Desk (ESD).
The I3P contracts consist of:

- Agency Consolidated End User Services (ACES) – This contract will provide program management, provisioning, and support of desktops, laptops, cell phones, personal digital assistants (PDAs), and office automation software.
- NASA Integrated Communications Services (NICS) – This contract will provide Wide Area Network (WAN) services, Local Area Network (LAN) services, Telecommunications Services, Video Services, and Data Services.
- NASA Enterprise Data Center (NEDC) – This contract will provide Data Center Operations, Facility Management, Application housing and hosting services, and Storage services.
- Web Enterprise Service Technologies (WEST) – This contract will provide public web-site hosting, web content management and integration, and messaging and calendaring services.
- Enterprise Application Service Technologies (EAST) – This contract will provide applications services associated with the IEMP Competency Center.

Background

During the next several years, the NASA OCIO faces a changing environment that will require strategic decision making in support of the organization's mission and goals. The Enterprise Service & Integration Division (ES&ID) will provide the organizational infrastructure to support the OCIO.

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Directly correlated to executing the mission and goals will be the alignment of business and technology roadmaps supported by a robust communication approach that will allow the organization to transform. The Information Technology Infrastructure Library (ITIL) methodology and framework will be utilized/implemented to ensure integration of IT services, polices, standards for process, procedures and performance metrics are consistent across the Agency. At each juncture of this evolution, the OCIO will face key decision points that will impact the alignment of technology with business operations. There are five principle areas for this task; Integrated Project Management, Strategy activities for the Service Integration (ITIL based), Customer Relationship (CR), Enterprise Architecture (EA), Business Management, and Governance/Policy Management, as well as IT support as required by other NASA organizations.

First, the OCIO will leverage a lifecycle management approach using the NPR 7120.7A as guidance to ensure the delivery of quality systems as promised, within estimated costs using identifiable, measurable, and repeatable processes. The life cycle is comprised of five phases: initiation, acquisition and development, implementation, operations and closure.

The Enterprise Service & Integration Division (ES&ID) will implement a system development methodology that supports an integrated set of principles, procedures, practices, technology standards and tools integrated from a strategic, tactical and operational point of view. The ES&ID will acquire and develop the overall technical, schedule, and cost performance status for all projects, contractors and subcontractors. The creation and tracking of metrics and OCIO Project/Program performance measurement will also help support decision making.

Second, strategy activities will focus on providing support needed for the Service Integration (based on ITIL), Customer Relationship Management, Enterprise Architecture, the Business Management and IT Service Management. These activities include strategic planning, assessment, analysis and performance measurement. They are designed to ensure IT resources (i.e. people, processes, board structures, technology, and infrastructure) and services are effectively planned, managed, and securely integrated with mission, Project/Program, and business needs.

Third, Customer Relationship Management (CRM) is chartered to provide and manage customer relationship needs, requirements assessments, reporting capabilities, and a customer service request system. The CRM also provides and manages customer satisfaction/customer experience survey capabilities and integrated communications planning services. The CRM should determine, capture, document, review, and assess customer needs and requirements for IT products and services. The CRM functions (including Center CRMs and customer requirements) feed into the ES&ID organization.

The Enterprise Service and Integration Division must utilize an integrated Enterprise Architecture (EA) approach as well as Project/Program Management that identifies both baseline and target environments. The EA function feeds into the ES&ID organization.

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Fourth, the Capital Planning & Governance Division (CPGD) will define and implement fiscal processes and procedures to assist in the management of hundreds of millions of dollars in critical IT services and projects.

In support of NASA OCIO business and technical strategies, specifically with regards to the Enterprise Architecture Office (EAO), there must be an IT framework of best practices throughout various phases that the organization can utilize for optimal service management and service delivery to Agency. The Strategy phase enables organizations to define their service objectives and priorities. The Design phase adapts the strategy into an executable framework for implementing IT services, processes, and other aspects of service management. The Transition phase takes the designs through implementation and into the operational delivery of services. The Operations phase is responsible for ensuring the successful delivery according to specified service levels between the provider and customer(s). Continual Service Improvement is ongoing service and process improvement of services to the business. All of the preceding phases should be accounted for within the IT best practices and alignment with ITIL methodology.

Fifth, Governance and Policy Management which includes policy alignment/development, risk management, systems engineering and security assurance activities are critical to the ES&ID. Security management and alignment will play an important role in the over arching governance and policy strategy. The IT governance support services will include continuous risk management consistent with NASA policies (such as NPR 7120.7), collaborative project/program management (NPR 8000.4), special business case development in conjunction with the Business Management group, and organizational performance measurement.

Lastly, at times the OCIO will need to bring in select professionals with IT expertise to address a wide range of complex issues or provide expertise regarding leading edge or emerging technologies.

These IT Professionals will provide and assist in the management of an IT Innovation Program. The approach utilized should act in concert with the support of business case analyses. This will provide a consistent methodology for identifying candidate information technologies that are architecturally compliant, insertion ready, secure and hence effectively managed for risk and cost. The Technology and Innovation Division will provide feeds into the ES&ID organization regarding new technology. An example of IT innovation requiring IT professional expertise is the implementation of technologies and organizational processes required to establish the Agency as a lead federal agency for IT collaboration.

A Subject Matter Expert (SME) may lead IT projects that require integration across the several Centers and outside IT providers where required. SMEs may provide products and services to a broad range of efforts in the IT project management disciplines. The projects may be stand-alone projects, or they may be in conjunction with Center-specific service providers. SMEs may provide leadership to integrate and execute projects as well as the expertise to develop and maintain newly developed information management systems and processes. For all development efforts, the SME shall be compliant with, at least, Capability Maturity Model Institute (CMMI) Level 2 practices for simple application efforts and CMMI Level 3 for more complex efforts.

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

In some instances the OCIO may need to leverage system engineering and integration capabilities. Subject matter experts will be brought in who are able to apply industry standards, best practices and lessons learned. Topic areas may include: benchmarking, trade studies, or assessment of Agency-wide processes.

Scope of Work

The scope of work encompasses requirements providing for a range of professional services to support effective decision making that will be critical for aligning business and technology strategies. The contractor shall provide professional services in five principle areas as well as other IT professional services as required:

- Project/Program/ Service Management
- Technical Strategy Development
- Customer Relationship Management
- Business Management
- Governance & Policy Management
- Other IT Professional Services As Required by the OCIO Agency Community

Principle Services

The contractor shall provide strategic, and IT support services in the execution of the organization's mission and goals. Services to be supported under this scope of work are described below:

1. PROJECT/PROGRAM MANAGEMENT

A. Contractor shall implement and maintain an integrated and collaborative project management approach, which includes project management methods, techniques, policies, procedures, templates and tools. Contractor's approach shall addresses the following:

- Providing aggregated strategic analyses and recommendations support from professional organizations like Gartner and Forrester
- Developing and maintaining a Project/Program Management Plan (PMP) that encompasses elements such as a Communications Management Plan, Risk Management Plan, Change Management Plan and Configuration Management Plan
- Providing quarterly updates to the PMP
- Support managing and tracking the portfolio of active projects to ensure coordination and effectiveness
- Organizing and managing projects throughout the life cycle, including project initiation, planning, execution, control and closing
- Support overseeing project performance, conducting milestone/deliverable/progress reviews to assess quality, schedule, cost, technical, and risk performance of projects
- Providing a portfolio-based approach to project performance analysis and reporting
- Providing IT project management consulting, project performance analysis, documentation, and reporting
- Participating in business process development
- Providing input to the host Project Management Offices being stood up to support each of the I3P contract

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:

- Project/Program Management Plan (PMP)
- Plan for implementing five host Service Offices in support of I3P
- Quarterly Updates to PMP
- IT Project Performance Report
- Monthly Updates to IT Project Performance Report
- IT Project Management Board Presentations
- I3P Project Management Office roles and responsibilities & recommendations

B. Contractor shall develop, implement, and maintain an effective web-based organizational performance measurement scorecard process to measure organizational performance across key management emphasis areas including:

- Participation in organization's current mode of online collaboration
- Identification, development, and maintenance of a set of leading indicators to measure how well the OCIO organization is operating & progressing with the established OCIO relationship maturity model
- Development & maintenance of a common set of performance assessment criteria to ensure all metrics/measures are identified, defined, calculated, & monitored in a consistent & integrated manner
- Maintenance of the history for all performance metrics & providing analysis of trends& exceptions
- Providing a set of leading indicators to highlight problem areas & improve management visibility & reporting.

Deliverables include but are not limited to:

- Maturity Model Baseline
- Maturity Model Target Environment
- Web-based Score Card
- Monthly Progress Report and Metrics from Action List
- Monthly Assessment of Organizational Performance

C. Contractor shall conduct Project/Program Planning and Controls services to ensure the development, maintenance, and implementation of top level Project/Program requirements. These requirements flow to the implementing organizations to enable the management and integration of technical, cost, and schedule baselines for the lifecycle of a project/program (design, development, test, evaluation (DDT&E)) and operation.

Deliverables include but are not limited to:

- Technical, Cost, and Schedule Baseline
- Technical, Cost, and Schedule Status, Metrics and Recommendations

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

D. Contractor shall support the development and operation of systems necessary for providing assessments, analysis, integration and status of the overall Project/Program DDT & E. Contractor shall provide inputs to overall OCIO strategic agenda.

Deliverables include but are not limited to:

- Project Management Environment Requirements Document
- Design an Implementation Plan
- Test, Verification and Acceptance Plan
- Operations Plan
- Monthly status report of tool modifications

E. Contractor shall provide Project Planning and Control (PP&C) activities to include the development and maintenance of resource-loaded, logic-linked schedules as well as the analysis and integration of schedules provided by other stakeholders and participants. These activities shall include:

- Develop and maintain top-level schedules (e.g., an overall Integrated Master Schedule (IMS)) as well as lower-level schedules such as those needed by the project teams using Enterprise Project Server.
- Perform schedule analyses and report findings of analyses

Deliverables include but are not limited to:

- Critical path schedules
- Schedule risk assessments
- Integrated Schedule Analysis
- Monthly schedule sustainment support

F. Contractor shall develop an IT portfolio management approach for organizing and managing application and infrastructure portfolio, which includes the following tasks:

- Develop and implement an IT Portfolio Management (ITPM) capability, consistent with the Agency portfolio management strategy, allowing for capture, categorization, evaluation, and prioritization of IT investment portfolio components
- Provide analysis and reporting of investment initiatives against defined criteria/thresholds
- Prepare and maintain a portfolio of major information systems that monitors investments, eliminating duplication and redundancy of existing and/or shared IT capabilities in order to sustain inventory management controls
- Provide information demonstrating the impact of alternative IT investment strategies and funding levels, and identify opportunities for sharing IT resources and using resources across the Agency
- Document and deliver analysis, findings and recommendations for portfolio performance and realignment

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:
- IT Portfolio Strategy
- Portfolio Management Plan
- Monthly status of selection, control, evaluation decisions of investments in the portfolio

G. In conjunction with the integration and maintenance of an enterprise-level IT Change Management (CM) process, the contractor shall:

- Assess which current values, skills, behaviors and processes need modification and those that need reinforcement
- Enable a proactive managerial approach to necessary improvements and innovations
- Involve stakeholders early and often in design and implementation activities
- Ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework

Deliverables include but are not limited to:
- Stakeholder Analysis Document
- Communication Plan
- Training Module
- CM Management Plan
- Monthly Status Report on Change Management Efficacy

2. STRATEGY

A. Strategy activities in support of the evaluation of Customer Relationship Management Office feeds into the ES&ID :

I. Contractor shall perform the following tasks associated with customer experience management:

- Evaluate the strategic relationship management process and it's alignment to ES&ID planning, development and implementation of IT product/service delivery with mission requirements and ensure compliance with NASA policy, architecture, and security requirements
- Evaluate processes to ensure support of Agency level activities involving ITIL V3.0 and other areas of Customer Centric functions
- Determine and document ES&ID organizational needs and business processes
- Implement and maintain an integrated ES&ID customer relationship data model enabling real-time analytics of customer requirements, product/service use and cost transparency
- Provide input to the Customer Requirements Management Plan, Analysis, and Reports
- Develop a vision and implement strategies to bring the NASA community of stakeholders to consensus on managing their collective resources and building resilient systems

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0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:
- Evaluation of the CRM Strategic relationship management process
- Surveys on ES&ID customer satisfaction and customer experience
- Input/review of the CRM Customer Communications Management Plan
- Review and provide recommendations regarding existing Board structures to include existing membership, etc such as Network Architecture Board, Data Center Board, End User Board
- Define/recommend roles and responsibilities
- Develop strategy for Team Communications
- Validate/Develop process flows (end to end)
- Service Request Process
- Customer Relationship data model
- Monthly Customer Relationship metrics

II. **Contractor shall complete tasks associated with customer satisfaction surveys as follows:**

- Evaluate mechanism to ensure that surveys are automatically distributed to the customer when each service request is completed
- Perform a random sample of closed trouble tickets every quarter
- Implement and Evaluate ES&ID customer satisfaction/customer experience survey for major IT projects and services
- Ensure that all solid utility measures, trusted supplier measures, and mission enabling measures of customer experience and customer satisfaction are solicited, assessed, integrated, and reported regularly as part of the OCIO performance scorecard
- Recommend services to plan, develop, test, deploy, and analyze customer surveys as requested by any Agency organization
- Evaluate the implementation of an integrated customer experience assessment methodology and conduct, analyze, and report the results of the annual customer experience assessment
- Evaluate governance and business priorities to ensure alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:
- Customer Experience Assessment Methodology
- Development of ES&ID customer Survey report and metrics

III. **Contractor shall perform tasks associated with communications planning services as follows:**

- Develop, implement, and maintain a strategic and operational communications plan for the IP &SO in alignment with the NASA OCIO communications plan.
- Coordinate, execute, and monitor activities outlined in the ES&ID communications plan.

Deliverables include but are not limited to: ES&ID Communication Plan

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

B. **Strategy activities in support of the Enterprise Architecture Office:**

I. Contractor shall assist with the implementation of an integrated Enterprise Architecture to the ES&ID as follows:

- Review and assess the future direction of and development of the Agency Enterprise Architecture, providing authoritative architecture recommendations to ensure alignment/compliance with NASA's Enterprise Architecture and the Federal Enterprise Architecture.
- Review the design, development, and implementation of the Agency-wide enterprise architecture to ensure ES&ID alignment; review and identify required documentation of information technology standards and solutions that support the secure integration of business, application, information, and technology architectures.
- Review and facilitate service integration into the as-is and future state Agency architecture.
- Provide recommendation for candidate technologies for technology insertion into the ES&ID
- Provide recommendations to ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:
- Review and validate tools and processes
- Develop process flows
- Assist in the development of the Technical Reference Model (TRM)
- Review baseline Enterprise Architecture Document
- Review Target Enterprise Architecture Document
- Review Enterprise Architecture Implementation Plan
- Review Enterprise Architecture Review Board briefings

II. Contractor shall support Capital Planning and Investment Control (CPIC) activities and shall leverage technology tools as required

III. Contractor shall support the Agency's requirements for Exhibit 300s as well as assist in the development of all Summary Investment Business Cases (SIBC) as requested. Contractor shall perform additional associated tasks including the following:

- Review Investment data entered into the Agency IT Investment Management System
- Support the creation of an IT Technology Infusion Plan to evaluate and propose new technologies and service concepts

Deliverables include but are not limited to:
- Exhibit 300, Summary Investment Business Cases

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

IV. Contractor shall review an IT Technology Infusion Plan that includes the following:

- Identify Agency level technology synergies which could be applied across centers
- Description of proposed technology, including integration test results to date
- Infrastructure and services to be replaced by the new technology product
- Changes/impacts to customers/users and other IT providers, and to NASA and Center(s) IT architectures and standards
- Changes to Agency specific Strategic Plans
- Implementation plan and schedule
- System performance improvements as a benefit to the OCIO
- Proposed adjustment to transition charges
- Estimated return on investment

Deliverables include but are not limited to:
Technology Infusion Plan Summary

IV. The EAO will also perform technology evaluation and infusion for IT products. Contractor shall support the following activities:

- Conduct trade studies to evaluate the technical and cost benefits of technologies and products (e.g., document management tools, engineering workstations, laptops, storage systems, and server architectures).
- Identify innovations and efficiencies resulting from implementation of trade study investment recommendations that provide cost savings (e.g., cost reduction for the implementation of new storage and server technologies).

Deliverables include but are not limited to:
- Trade Study Reports
- Quarterly Technology Innovation candidate report

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

C. Strategy activities in support of the Capital Planning & Governance Division (CPGD):

I. Contractor shall support the CPGD in the execution of the Agency's established IT governance model, processes, and policies by ensuring well-informed strategy, policy, architecture, standards, and investment decisions:

- Assist in defining requirements and maintaining data in an integrated web-based process to identify, document, and analyze functional IT requirements, support IT business case development, and investment prioritization and reporting
- Ensure that IT investments are selected, controlled, and evaluated through the defined IT governance, investment management, and Project/Program/project management processes
- Analyze and report conformance & compliance with IT standards and guidelines including IT security standards and guidelines

Deliverables include but are not limited to:

- Business Case Processes
- Business Case Reports

II. In support of the risk management process and business case reports, contractor shall:

- Implement, maintain, and report a continuous risk management Project/Program for systems developments, operations and business following standard NASA continuous risk management policies and practices
- Report risks and the associated status in approved risk management plans and work instructions
- Pursue continuous risk management activities to maintain safety, schedule, cost and technical performance.
- Ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:

- Risk Management Process
- Risk Management Report at the portfolio and project level

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

D. Strategy activities in support of IT Service Management:

I. Contractor shall support the SIM in development of an Information Technology Infrastructure Library (ITIL) set of best practices during the Strategy, Design, Transition, and Operations phases.

Deliverables include but are not limited to:
- ITIL Framework Strategy
- Change Request Process
- Incident response Process
- ITIL Design, Transition and Operations Plan for defined Services

3. IT SECURITY GOVERNANCE

A. Contractor shall ensure enterprise security architecture is supported as well as perform the following tasks associated with IT security:

- Review the security architecture and validate that it addresses all facets of security operations including: strategy & policy, technology, people, culture and management
- Review the IT Security roadmap to validate the potential to act as a service provider and supply threat data and mitigation strategies to other federal agencies

Deliverables include but are not limited to:
- Review IT Security Infrastructure Plan
- Review IT Security Infrastructure Roadmap

B. The contractor shall ensure information system security across managed resources, and shall provide coordination of the design and implementation of practices that assess and quantify risk.

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

4. IT EXPERTISE REGARDING COMPLEX ISSUES AND LEADING EDGE OR EMERGING TECHNOLOGIES FOR NASA ORGANIZATIONS

A. The contractor shall provide IT Professionals to implement and manage an IT Innovation Management Approach:

- Implement an integrated approach to capture, evaluate, and track potential ideas and information technology solutions in support of mission needs
- Document, maintain, communicate, and disseminate the alignment of the Agency's IT innovation management strategy and initiatives through the use of road mapping tools
- Review, implement and monitor an Innovation Management Plan
- Review strategies to capitalize on demand computing such as Cloud Computing architecture and analytical processing capabilities

Deliverables include but are not limited to:
- Innovation Management Plan Review

B. OPTIONAL: Contractor shall provide support for Commercial-Off-The-Shelf (COTS) software:

- Provide software, product-level administration, customization, trouble shooting, and technical support for various COTS applications
- Train system users, and clarify customer requirements
- Maintain an in-depth understanding of engineering lifecycle processes with an emphasis on reusability of existing system modules where appropriate
- Provide security testing and validation of COTS and GOTS products as used in specialized NASA environments
- Coordinate with other Government entities and application vendors to apply fixes of defects in COTS products, and ensure that version upgrades to COTS software are applied

Deliverables include but are not limited to:
- Conducting studies, market surveys, and system tests
- Ensure applicable federal or agency standards are followed
- Develop and provide training

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

C. Contractors with IT and Organizational Process expertise shall be leveraged to provide the following activities:

- Incorporation of Collaborative services into Enterprise Architecture
- Implementation planning to provide the technical architecture, application configuration, and user interface design
- Incorporation of business processes into the IT collaboration products through customization
- Deployment of IT collaborative services through customer outreach, change management, and training focused on collaborative capabilities

Deliverables include but are not limited to:

- Implementation of new infrastructure collaboration capabilities
- Developing and implementing proposed system hardware relocation plans
- Ensure applicable federal or agency standards are followed
- Perform interoperability assessments between interfacing systems
- Process analysis, design, and change management

D. Provide Subject Matter Expertise as required who are able to apply Industry IT Standards, best practices, trend analysis and lessons learned for the following areas:

- **Assessment of Agency-wide processes**
- **IT Benchmarking Analysis**
- **IT Trade Study Analysis**
- **IT Business Intelligence Analysis**

Deliverables include but are not limited to:

- Independent Assessment Reports and Recommendations
- Training

TASK/REVISION NO.:

0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

10. Quality Assurance Requirements:

- SLA 5.6-1 FOR1*:Alignment Of IT Investments To Business Strategy
- SLA 5.6-1 FOR2*:Cumulative Business Value Of IT Investment
- SLA 5.6-1 FOR5*: Operational Health
- SLA 6.6.2-1 Project Cost, Project Schedule, Customer Satisfaction
- SLA 9.3.1-1 as measured by customer supplied by COTR or Task Monitor
- SLA 9.3.4-1

Where no metric is specified for a given SLA, then all of the metrics listed in the Performance Work Statement (PWS) apply. Quality Assurance requirements are in accordance with the PWS.

Incorporate Task Plan by Reference, as Attachment 1

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 16

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**0008 CANCELLED**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ES&ID Support Services	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

The NASA Office of the Chief Information Officer (OCIO) provides leadership, planning, policy direction, and oversight for the delivery and management of NASA information and technology across the Agency with the vision of developing integrated, secure and efficient information technology and solutions that support NASA. The OCIO's mission is to provide the NASA workforce the information infrastructure and tools that adapt and evolve to support management, science, research, and technology programs; to develop and implement unique and specialized IT systems to support mission planning and operations; and provide systems that disseminate information to the public and that preserve NASA's information assets.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As specified in section 7 of this task and as defined by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: August 1, 2010 – **November 4, 2010**

10. QUALITY ASSURANCE REQUIREMENTS: See page

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Yes , as defined by COTR or Task Monitor

12. OTHER (FUNDING, NTE, HOURS, ETC.):

Target Cost: $[redacted]
Target Profit:$[redacted]
Target Price: $ 472,991.83

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:		18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Jackie Gill / HQ/ (202) 358-0935		[redacted] 11/4/2010 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:		
17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000		NAKEA R ROBINSON TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The IT Principles which guide tactical decision and planning as well as provide relevant guidance are:

- Mission Enabling: IT at NASA servers to enable NASA's mission
- Integrated: NASA will implement IT that enables integration of business (mission) processes and information across organizational boundaries
- Efficient: NASA will implement IT to achieve efficiencies and ensure that IT is efficiently implemented.
- Secure: NASA will implement and sustain secure IT solutions.

The NASA OCIO established the IT Infrastructure Integration Program (I3P), in order to fulfill NASA's requirements for infrastructure improvement. I3P is a major information technology improvement initiative, based on the Information Technology Infrastructure Library (ITIL), consisting of five major contracts which consolidate service demand across the Agency; deliver standardized, stable, secure, cost effective and high quality IT infrastructure; and deliver Enterprise Application services to the NASA user community.
The Enterprise Service & Integration Division (ES&ID) leads the efforts of the I3P. The goal of the ES&ID is to provide strategic and tactical integration guidance across the Enterprise. The ES&ID will provide a holistic integrated approach to ensure a smooth transition of the five multi-year contracts to include the existing Enterprise Service Desk (ESD).
The I3P contracts consist of:

- Agency Consolidated End User Services (ACES) – This contract will provide program management, provisioning, and support of desktops, laptops, cell phones, personal digital assistants (PDAs), and office automation software.
- NASA Integrated Communications Services (NICS) – This contract will provide Wide Area Network (WAN) services, Local Area Network (LAN) services, Telecommunications Services, Video Services, and Data Services.
- NASA Enterprise Data Center (NEDC) – This contract will provide Data Center Operations, Facility Management, Application housing and hosting services, and Storage services.
- Web Enterprise Service Technologies (WEST) – This contract will provide public web-site hosting, web content management and integration, and messaging and calendaring services.
- Enterprise Application Service Technologies (EAST) – This contract will provide applications services associated with the IEMP Competency Center.

Background

During the next several years, the NASA OCIO faces a changing environment that will require strategic decision making in support of the organization's mission and goals. The Enterprise Service & Integration Division (ES&ID) will provide the organizational infrastructure to support the OCIO.

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Directly correlated to executing the mission and goals will be the alignment of business and technology roadmaps supported by a robust communication approach that will allow the organization to transform. The Information Technology Infrastructure Library (ITIL) methodology and framework will be utilized/implemented to ensure integration of IT services, polices, standards for process, procedures and performance metrics are consistent across the Agency. At each juncture of this evolution, the OCIO will face key decision points that will impact the alignment of technology with business operations. There are five principle areas for this task; Integrated Project Management, Strategy activities for the Service Integration (ITIL based), Customer Relationship (CR), Enterprise Architecture (EA), Business Management, and Governance/Policy Management, as well as IT support as required by other NASA organizations.

First, the OCIO will leverage a lifecycle management approach using the NPR 7120.7A as guidance to ensure the delivery of quality systems as promised, within estimated costs using identifiable, measurable, and repeatable processes. The life cycle is comprised of five phases: initiation, acquisition and development, implementation, operations and closure.

The Enterprise Service & Integration Division (ES&ID) will implement a system development methodology that supports an integrated set of principles, procedures, practices, technology standards and tools integrated from a strategic, tactical and operational point of view. The ES&ID will acquire and develop the overall technical, schedule, and cost performance status for all projects, contractors and subcontractors. The creation and tracking of metrics and OCIO Project/Program performance measurement will also help support decision making.

Second, strategy activities will focus on providing support needed for the Service Integration (based on ITIL), Customer Relationship Management, Enterprise Architecture, the Business Management and IT Service Management. These activities include strategic planning, assessment, analysis and performance measurement. They are designed to ensure IT resources (i.e. people, processes, board structures, technology, and infrastructure) and services are effectively planned, managed, and securely integrated with mission, Project/Program, and business needs.

Third, Customer Relationship Management (CRM) is chartered to provide and manage customer relationship needs, requirements assessments, reporting capabilities, and a customer service request system. The CRM also provides and manages customer satisfaction/customer experience survey capabilities and integrated communications planning services. The CRM should determine, capture, document, review, and assess customer needs and requirements for IT products and services. The CRM functions (including Center CRMs and customer requirements) feed into the ES&ID organization.

The Enterprise Service and Integration Division must utilize an integrated Enterprise Architecture (EA) approach as well as Project/Program Management that identifies both baseline and target environments. The EA function feeds into the ES&ID organization.

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0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Fourth, the Capital Planning & Governance Division (CPGD) will define and implement fiscal processes and procedures to assist in the management of hundreds of millions of dollars in critical IT services and projects.

In support of NASA OCIO business and technical strategies, specifically with regards to the Enterprise Architecture Office (EAO), there must be an IT framework of best practices throughout various phases that the organization can utilize for optimal service management and service delivery to Agency. The Strategy phase enables organizations to define their service objectives and priorities. The Design phase adapts the strategy into an executable framework for implementing IT services, processes, and other aspects of service management. The Transition phase takes the designs through implementation and into the operational delivery of services. The Operations phase is responsible for ensuring the successful delivery according to specified service levels between the provider and customer(s). Continual Service Improvement is ongoing service and process improvement of services to the business. All of the preceding phases should be accounted for within the IT best practices and alignment with ITIL methodology.

Fifth, Governance and Policy Management which includes policy alignment/development, risk management, systems engineering and security assurance activities are critical to the ES&ID. Security management and alignment will play an important role in the over arching governance and policy strategy. The IT governance support services will include continuous risk management consistent with NASA policies (such as NPR 7120.7), collaborative project/program management (NPR 8000.4), special business case development in conjunction with the Business Management group, and organizational performance measurement.

Lastly, at times the OCIO will need to bring in select professionals with IT expertise to address a wide range of complex issues or provide expertise regarding leading edge or emerging technologies.

These IT Professionals will provide and assist in the management of an IT Innovation Program. The approach utilized should act in concert with the support of business case analyses. This will provide a consistent methodology for identifying candidate information technologies that are architecturally compliant, insertion ready, secure and hence effectively managed for risk and cost. The Technology and Innovation Division will provide feeds into the ES&ID organization regarding new technology. An example of IT innovation requiring IT professional expertise is the implementation of technologies and organizational processes required to establish the Agency as a lead federal agency for IT collaboration.

A Subject Matter Expert (SME) may lead IT projects that require integration across the several Centers and outside IT providers where required. SMEs may provide products and services to a broad range of efforts in the IT project management disciplines. The projects may be stand-alone projects, or they may be in conjunction with Center-specific service providers. SMEs may provide leadership to integrate and execute projects as well as the expertise to develop and maintain newly developed information management systems and processes. For all development efforts, the SME shall be compliant with, at least, Capability Maturity Model Institute (CMMI) Level 2 practices for simple application efforts and CMMI Level 3 for more complex efforts.

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

In some instances the OCIO may need to leverage system engineering and integration capabilities. Subject matter experts will be brought in who are able to apply industry standards, best practices and lessons learned. Topic areas may include: benchmarking, trade studies, or assessment of Agency-wide processes.

Scope of Work

The scope of work encompasses requirements providing for a range of professional services to support effective decision making that will be critical for aligning business and technology strategies. The contractor shall provide professional services in five principle areas as well as other IT professional services as required:

- Project/Program/ Service Management
- Technical Strategy Development
- Customer Relationship Management
- Business Management
- Governance & Policy Management
- Other IT Professional Services As Required by the OCIO Agency Community

Principle Services

The contractor shall provide strategic, and IT support services in the execution of the organization's mission and goals. Services to be supported under this scope of work are described below:

1. PROJECT/PROGRAM MANAGEMENT

A. Contractor shall implement and maintain an integrated and collaborative project management approach, which includes project management methods, techniques, policies, procedures, templates and tools. Contractor's approach shall addresses the following:

- Providing aggregated strategic analyses and recommendations support from professional organizations like Gartner and Forrester
- Developing and maintaining a Project/Program Management Plan (PMP) that encompasses elements such as a Communications Management Plan, Risk Management Plan, Change Management Plan and Configuration Management Plan
- Providing quarterly updates to the PMP
- Support managing and tracking the portfolio of active projects to ensure coordination and effectiveness
- Organizing and managing projects throughout the life cycle, including project initiation, planning, execution, control and closing
- Support overseeing project performance, conducting milestone/deliverable/progress reviews to assess quality, schedule, cost, technical, and risk performance of projects
- Providing a portfolio-based approach to project performance analysis and reporting
- Providing IT project management consulting, project performance analysis, documentation, and reporting
- Participating in business process development
- Providing input to the host Project Management Offices being stood up to support each of the I3P contract

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:

- Project/Program Management Plan (PMP)
- Plan for implementing five host Service Offices in support of I3P
- Quarterly Updates to PMP
- IT Project Performance Report
- Monthly Updates to IT Project Performance Report
- IT Project Management Board Presentations
- I3P Project Management Office roles and responsibilities & recommendations

B. Contractor shall develop, implement, and maintain an effective web-based organizational performance measurement scorecard process to measure organizational performance across key management emphasis areas including:

- Participation in organization's current mode of online collaboration
- Identification, development, and maintenance of a set of leading indicators to measure how well the OCIO organization is operating & progressing with the established OCIO relationship maturity model
- Development & maintenance of a common set of performance assessment criteria to ensure all metrics/measures are identified, defined, calculated, & monitored in a consistent & integrated manner
- Maintenance of the history for all performance metrics & providing analysis of trends& exceptions
- Providing a set of leading indicators to highlight problem areas & improve management visibility & reporting.

Deliverables include but are not limited to:

- Maturity Model Baseline
- Maturity Model Target Environment
- Web-based Score Card
- Monthly Progress Report and Metrics from Action List
- Monthly Assessment of Organizational Performance

C. Contractor shall conduct Project/Program Planning and Controls services to ensure the development, maintenance, and implementation of top level Project/Program requirements. These requirements flow to the implementing organizations to enable the management and integration of technical, cost, and schedule baselines for the lifecycle of a project/program (design, development, test, evaluation (DDT&E)) and operation.

Deliverables include but are not limited to:

- Technical, Cost, and Schedule Baseline
- Technical, Cost, and Schedule Status, Metrics and Recommendations

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

D. Contractor shall support the development and operation of systems necessary for providing assessments, analysis, integration and status of the overall Project/Program DDT & E. Contractor shall provide inputs to overall OCIO strategic agenda.

Deliverables include but are not limited to:
- Project Management Environnent Requirements Document
- Design an Implementation Plan
- Test, Verification and Acceptance Plan
- Operations Plan
- Monthly status report of tool modifications

E. Contractor shall provide Project Planning and Control (PP&C) activities to include the development and maintenance of resource-loaded, logic-linked schedules as well as the analysis and integration of schedules provided by other stakeholders and participants. These activities shall include:

- Develop and maintain top-level schedules (e.g., an overall Integrated Master Schedule (IMS)) as well as lower-level schedules such as those needed by the project teams using Enterprise Project Server.
- Perform schedule analyses and report findings of analyses

Deliverables include but are not limited to:
- Critical path schedules
- Schedule risk assessments
- Integrated Schedule Analysis
- Monthly schedule sustainment support

F. Contractor shall develop an IT portfolio management approach for organizing and managing application and infrastructure portfolio, which includes the following tasks:

- Develop and implement an IT Portfolio Management (ITPM) capability, consistent with the Agency portfolio management strategy, allowing for capture, categorization, evaluation, and prioritization of IT investment portfolio components
- Provide analysis and reporting of investment initiatives against defined criteria/thresholds
- Prepare and maintain a portfolio of major information systems that monitors investments, eliminating duplication and redundancy of existing and/or shared IT capabilities in order to sustain inventory management controls
- Provide information demonstrating the impact of alternative IT investment strategies and funding levels, and identify opportunities for sharing IT resources and using resources across the Agency
- Document and deliver analysis, findings and recommendations for portfolio performance and realignment

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:
- IT Portfolio Strategy
- Portfolio Management Plan
- Monthly status of selection, control, evaluation decisions of investments in the portfolio

G. In conjunction with the integration and maintenance of an enterprise-level IT Change Management (CM) process, the contractor shall:

- Assess which current values, skills, behaviors and processes need modification and those that need reinforcement
- Enable a proactive managerial approach to necessary improvements and innovations
- Involve stakeholders early and often in design and implementation activities
- Ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework

Deliverables include but are not limited to:
- Stakeholder Analysis Document
- Communication Plan
- Training Module
- CM Management Plan
- Monthly Status Report on Change Management Efficacy

2. STRATEGY

A. Strategy activities in support of the evaluation of Customer Relationship Management Office feeds into the ES&ID :

I. Contractor shall perform the following tasks associated with customer experience management:

- Evaluate the strategic relationship management process and it's alignment to ES&ID planning, development and implementation of IT product/service delivery with mission requirements and ensure compliance with NASA policy, architecture, and security requirements
- Evaluate processes to ensure support of Agency level activities involving ITIL V3.0 and other areas of Customer Centric functions
- Determine and document ES&ID organizational needs and business processes
- Implement and maintain an integrated ES&ID customer relationship data model enabling real-time analytics of customer requirements, product/service use and cost transparency
- Provide input to the Customer Requirements Management Plan, Analysis, and Reports
- Develop a vision and implement strategies to bring the NASA community of stakeholders to consensus on managing their collective resources and building resilient systems

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Deliverables include but are not limited to:
- Evaluation of the CRM Strategic relationship management process
- Surveys on ES&ID customer satisfaction and customer experience
- Input/review of the CRM Customer Communications Management Plan
- Review and provide recommendations regarding existing Board structures to include existing membership, etc such as Network Architecture Board, Data Center Board, End User Board
- Define/recommend roles and responsibilities
- Develop strategy for Team Communications
- Validate/Develop process flows (end to end)
- Service Request Process
- Customer Relationship data model
- Monthly Customer Relationship metrics

II. **Contractor shall complete tasks associated with customer satisfaction surveys as follows:**

- Evaluate mechanism to ensure that surveys are automatically distributed to the customer when each service request is completed
- Perform a random sample of closed trouble tickets every quarter
- Implement and Evaluate ES&ID customer satisfaction/customer experience survey for major IT projects and services
- Ensure that all solid utility measures, trusted supplier measures, and mission enabling measures of customer experience and customer satisfaction are solicited, assessed, integrated, and reported regularly as part of the OCIO performance scorecard
- Recommend services to plan, develop, test, deploy, and analyze customer surveys as requested by any Agency organization
- Evaluate the implementation of an integrated customer experience assessment methodology and conduct, analyze, and report the results of the annual customer experience assessment
- Evaluate governance and business priorities to ensure alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:
- Customer Experience Assessment Methodology
- Development of ES&ID customer Survey report and metrics

III. **Contractor shall perform tasks associated with communications planning services as follows:**

- Develop, implement, and maintain a strategic and operational communications plan for the IP &SO in alignment with the NASA OCIO communications plan.
- Coordinate, execute, and monitor activities outlined in the ES&ID communications plan.

Deliverables include but are not limited to: ES&ID Communication Plan

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

B. Strategy activities in support of the Enterprise Architecture Office:

I. Contractor shall assist with the implementation of an integrated Enterprise Architecture to the ES&ID as follows:

- Review and assess the future direction of and development of the Agency Enterprise Architecture, providing authoritative architecture recommendations to ensure alignment/compliance with NASA's Enterprise Architecture and the Federal Enterprise Architecture.
- Review the design, development, and implementation of the Agency-wide enterprise architecture to ensure ES&ID alignment; review and identify required documentation of information technology standards and solutions that support the secure integration of business, application, information, and technology architectures.
- Review and facilitate service integration into the as-is and future state Agency architecture.
- Provide recommendation for candidate technologies for technology insertion into the ES&ID
- Provide recommendations to ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:
- Review and validate tools and processes
- Develop process flows
- Assist in the development of the Technical Reference Model (TRM)
- Review baseline Enterprise Architecture Document
- Review Target Enterprise Architecture Document
- Review Enterprise Architecture Implementation Plan
- Review Enterprise Architecture Review Board briefings

II. Contractor shall support Capital Planning and Investment Control (CPIC) activities and shall leverage technology tools as required

III. Contractor shall support the Agency's requirements for Exhibit 300s as well as assist in the development of all Summary Investment Business Cases (SIBC) as requested. Contractor shall perform additional associated tasks including the following:

- Review Investment data entered into the Agency IT Investment Management System
- Support the creation of an IT Technology Infusion Plan to evaluate and propose new technologies and service concepts

Deliverables include but are not limited to:
- Exhibit 300, Summary Investment Business Cases

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

IV. Contractor shall review an IT Technology Infusion Plan that includes the following:

- Identify Agency level technology synergies which could be applied across centers
- Description of proposed technology, including integration test results to date
- Infrastructure and services to be replaced by the new technology product
- Changes/impacts to customers/users and other IT providers, and to NASA and Center(s) IT architectures and standards
- Changes to Agency specific Strategic Plans
- Implementation plan and schedule
- System performance improvements as a benefit to the OCIO
- Proposed adjustment to transition charges
- Estimated return on investment

Deliverables include but are not limited to:
Technology Infusion Plan Summary

IV. The EAO will also perform technology evaluation and infusion for IT products. Contractor shall support the following activities:

- Conduct trade studies to evaluate the technical and cost benefits of technologies and products (e.g., document management tools, engineering workstations, laptops, storage systems, and server architectures).
- Identify innovations and efficiencies resulting from implementation of trade study investment recommendations that provide cost savings (e.g., cost reduction for the implementation of new storage and server technologies).

Deliverables include but are not limited to:
- Trade Study Reports
- Quarterly Technology Innovation candidate report

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

C. Strategy activities in support of the Capital Planning & Governance Division (CPGD):

I. Contractor shall support the CPGD in the execution of the Agency's established IT governance model, processes, and policies by ensuring well-informed strategy, policy, architecture, standards, and investment decisions:

- Assist in defining requirements and maintaining data in an integrated web-based process to identify, document, and analyze functional IT requirements, support IT business case development, and investment prioritization and reporting
- Ensure that IT investments are selected, controlled, and evaluated through the defined IT governance, investment management, and Project/Program/project management processes
- Analyze and report conformance & compliance with IT standards and guidelines including IT security standards and guidelines

Deliverables include but are not limited to:
- Business Case Processes
- Business Case Reports

II. In support of the risk management process and business case reports, contractor shall:

- Implement, maintain, and report a continuous risk management Project/Program for systems developments, operations and business following standard NASA continuous risk management policies and practices
- Report risks and the associated status in approved risk management plans and work instructions
- Pursue continuous risk management activities to maintain safety, schedule, cost and technical performance.
- Ensure that governance and business priorities are in alignment for an organizationally defined decision-making framework which delivers intended and measurable outcomes

Deliverables include but are not limited to:
- Risk Management Process
- Risk Management Report at the portfolio and project level

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

D. Strategy activities in support of IT Service Management:

I. Contractor shall support the SIM in development of an Information Technology Infrastructure Library (ITIL) set of best practices during the Strategy, Design, Transition, and Operations phases.

Deliverables include but are not limited to:
- ITIL Framework Strategy
- Change Request Process
- Incident response Process
- ITIL Design, Transition and Operations Plan for defined Services

3. IT SECURITY GOVERNANCE

A. Contractor shall ensure enterprise security architecture is supported as well as perform the following tasks associated with IT security:

- Review the security architecture and validate that it addresses all facets of security operations including: strategy & policy, technology, people, culture and management
- Review the IT Security roadmap to validate the potential to act as a service provider and supply threat data and mitigation strategies to other federal agencies

Deliverables include but are not limited to:
- Review IT Security Infrastructure Plan
- Review IT Security Infrastructure Roadmap

B. The contractor shall ensure information system security across managed resources, and shall provide coordination of the design and implementation of practices that assess and quantify risk.

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

4. IT EXPERTISE REGARDING COMPLEX ISSUES AND LEADING EDGE OR EMERGING TECHNOLOGIES FOR NASA ORGANIZATIONS

A. The contractor shall provide IT Professionals to implement and manage an IT Innovation Management Approach:

- Implement an integrated approach to capture, evaluate, and track potential ideas and information technology solutions in support of mission needs
- Document, maintain, communicate, and disseminate the alignment of the Agency's IT innovation management strategy and initiatives through the use of road mapping tools
- Review, implement and monitor an Innovation Management Plan
- Review strategies to capitalize on demand computing such as Cloud Computing architecture and analytical processing capabilities

Deliverables include but are not limited to:

- Innovation Management Plan Review

B. OPTIONAL: Contractor shall provide support for Commercial-Off-The-Shelf (COTS) software:

- Provide software, product-level administration, customization, trouble shooting, and technical support for various COTS applications
- Train system users, and clarify customer requirements
- Maintain an in-depth understanding of engineering lifecycle processes with an emphasis on reusability of existing system modules where appropriate
- Provide security testing and validation of COTS and GOTS products as used in specialized NASA environments
- Coordinate with other Government entities and application vendors to apply fixes of defects in COTS products, and ensure that version upgrades to COTS software are applied

Deliverables include but are not limited to:

- Conducting studies, market surveys, and system tests
- Ensure applicable federal or agency standards are followed
- Develop and provide training

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

C. Contractors with IT and Organizational Process expertise shall be leveraged to provide the following activities:

- Incorporation of Collaborative services into Enterprise Architecture
- Implementation planning to provide the technical architecture, application configuration, and user interface design
- Incorporation of business processes into the IT collaboration products through customization
- Deployment of IT collaborative services through customer outreach, change management, and training focused on collaborative capabilities

Deliverables include but are not limited to:

- Implementation of new infrastructure collaboration capabilities
- Developing and implementing proposed system hardware relocation plans
- Ensure applicable federal or agency standards are followed
- Perform interoperability assessments between interfacing systems
- Process analysis, design, and change management

D. Provide Subject Matter Expertise as required who are able to apply Industry IT Standards, best practices, trend analysis and lessons learned for the following areas:

- **Assessment of Agency-wide processes**
- **IT Benchmarking Analysis**
- **IT Trade Study Analysis**
- **IT Business Intelligence Analysis**

Deliverables include but are not limited to:

- Independent Assessment Reports and Recommendations
- Training

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0008 / ES&ID Support Services

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

10. Quality Assurance Requirements:

- SLA 5.6-1 FOR1*:Alignment Of IT Investments To Business Strategy
- SLA 5.6-1 FOR2*:Cumulative Business Value Of IT Investment
- SLA 5.6-1 FOR5*: Operational Health
- SLA 6.6.2-1 Project Cost, Project Schedule, Customer Satisfaction
- SLA 9.3.1-1 as measured by customer supplied by COTR or Task Monitor
- SLA 9.3.4-1

Where no metric is specified for a given SLA, then all of the metrics listed in the Performance Work Statement (PWS) apply. Quality Assurance requirements are in accordance with the PWS.

Incorporate Task Plan by Reference, as Attachment 1

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 5

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	1001

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
FSO Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

At a minimum, the Contractor shall provide customer service activities from 7:30 a.m. to 5:30 p.m., Monday through Friday, except for Federal holidays. This includes Financial Systems Office (FSO) functional and technical assistance, information delivery (reports development and maintenance), IT Systems and Security support, and numerous special initiatives.

(continued on the following pages)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: ITIL Process and procedures, Performance Measures 6.1.1.3, 6.1.8.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: July 1, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: Continue on following pages

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: See section 7

12. OTHER (FUNDING, NTE, HOURS, ETC.):

TARGET COST: $ [redacted]
TARGET PROFIT: $
TARGET PRICE: $ 2,191,661.00

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Joanne Spunk / 156 / 6-3852

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE

STEVE NAUSE/ 6-9000 7/9/10

17. CONTRACTOR:

ASRC PRIMUS SOLUTIONS 6/30/10

- THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.

7/9/2010

CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON

TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

1001 / FSO Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall provide training and communication for this task to foster a customer-focused approach to information technology service delivery that sees information technology through the lens of the customer.

The contractor shall perform the following Financial Systems Office (FSO) service requirements;

- Provide Financial Business End User support via phone, email, web interface and fax. Perform basic troubleshooting, answering questions, responding to service requests, noting complaints and/or comments, and providing a single point of accountability for resolving any business related issues.
- Provide support for escalation of issues to SAP Analysts for resolution. Track all issues to resolution including creation of Service Requests to NASA's Enterprise Application Competency Center (NEACC) Remedy System.
- Maintain existing custom tool for collecting, tracking, and request fulfillment. Maintain interface with the Agency's NASA Shared Services Center (NSSC) Accounts Payable Workflow Management System (AWMS).
- Provide input and assist in root cause analysis as necessary, provide feedback and coordinate issue resolution.
- Run reports and provide inputs to identify areas of improvement and submit recommendations through the Systems Improvement Plan (SIP).
- Maintain record retention and support security audits in accordance with NASA and Center security policies.
- Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) and ID Max) in account and security administration activities.
- Provide Enterprise Application and Center-level application customer support to the financial, resources, and procurement community
- Provide SAP subject matter expertise to customers with business functions including budget, procurement, accounts payable, reimbursables, cost management, and standard general ledger; also provide subject matter expertise with Business Warehouse, eTravel, AWMS functions
- Assist customers in analyzing and trouble-shooting business applications. Coordinate with Agency personnel with recommending solutions and implementing changes.
- Attend Agency knowledge transfer sessions (e.g. telecons, summits, and training) to understand new or changing business policies and processes and how it effects Center-level operations
- Document, communicate and implement new or revised business processes that assist customers in their functions
- Establish business training program to customers to include: prepare and maintain curriculum and syllabus; develop and document training materials; create and maintain training schedule; provide formal classroom training; provide one-on-one training as required.

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1001 / FSO Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall perform the following Financial Systems Office (FSO) service requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet FSO requirements as defined in Section 12.2 of the Performance Work Statement

The Contractor shall perform the following FSO software development requirements;

- Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.
- Develop and maintain development and sustaining engineering schedules for FSO systems, applications, and websites.

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7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall perform the following FSO software development requirements;

- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
- Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new FSO applications.
- Provide issue resolution support as necessary for the applications developed and supported.
- Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

Provide system administration services for FSO servers, databases and applications:

- Provide day-to-day system administration support for the FSO servers, desktops and applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Provide operations and maintenance support for FSO servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Perform effective database design, testing, implementation and maintenance in order to responsively support FSO applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Monitor and analyze any failures or performance degradation for all FSO systems.
- Communicate the status of resolution of any known issues to the FSO financial and business user community through FSO's communication process.
- Provide efficient and effective issue resolution service for escalated customer requests focused on timely service/system restoration.
- Provide engineering services to resolve/fix any system problems uncovered. Develop SIR, as appropriate, to document improvement recommendations.

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10. QUALITY ASSURANCE REQUIREMENTS:

- SLA 5.4-1
- SLA 6.1.1-1 Incident Escalation Time, Customer Satisfaction
- SLA 6.1.1-2 Resolution Time, Customer Satisfaction
- SLA 6.1.3-2 Customer Satisfaction
- SLA 6.1.8-2 Customer Satisfaction
- SLA 6.3-1
  - Non-mission critical data recovery – 24 hours
  - Backup frequency – Weekly full backups; nightly incremental backups
- SLA 6.5.2-1
- SLA 6.5.2-2 Escalated Issues, Customer Satisfaction
- SLA 6.5.3-1 Reduce the number and severity of user-reported incidents and problems
  - % Reduction in Incidents (rolling 12 month average) defined by Task Monitor
  - % Reduction in Problems (rolling 12 month average) defined by Task Monitor
- SLA 6.5.4-1
- SLA 6.5.5-1
- SLA 6.6.2-1 Customer Satisfaction
- SLA 6.6.2-2
  - % Systems in compliance with security standards
  - % systems in compliance with 508 standards
- SLA 9.3.4-1 Provide a schedule management process

For purposes of this task performance metrics shall be at the non-mission critical level. Where no metric is specified for a given SLA, then all of the metrics listed in the Performance Work Statement (PWS) apply. Quality Assurance requirements are in accordance with the PWS.

END OF TASK