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 CANCELLED 10/24/2010**

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 – October 24, 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.):

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Joanne Sprunk / 156 / 6-3852

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:

17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:

Steve Naus / 6-9000

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

Natesa R. Robinson 10/20/2010

CONTRACTING OFFICER'S SIGNATURE/DATE

Natesa R. Robinson

TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

1001 Rev - / 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.

TASK/REVISION NO.:

1001 Rev - / 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.

TASK/REVISION NO.:

1001 Rev - / FSO Support

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.

TASK/REVISION NO.:

1001 Rev - / FSO Support

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

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**	**1002**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Code 100 System Administration Support	☐ YES ☐ NO	

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

Provide support to Code 100 for the management of desktop systems and administration of microcomputer local area networks and office automation support.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: 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 6.1.3-1, SLA 6.1.3-2, SLA 6.1.3-3, 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: $91,545.75

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Victoria Stokes / Code 101 / 6-0822

14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/18/10

17. CONTRACTOR: 6/18/10

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

LaShawn K. Davis 6/18/10
CONTRACTING OFFICER'S SIGNATURE/DATE

LaShawn K. Davis
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

1002 / Code 100 System Administration Support

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

Office automation support will include, but not be limited to, configuring microcomputers, assisting Code 100 users with word processing, database, and spreadsheet software packages, training Code 100 staff in the use of the LAN, and troubleshooting microcomputer related problems as they occur. The contractor will also suggest cost savings measures and candidates for IT improvements.

The contractor is responsible for overall IT security of the Code 101 systems, including the updating of the IT Security Plan, interacting with users and ODIN to improve communications and resolve problems, overseeing ODIN support for Code100 users, and working with other computer security officials to eliminate IT security vulnerabilities.

The contractor shall perform the following minimum requirements;

- Provide day-to-day system administration support for the 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 servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- 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

ASRC Task Plan for TO#1002 is incorporated by reference.

END OF TASK

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**1003**

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

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

Assist the RFO eTravel Office with eTravel operational support.

eTravel Office Support Analyst

Provides on-site operational support to the NASA/GSFC Regional Finance Office and assists the Center's Resource Analysts located throughout the campus. Performing in the role as an RFO eTravel Office Funds Certifier, the following functions include:

- Coordinates and forwards email notifications to the Resource Analyst (RA) for concurrence before travel documents are submitted in FedTraveler.com.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: SLA 5.4-2, SLA 6.1.3-2 The average time for incident closure for each type of incidents (by criticality) and Customer Satisfaction, SLA 9.3.4-1 as specified in the PWS As specified by the COTR or Task Monitor

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

10. QUALITY ASSURANCE REQUIREMENTS: None

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

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

TARGET COST: $ [redacted]
TARGET PROFIT: $
TARGET PRICE: $ 164,647.83

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Barbara Prather / 155	CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: 7/9/10	
Steve Naus/ 6-9000	TYPED OR PRINTED NAME
17. CONTRACTOR:	
ASRC PRIMUS SOLUTIONS 6/30/10	

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

1003 / eTravel Support

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

- Responds to any requests sent by the travel community within 2-3 business days (depending on the request). Requests can include, but are not limited to:
  - Request for funds; adequate funding is not available.
  - Request for approval; approval notification is not received.
  - Request for funds; there is a funding issue at the time of interfacing to SAP.
  - Request for approval/funds; the voucher exceeds the obligation by more than $200.00.
- If funds are not available in SAP, ensures that the RA moves the appropriate amount of funds within 3 days from receipt of the request.
- Tracks travel authorizations and vouchers to ensure proper usage.

Senior eTravel Office Support Analysis (ends September 30, 2010)

Provides on-site operational support to the NASA/GSFC Regional Finance Office (RFO) and works directly with RFO management to reconcile and post payments to the Centrally Billed Account (CBA).

The CBA is used for the purchase of transportation (airline, train, bus, etc.) tickets for infrequent travelers, invitational travelers, travelers who have lost their government travel charge card privileges and those who have signed up for the CBA. GSFC travelers have the option to sign up to have all official airline tickets purchased on the CBA Account. Each month NASA receives a charge card statement with a list of detailed transactions. The statement is reviewed and subsequently paid two days prior to the due date. The statement is reviewed and compared with existing legacy travel systems and support organizations. An additional CBA reconciliation takes place three months after the charge card statement is paid to identify any possible over payments.

The job function will include reviewing bank card transactions, examining travel authorizations, analyzing/correcting financial transactions and assessing/correcting overpayments to travelers; also responsible for interfacing with NASA customers, coordinating with support staff, preparing written reports, and generating metrics data.

Application Functions:

The FedTraveler System is a web-based application (similar to industry travel systems) that will be operated and maintained by a 3rd party.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**1003 CANCELLED 10/24/2010**

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

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

Assist the RFO eTravel Office with eTravel operational support.

eTravel Office Support Analyst

Provides on-site operational support to the NASA/GSFC Regional Finance Office and assists the Center's Resource Analysts located throughout the campus. Performing in the role as an RFO eTravel Office Funds Certifier, the following functions include:

- Coordinates and forwards email notifications to the Resource Analyst (RA) for concurrence before travel documents are submitted in FedTraveler.com.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: SLA 5.4-2, SLA 6.1.3-2 The average time for incident closure for each type of incidents (by criticality) and Customer Satisfaction, SLA 9.3.4-1 as specified in the PWS As specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: **July 1, 2010 – October 24, 2010**

10. QUALITY ASSURANCE REQUIREMENTS: None

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

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

TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 164,647.83

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Barbara Prather / 155	10/20/2010
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:	Natesa R. Robinson
Steve Naus/ 6-9000	TYPED OR PRINTED NAME
17. CONTRACTOR:	
ASRC PRIMUS SOLUTIONS	

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

1003 / eTravel Support

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

- Responds to any requests sent by the travel community within 2-3 business days (depending on the request). Requests can include, but are not limited to:
  - Request for funds; adequate funding is not available.
  - Request for approval; approval notification is not received.
  - Request for funds; there is a funding issue at the time of interfacing to SAP.
  - Request for approval/funds; the voucher exceeds the obligation by more than $200.00.
- If funds are not available in SAP, ensures that the RA moves the appropriate amount of funds within 3 days from receipt of the request.
- Tracks travel authorizations and vouchers to ensure proper usage.

Senior eTravel Office Support Analysis (ends September 30, 2010)

Provides on-site operational support to the NASA/GSFC Regional Finance Office (RFO) and works directly with RFO management to reconcile and post payments to the Centrally Billed Account (CBA).

The CBA is used for the purchase of transportation (airline, train, bus, etc.) tickets for infrequent travelers, invitational travelers, travelers who have lost their government travel charge card privileges and those who have signed up for the CBA. GSFC travelers have the option to sign up to have all official airline tickets purchased on the CBA Account. Each month NASA receives a charge card statement with a list of detailed transactions. The statement is reviewed and subsequently paid two days prior to the due date. The statement is reviewed and compared with existing legacy travel systems and support organizations. An additional CBA reconciliation takes place three months after the charge card statement is paid to identify any possible over payments.

The job function will include reviewing bank card transactions, examining travel authorizations, analyzing/correcting financial transactions and assessing/correcting overpayments to travelers; also responsible for interfacing with NASA customers, coordinating with support staff, preparing written reports, and generating metrics data.

Application Functions:

The FedTraveler System is a web-based application (similar to industry travel systems) that will be operated and maintained by a 3rd party.

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	1004

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

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

At a minimum, the Contractor shall provide IT System Administration, IT Security Support and related activities for the Financial Systems Office (FSO).

(continued on the following pages)

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

9. PERFORMANCE/MILESTONE SCHEDULE: October 25, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: Continue on following pages

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

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

TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 109,537.80

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Joanne Sprunk / 156 / 6-3852

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 10/20/10

17. CONTRACTOR:
ASRC PRIMUS SOLUTIONS 10/20/10
Alan Axthelm

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

10/25/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

Natesa R. Robinson
TYPED OR PRINTED NAME

TASK/REVISION NO.:

1004 / 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.

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

- 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 (weekly full backups and nightly incremental) 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.
- 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
- 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.

TASK/REVISION NO.:

1004/ FSO Support

10. QUALITY ASSURANCE REQUIREMENTS:

- SLA 5.4-1
- 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 6.5.4-1
- SLA 6.5.5-1
- SLA 6.6.2-2
  - % Systems in compliance with security standards
  - % systems in compliance with 508 standards

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

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	1005

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

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

Assist the RFO eTravel Office with eTravel operational support.

continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: SLA 5.4-2, SLA 6.1.3-2 The average time for incident closure for each type of incidents (by criticality) and Customer Satisfaction, SLA 9.3.4-1 as specified in the PWS As specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: October 25, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: None

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

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $
TARGET PRICE: $ 20,996.94

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Barbara Prather / 155

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 750 / 6-9000 10/20/10

17. CONTRACTOR:
ASRC PRIMUS SOLUTIONS 10/20/10
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
10/25/2010
CONTRACTING OFFICER'S SIGNATURE/DATE
NATOSHA R. ROBINSON
TYPED OR PRINTED NAME

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

1005 / eTravel Support

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

Senior eTravel Office Support Analysis

Provides on-site operational support to the NASA/GSFC Regional Finance Office (RFO) and works directly with RFO Travel Office and management to reconcile and generate FI invoices for payment processing of the Centrally Billed Account (CBA).

The CBA is used for the purchase of transportation (airline, train, bus, etc.) ticket for official government travel. Each month NASA receives a charge card statement with a list of detailed transactions. The statement is reviewed and subsequently paid in accordance with the Prompt Payment Act (PPA) requirements. The statement is analyzed and reconciled to the travel obligations in the accounting system and an FI invoice is created for payment by the NASA Shared Services Center (NSSC). Once the statement has been sent for payment, attention is given to the un-reconcilable items and monitoring the un-liquidated obligations.

The job function will include reviewing bank card transactions, examining travel authorizations, analyzing/correcting financial transactions and assessing/correcting overpayments to travelers; also responsible for interfacing with NASA customers, coordinating with support staff, preparing written reports, and generating metrics data.

Application Functions:

The FedTraveler System is a web-based application (similar to industry travel systems) that will be operated and maintained by a 3rd party.

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**	**3001**

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

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

Modify, update and maintain the Goddard Problem Reporting System (GPRS) per the Software Requirements Specification documents. Each module will maintain clearly defined user definitions and access levels. Common functionality will be optimized while maintaining security structures as defined in the Software Requirements Specification. Participate in the Configuration Control Board to process all change requests and associated documentation.

(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: $55,125.97

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Scott Milne / 302 / 6-7668

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Natesa R Robinson 6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

TASK/REVISION NO.:

3001 / NCR Support

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

General Requirements:

The redesign of the Audit System/NCRCAS will consist of the following updates:

- General systems face-lift, including converting to a modified "One-NASA-Look-and-Feel" display.
- General system process/logic changes to both systems, including:
  - The creating of three paths to the audits: supplier, internal, and external
  - Multiple branches on each of the paths: Management, Environmental, Safety, HQ, etc.
  - Changes to the Audit input form
  - Adjustments to the NCRCAS front page buttons and NCRCAS form pages
- Creation of an audit checklist based on selections made by the audit coordinator. This includes a printable version of the checklist, an editable online version, and checklist administration by system administrator/audit coordinators.
- Generation of "Milestone/Timeline/Gantt" Charts for audits returned in a search's results set. Providing a means for users to export search results to Excel format.
- Development of a Milestone chart for individual NCRs (that capture interim Corrective Action steps as milestones on a timeline).

Application Functions:

Administrative users will have global add/edit capabilities to all audits and audit branches, will have the ability to alter the contents of drop-down menus on form pages, and will be able to manage existing users or add new users. Audit Coordinators will be given edit capabilities to audits and audit branches (e.g. management, environmental) defined by an administrative user. All authorized users will be able to view audit and non-conformance data, search the database, and create reports. Change logs will be updated whenever certain fields are created or edited.

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.

TASK/REVISION NO.:

3001 / NCR Support

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

- 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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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**	**3002**

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

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

Provide support in the development and sustaining engineering of the Order Safety and Mission Assurance Configuration Management System Management Information System (MIS) application effort.

(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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Scotty Milne / 302 / 6-7668	6/18/2010
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:	TERESA R ROBINSON
Steve Naus / 6-9000 6/17/10	TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions	
Alan Axthelm	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

3002 / OMS MIS

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. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.

TASK/REVISION NO.:

3002 / OMC MIS

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

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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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**	**3003**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Code 300 Backup Service	☐ YES ☐ NO	

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

Perform system level backups for servers within the Code 300 server environment.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: 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 20, 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 6.3-1, SLA 6.3-2, SLA 6.3-3, SLA 6.3-4, 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: $ 2,558.61

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Sanjeev Sharma / 300 / 6-7792	7/9/2010
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:	
17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 7/9/10	TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

7/1/10
Alan Axthelm ASRC Primus

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

3003 Rev - / Code 300 Backup Service

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

The contractor shall perform the following minimum requirements;

- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Work closely with the customers to proactively plan for any increase in storage capacity or disk space future needs.
- Perform enterprise data storage administration including disk configuration, tape library configuration, tape inventory rotation, and tape restore operations.
- Provide enterprise storage management services including: allocation, backup, restoration and archiving, in accordance with NPD 1440.6H NASA Records Management and NPR 1441.1D NASA Records Retention Schedules and Federal Archive and Records Management Policies.
- Document data recovery procedures for the inclusion into the enterprise disaster recovery and COOP strategy.
- Conduct a gap analysis for any evolving data storage initiatives; ensure compatibility with existing environments and accommodation for any future requirements. Recommendations shall be documented in the form of SIRs.
- Conduct regular disaster recovery/data recovery exercises in accordance with ITCD approval.
- Provide efficient and effective Tier 2 incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- 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

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	**NNG10FE01C**	**3310**

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

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

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for the Goddard Space Flight Center (GSFC). ITCD will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security. The contractor shall support the TICD by providing timely, innovative, efficient, and quality customer services in the areas of the ITCD Support Desk, User Account / Security Administration, and Training and Communications Support.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As needed by the COTR or Task Monitor.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – June 30, 2010

10. QUALITY ASSURANCE REQUIREMENTS: None

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

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 26,916.26

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Sherita Mance / 730 / 6-5724

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
LaShawn K. Davis 6-18-10
CONTRACTING OFFICER'S SIGNATURE/DATE

LaShawn K. Davis
TYPED OR PRINTED NAME

TASK/REVISION NO.:

3310 ITCD Support Desk

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

ITCD Support Desk

The Contractor shall operate and continuously staff the ITCD Support Desk from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for Federal holidays. The ITCD Support Desk is a primary point-of-contact for ITCD services at Greenbelt. The Contractor shall staff the ITCD Support Desk with personnel who are knowledgeable in the services provided by the ITCD It shall be the duty of the on-site Contractor staff at the ITCD Support Desk to provide assistance to Center users by answering questions, often technical in nature, across a broad-range of information technology services, and by forwarding and tracking Tier 2 and Tier 3 requests through to their conclusion.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or customer.
2. Be proficient with the automated system(s) for customer Service Request tracking from initiation through closure.
3. Check all information on the Service Request for accuracy before logging the information into the automated tracking system.
4. Enter all written and verbal information and requests/instructions into the automated work tracking system as soon as possible, but no later than four (4) business hours after the work was received. After hours phone messages and emails will be logged in within two hours of the beginning of the next business day.
5. Answer customer's questions about ADB services or job status or refer the customer to the appropriate functional expert.
6. Meet the customer's deadline for the product or service, and provide the method for escalating Service Requests for action.
7. Meet the product and service quality requirements of the customer.
8. Route out-of-scope Service Requests to appropriate contractor or GSFC organizations.
9. Participate in product reviews prior to deployment to become familiar with the product to be supported.
10. Order and maintain supplies as necessary.
11. Follow instructions and effectively communicate with others in transacting daily activities.
12. Provide integration to other NASA Help Desks.
13. Analyze and resolve technical or other system-related problems.

(continued on the following page)

TASK/REVISION NO.:

3310 ITCD Support Desk

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

User Account / Security Administration

At a minimum the Contractor shall provide User Account / Security Administration services from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Federal holidays. Workload peaks shall be met to support critical operations, change in service or account provisioning or other planned influx of activity, including requirements outside the normal business hours stated above. The Contractor shall support all ITCD-provided information technology services provided to the Goddard community, NASA, and its partners, across the system development lifecycle.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor.
2. Designate individuals, with sufficient alternates, to serve as Security Administrators for ITCD supported services.
3. Review access requests for accuracy and completeness. Work with customer, Tier 2/3 support and government personnel to resolve issues or questions in a timely manner.
4. As required, perform user ID and password creation and maintenance
5. Maintain record retention and support security audits in accordance with NASA and Center security policies.
6. Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) in account / security administration activities.

Training and Communications Support

The contractor shall support ITCD training and communication efforts 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 minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor
2. Provide tools or applications for customer service. Examples include automated password reset functions and website instructions and FAQs for new or implemented products and services.
3. Develop a mechanism for alerting customers to new functionality, system outages, changes in procedures or other ITCD events in a manner that adequately prepares the user community for the change.
4. Distribute messages to the community that are clear and understandable by non-technical persons through a variety of available media, such as websites and email
5. Provide initial message of all planned outages to the user community at least one week prior to the outage
6. Develop and manage user lists for targeted communications
7. Develop and implement methods for obtaining and analyzing feedback from ITCD customers on customer support effectiveness

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	**NNG10FE01C**	**3310 Rev 1**

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

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

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for the Goddard Space Flight Center (GSFC). ITCD will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security. The contractor shall support the TICD by providing timely, innovative, efficient, and quality customer services in the areas of the ITCD Support Desk, User Account / Security Administration, and Training and Communications Support.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Concept of Operation Plan, As needed by the COTR or Task Monitor.

9. PERFORMANCE/MILESTONE SCHEDULE: July 1, 2010 – September 30, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.6-1 FOR 5*, SLA 6.1.1-1 Customer Satisfaction, SLA 6.1.2.-1 Customer Satisfaction, SLA 9.3.4-1 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: $
TARGET PRICE: $ 201,846.46

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Sherita Mance / 730 / 6-5724	6/30/2010 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/29/10	NATESA R. ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC PRIMUS SOLUTIONS 6/30/10	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

3310 ITCD Support Desk Rev 1

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

ITCD Support Desk

The Contractor shall operate and continuously staff the ITCD Support Desk from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for Federal holidays. The ITCD Support Desk is a primary point-of-contact for ITCD services at Greenbelt. The Contractor shall staff the ITCD Support Desk with personnel who are knowledgeable in the services provided by the ITCD It shall be the duty of the on-site Contractor staff at the ITCD Support Desk to provide assistance to Center users by answering questions, often technical in nature, across a broad-range of information technology services, and by forwarding and tracking Tier 2 and Tier 3 requests through to their conclusion.

The Contractor shall evaluate and prepare concept of operation plans for the Enterprise Customer Support Center transition

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or customer.
2. Be proficient with the automated system(s) for customer Service Request tracking from initiation through closure.
3. Check all information on the Service Request for accuracy before logging the information into the automated tracking system.
4. Enter all written and verbal information and requests/instructions into the automated work tracking system as soon as possible, but no later than four (4) business hours after the work was received. After hours phone messages and emails will be logged in within two hours of the beginning of the next business day.
5. Answer customer's questions about ADB services or job status or refer the customer to the appropriate functional expert.
6. Meet the customer's deadline for the product or service, and provide the method for escalating Service Requests for action.
7. Meet the product and service quality requirements of the customer.
8. Route out-of-scope Service Requests to appropriate contractor or GSFC organizations.
9. Participate in product reviews prior to deployment to become familiar with the product to be supported.
10. Order and maintain supplies as necessary.
11. Follow instructions and effectively communicate with others in transacting daily activities.
12. Provide integration to other NASA Help Desks.
13. Analyze and resolve technical or other system-related problems.

(continued on the following page)

TASK/REVISION NO.:

3310 ITCD Support Desk Rev 1

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

User Account / Security Administration

At a minimum the Contractor shall provide User Account / Security Administration services from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Federal holidays. Workload peaks shall be met to support critical operations, change in service or account provisioning or other planned influx of activity, including requirements outside the normal business hours stated above. The Contractor shall support all ITCD-provided information technology services provided to the Goddard community, NASA, and its partners, across the system development lifecycle.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor.
2. Designate individuals, with sufficient alternates, to serve as Security Administrators for ITCD supported services.
3. Review access requests for accuracy and completeness. Work with customer, Tier 2/3 support and government personnel to resolve issues or questions in a timely manner.
4. As required, perform user ID and password creation and maintenance
5. Maintain record retention and support security audits in accordance with NASA and Center security policies.
6. Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) in account / security administration activities.

Training and Communications Support

The contractor shall support ITCD training and communication efforts 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 minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor
2. Provide tools or applications for customer service. Examples include automated password reset functions and website instructions and FAQs for new or implemented products and services.
3. Develop a mechanism for alerting customers to new functionality, system outages, changes in procedures or other ITCD events in a manner that adequately prepares the user community for the change.
4. Distribute messages to the community that are clear and understandable by non-technical persons through a variety of available media, such as websites and email
5. Provide initial message of all planned outages to the user community at least one week prior to the outage
6. Develop and manage user lists for targeted communications
7. Develop and implement methods for obtaining and analyzing feedback from ITCD customers on customer support effectiveness

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	**NNG10FE01C**	**3310 Rev 2**

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

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

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for the Goddard Space Flight Center (GSFC). ITCD will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security. The contractor shall support the TICD by providing timely, innovative, efficient, and quality customer services in the areas of the ITCD Support Desk, User Account / Security Administration, and Training and Communications Support.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Concept of Operation Plan, As needed by the COTR or Task Monitor.

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

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.6-1 FOR 5*, SLA 6.1.1-1 Customer Satisfaction, SLA 6.1.2.-1 Customer Satisfaction, SLA 9.3.4-1 in accordance with the Performance Work Statement

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

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

	FROM	BY	TO
TARGET COST:	$ [redacted]		
TARGET PROFIT:	$		
TARGET PRICE:	$228,762.72	$ 203,649.27	$ 432,411.99

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Sherita Mance / 730 / 6-5724

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:

Steve Naus / 6-9000 10/1/10

17. CONTRACTOR:

10/1/10

Alan Arthelm

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

10/1/2010

CONTRACTING OFFICER'S SIGNATURE/DATE

TERESA B ROBINSON

TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

3310 ITCD Support Desk Rev 2

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

ITCD Support Desk

The Contractor shall operate and continuously staff the ITCD Support Desk from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for Federal holidays. The ITCD Support Desk is a primary point-of-contact for ITCD services at Greenbelt. The Contractor shall staff the ITCD Support Desk with personnel who are knowledgeable in the services provided by the ITCD It shall be the duty of the on-site Contractor staff at the ITCD Support Desk to provide assistance to Center users by answering questions, often technical in nature, across a broad-range of information technology services, and by forwarding and tracking Tier 2 and Tier 3 requests through to their conclusion. This includes Tier 2 User support activities (i.e., Token Distribution) at the Wallops Flight Facility.

The Contractor shall evaluate and prepare concept of operation plans for the Enterprise Customer Support Center transition

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or customer.
2. Be proficient with the automated system(s) for customer Service Request tracking from initiation through closure.
3. Check all information on the Service Request for accuracy before logging the information into the automated tracking system.
4. Enter all written and verbal information and requests/instructions into the automated work tracking system as soon as possible, but no later than four (4) business hours after the work was received. After hours phone messages and emails will be logged in within two hours of the beginning of the next business day.
5. Answer customer's questions about ADB services or job status or refer the customer to the appropriate functional expert.
6. Meet the customer's deadline for the product or service, and provide the method for escalating Service Requests for action.
7. Meet the product and service quality requirements of the customer.
8. Route out-of-scope Service Requests to appropriate contractor or GSFC organizations.
9. Participate in product reviews prior to deployment to become familiar with the product to be supported.
10. Order and maintain supplies as necessary.
11. Follow instructions and effectively communicate with others in transacting daily activities.
12. Provide integration to other NASA Help Desks.
13. Analyze and resolve technical or other system-related problems.

(continued on the following page)

TASK/REVISION NO.:

3310 ITCD Support Desk Rev 2

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

User Account / Security Administration

At a minimum the Contractor shall provide User Account / Security Administration services from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Federal holidays. Workload peaks shall be met to support critical operations, change in service or account provisioning or other planned influx of activity, including requirements outside the normal business hours stated above. The Contractor shall support all ITCD-provided information technology services provided to the Goddard community, NASA, and its partners, across the system development lifecycle.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor.
2. Designate individuals, with sufficient alternates, to serve as Security Administrators for ITCD supported services.
3. Review access requests for accuracy and completeness. Work with customer, Tier 2/3 support and government personnel to resolve issues or questions in a timely manner.
4. As required, perform user ID and password creation and maintenance
5. Maintain record retention and support security audits in accordance with NASA and Center security policies.
6. Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) in account / security administration activities.

Training and Communications Support

The contractor shall support ITCD training and communication efforts 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 minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor
2. Provide tools or applications for customer service. Examples include automated password reset functions and website instructions and FAQs for new or implemented products and services.
3. Develop a mechanism for alerting customers to new functionality, system outages, changes in procedures or other ITCD events in a manner that adequately prepares the user community for the change.
4. Distribute messages to the community that are clear and understandable by non-technical persons through a variety of available media, such as websites and email
5. Provide initial message of all planned outages to the user community at least one week prior to the outage
6. Develop and manage user lists for targeted communications
7. Develop and implement methods for obtaining and analyzing feedback from ITCD customers on customer support effectiveness

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	**NNG10FE01C**	**3315**

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

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

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for both the Goddard Space Flight Center (GSFC) and the Wallop Flight Facility (WFF). ITCD will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security. The contractor shall support the ITCD by providing timely, innovative, efficient, and quality customer services in the areas of the WFF ITCD Support Desk, User Account / Security Administration, and Training and Communications Support

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As needed by the COTR or Task Monitor.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – June 30, 2010

10. QUALITY ASSURANCE REQUIREMENTS: None

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

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 3,479.00

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Scott Webb / 708 / 7-2444

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
LaShawn K. Davis 6-18-10
CONTRACTING OFFICER'S SIGNATURE/DATE

LaShawn K. Davis
TYPED OR PRINTED NAME

TASK/REVISION NO.:

3315 WFF Support Desk

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

WFF Support Desk

The Contractor shall operate and continuously staff the WFF ITCD Support Desk from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for Federal holidays. The WFF ITCD Support Desk is a primary point-of-contact for WFF ITCD services at Wallops. The Contractor shall staff the WFF ITCD Support Desk with personnel who are knowledgeable in the services provided by the ITCD It shall be the duty of the on-site Contractor staff at the WFF ITCD Support Desk to provide assistance to Center users by answering questions, often technical in nature, across a broad-range of information technology services, and by forwarding and tracking Tier 2 and Tier 3 requests through to their conclusion.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or customer.
2. Be proficient with the automated system(s) for customer Service Request tracking from initiation through closure.
3. Check all information on the Service Request for accuracy before logging the information into the automated tracking system.
4. Enter all written and verbal information and requests/instructions into the automated work tracking system as soon as possible, but no later than four (4) business hours after the work was received. After hours phone messages and emails will be logged in within two hours of the beginning of the next business day.
5. Answer customer's questions about ADB services or job status or refer the customer to the appropriate functional expert.
6. Meet the customer's deadline for the product or service, and provide the method for escalating Service Requests for action.
7. Meet the product and service quality requirements of the customer.
8. Route out-of-scope Service Requests to appropriate contractor or GSFC organizations.
9. Participate in product reviews prior to deployment to become familiar with the product to be supported.
10. Order and maintain supplies as necessary.
11. Follow instructions and effectively communicate with others in transacting daily activities.
12. Provide integration to other NASA Help Desks.
13. Analyze and resolve technical or other system-related problems.

(continued on the following page)

TASK/REVISION NO.:

3315 WFF Support Desk

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

User Account / Security Administration

At a minimum the Contractor shall provide User Account / Security Administration services from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Federal holidays. Workload peaks shall be met to support critical operations, change in service or account provisioning or other planned influx of activity, including requirements outside the normal business hours stated above. The Contractor shall support all WFF ITCD-provided information technology services provided to the Goddard community, NASA, and its partners, across the system development lifecycle.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor.
2. Designate individuals, with sufficient alternates, to serve as Security Administrators for ITCD supported services.
3. Review access requests for accuracy and completeness. Work with customer, Tier 2/3 support and government personnel to resolve issues or questions in a timely manner.
4. As required, perform user ID and password creation and maintenance
5. Maintain record retention and support security audits in accordance with NASA and Center security policies.
6. Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) in account / security administration activities.

Training and Communications Support

The contractor shall support WFF ITCD training and communication efforts 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 minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor
2. Provide tools or applications for customer service. Examples include automated password reset functions and website instructions and FAQs for new or implemented products and services.
3. Develop a mechanism for alerting customers to new functionality, system outages, changes in procedures or other ITCD events in a manner that adequately prepares the user community for the change.
4. Distribute messages to the community that are clear and understandable by non-technical persons through a variety of available media, such as websites and email
5. Provide initial message of all planned outages to the user community at least one week prior to the outage
6. Develop and manage user lists for targeted communications
7. Develop and implement methods for obtaining and analyzing feedback from ITCD customers on customer support effectiveness

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	**NNG10FE01C**	**3315 Rev 1**

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

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

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for both the Goddard Space Flight Center (GSFC) and the Wallop Flight Facility (WFF). ITCD will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security. The contractor shall support the ITCD by providing timely, innovative, efficient, and quality customer services in the areas of the WFF ITCD Support Desk, User Account / Security Administration, and Training and Communications Support

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As needed by the COTR or Task Monitor.

9. PERFORMANCE/MILESTONE SCHEDULE: July 1, 2010 – September 30, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.6-1 FOR 5*, SLA 6.1.1-1 Customer Satisfaction, SLA 6.1.2.-1 Customer Satisfaction, SLA 9.3.4-1 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: $ 26,089.18

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Scott Webb / 708 / 7-2444

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/29/10

17. CONTRACTOR:
6/30/10
ASRC PRIMUS SOLUTIONS

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/30/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

TASK/REVISION NO.:

3315 WFF Support Desk Rev 1

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

WFF Support Desk

The Contractor shall operate and continuously staff the WFF ITCD Support Desk from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for Federal holidays. The WFF ITCD Support Desk is a primary point-of-contact for WFF ITCD services at Wallops. The Contractor shall staff the WFF ITCD Support Desk with personnel who are knowledgeable in the services provided by the ITCD It shall be the duty of the on-site Contractor staff at the WFF ITCD Support Desk to provide assistance to Center users by answering questions, often technical in nature, across a broad-range of information technology services, and by forwarding and tracking Tier 2 and Tier 3 requests through to their conclusion.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or customer.
2. Be proficient with the automated system(s) for customer Service Request tracking from initiation through closure.
3. Check all information on the Service Request for accuracy before logging the information into the automated tracking system.
4. Enter all written and verbal information and requests/instructions into the automated work tracking system as soon as possible, but no later than four (4) business hours after the work was received. After hours phone messages and emails will be logged in within two hours of the beginning of the next business day.
5. Answer customer's questions about ADB services or job status or refer the customer to the appropriate functional expert.
6. Meet the customer's deadline for the product or service, and provide the method for escalating Service Requests for action.
7. Meet the product and service quality requirements of the customer.
8. Route out-of-scope Service Requests to appropriate contractor or GSFC organizations.
9. Participate in product reviews prior to deployment to become familiar with the product to be supported.
10. Order and maintain supplies as necessary.
11. Follow instructions and effectively communicate with others in transacting daily activities.
12. Provide integration to other NASA Help Desks.
13. Analyze and resolve technical or other system-related problems.

(continued on the following page)

TASK/REVISION NO.:

3315 WFF Support Desk Rev 1

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

User Account / Security Administration

At a minimum the Contractor shall provide User Account / Security Administration services from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Federal holidays. Workload peaks shall be met to support critical operations, change in service or account provisioning or other planned influx of activity, including requirements outside the normal business hours stated above. The Contractor shall support all WFF ITCD-provided information technology services provided to the Goddard community, NASA, and its partners, across the system development lifecycle.

The contractor shall perform the following minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor.
2. Designate individuals, with sufficient alternates, to serve as Security Administrators for ITCD supported services.
3. Review access requests for accuracy and completeness. Work with customer, Tier 2/3 support and government personnel to resolve issues or questions in a timely manner.
4. As required, perform user ID and password creation and maintenance
5. Maintain record retention and support security audits in accordance with NASA and Center security policies.
6. Adhere to NPR 2810 and other Agency-wide policies (e.g., NASA Account Management System (NAMS) in account / security administration activities.

Training and Communications Support

The contractor shall support WFF ITCD training and communication efforts 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 minimum requirements:
1. Receive work through the Project Manager, COTR, or Task Monitor
2. Provide tools or applications for customer service. Examples include automated password reset functions and website instructions and FAQs for new or implemented products and services.
3. Develop a mechanism for alerting customers to new functionality, system outages, changes in procedures or other ITCD events in a manner that adequately prepares the user community for the change.
4. Distribute messages to the community that are clear and understandable by non-technical persons through a variety of available media, such as websites and email
5. Provide initial message of all planned outages to the user community at least one week prior to the outage
6. Develop and manage user lists for targeted communications
7. Develop and implement methods for obtaining and analyzing feedback from ITCD customers on customer support effectiveness

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**	**4001**

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

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

Provide application hosting and support in the development and sustaining engineering of the Solar Dynamics Observatory (SDO) Management Information System (MIS). This application is mission critical for purposes of assigning performance metrics.

(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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Rob Lilly / 464 / 6-7752	6/18/2010 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10	NATESA R. ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4001 /SDO MIS 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 ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

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.

TASK/REVISION NO.:

4001 /SDO MIS Support

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

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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**	**4002**

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

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

Provide support in the development and sustaining engineering of the Project Data Repository effort. This application is mission critical for purposes of assigning performance metrics.

(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, 6.1.7.3, 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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
David Foertschbeck / 400 / 6-5502	LaShawn K. Davis 6-18-10 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	LaShawn K. Davis TYPED OR PRINTED NAME
16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:	
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.:

4002 / Project Data Repository 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 ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

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.

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

TASK/REVISION NO.:

4002 / Project Data Repository Support

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

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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**	**4002 CANCELLED**

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

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

Provide support in the development and sustaining engineering of the Project Data Repository effort. This application is mission critical for purposes of assigning performance metrics.

(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, 6.1.7.3, 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 – September 30, 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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
David Foertschbeck / 400 / 6-5502

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:

17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000

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

9/23/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4002 / Project Data Repository 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 ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

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.

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

TASK/REVISION NO.:

4002 / Project Data Repository Support

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

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

CANCELLED ON 9/30/2010

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**	**4003**

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

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

Provide support in the development and sustaining engineering of the Sample Analysis at Mars (SAM) Management Information System (MIS) application effort. This application is mission critical for purposes of assigning performance metrics.

(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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Doug McLennan / 431 / 6-5413

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:

17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

CONTRACTOR: ASRC Primus Solutions
SIGNATURE

Alan Axthelm

TASK/REVISION NO.:

4003 /SAM MIS 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 ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

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.

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

TASK/REVISION NO.:

4003 /SAM MIS Support

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

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**4004**

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

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
Develop an as-built configuration status tree as a part of the MMS MIS application. The as-built configuration status tree will show, through an expand/collapse menu, the configuration of the MMS "stack" (the four MMS observatories) down to the level of detail required by the MMS project. This application is mission critical for purposes of assigning performance metrics.

(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, 6.1.7.3, 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: $55,125.97

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Roberto Aleman / 461 / 6-6280	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.:

4004 /MMS MIS 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 ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

The as-built configuration status tree will display the entire configuration of the MMS "stack" with an expand/collapse menu (similar to Windows explorer). Along with the tree, the MIS will keep a running inventory on parts that are received and to be used by the MMS project. The tree will be dynamically linked to the drawing and WOA modules. Every element in the tree will have a drawing reference, as well as a serial number, if one exists, and will indicate whether or not it has been installed. Users will have the ability to update elements of the tree by entering a receiving & inspection (R&I) or integrate/de-integrate work order authorization (WOA).

An R&I WOA indicates the arrival of hardware, and these WOAs will be used to build the MMS MIS parts inventory. Each piece of hardware received will be included in a separate WOA event. When setting up the WOA events, the part shall be named and be linked to a drawing/EO. When performing the events in the R&I WOA, users will indicate the serial number of the part, and then sign-off in the performed/inspected by block. This will dynamically update the parts inventory list.

When parts are ready to be integrated into one of the four observatories, an integrate/de-integrate WOA will be written. For each hardware integration or de-integration, an event shall identify the part placement (or removal) on the tree, the corresponding drawing number, and the serial number (thus identifying the part). When performing the events of the integrate/de-integrate WOA and signing-off in the performed/inspected by block, the tree will update showing that hardware has been installed or removed.

Administrative users (CM Managers) and those users designated by the CM Manager will have privileges to update the elements of the tree. Edit privileges will include adding or deleting elements from the tree, or moving elements from one section to another. All users will have the ability to view the parts inventory list.

The application will be Web-based using Secure Socket Layer (SSL) to encrypt the data transmission and customers are responsible for the cost of the SSL certificate. This application is username and password protected and is available on the world wide web (i.e., outside of the Goddard or NASA firewall). Customers (data owners) will need to submit formal ITAR documentation and other security-related paperwork to comply with GSFC/NASA requirements.

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.

TASK/REVISION NO.:

4004 /MMS MIS Support

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

- 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. 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.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 4 OF 4

TASK/REVISION NO.:

4004 Rev - /MMS MIS Support

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

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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**4005**

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

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

Develop and maintain the Global Precipitation Measurement Management Information System (GPM MIS), which will store and control all GPM project documents, drawings, change control requests, work order authorizations (WOAs), action items, and photos/videos. This application is mission critical for purposes of assigning performance metrics.

(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, 6.1.7.3, 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: $32,157.59

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Jackie Fiora / 422 / 6-8646

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/18/10

17. CONTRACTOR:
ASRC Primus Solutions 6/18/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

TASK/REVISION NO.:

4005 /GPM MIS Support

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

The GPM MIS will give its users the ability to initiate, revise, review, track, and close project documents, drawings, change control requests, WOAs, and action items electronically through a single user interface. The system will also store project photos and videos, and will be able to associate a photo or video with any other entity in the system. Any user of the GPM MIS will be able to search, view, and initiate new documentation. The system will provide users with a fully customizable search engine that is capable of searching records by data captured through the system. Users will be able to export the search results set to a Microsoft Excel spreadsheet that can then be manipulated into a report. The GPM MIS can also serve as the project's internal home page. Administrative users can update "News and Events" and "Quick Links" sections, both of which are displayed on the system's home page. Users have access to a project calendar where they can post meetings and get up-to-date information on the project's activities. The system is username and password protected, and protects sensitive data by blocking unauthorized users from viewing attachments that are deemed ITAR sensitive, proprietary/programmatic, or proprietary/technical by an administrator.

Regarding hardware, additional procurement may be required at a future point in time to segregate the GPM MIS. This type of application is complex and requires intensive system resources, as well as the segregation requirements necessary for ITAR data. It may be a requirement to procure new hardware to properly segregate the application.

Application Functions:

Administrative users (CM Managers) will manage users of the system – activating or deactivating user accounts, resetting passwords, and assigning user privileges. CM Managers will also control the content of the home page (quick links, welcome message, and news and events sections), as well as control the documentation process flow by having the final say as to whether a record is submitted for review or released.

Users of the system will be alerted whenever they are requested as reviewers for various draft and formal reviews. These alerts will appear in the "User Alerts" section of the application, which is user specific. A summary of their alerts will appear on the home page once they have logged in. Documentation that references other records within the system will be dynamically linked to those records. The WOA module of the system can connect with Goddard's PR/PFR system and will display all PR/PFR details for PRs and PFRs written against a work order's events, with coordination from the GPRS functional sponsors.

Hardware/Software Configuration:

The application will be Web-based using Secure Socket Layer (SSL) to encrypt the data transmission and customers are responsible for the cost of the SSL certificate. This application is username and password protected and is available on the world wide web (i.e., outside of the Goddard or NASA firewall). Customers (data owners) will need to submit formal ITAR documentation and other security-related paperwork to comply with GSFC/NASA requirements.

TASK/REVISION NO.:

4005 /GPM MIS Support

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. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 4 OF 4

TASK/REVISION NO.:

4005 /GPM MIS Support

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

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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**4006**

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

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

Develop and maintain the Global Precipitation Measurement Management Information System (GPM MIS), which Develop the Heliophysics Management Information System (MIS), capable of electronically managing and tracking documentation associated with any program/project reporting to the Heliophysics Projects Office. This application is mission critical for purposes of assigning performance metrics.

(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, 6.1.7.3, 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: $55,125.97

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Donna Bird / 400 / 6-9829

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/18/10

17. CONTRACTOR:
ASRC Primus Solutions 6/18/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA L ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4006 / Heliophysics MIS Support

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

The Heliophysics MIS shall contain, at a minimum, integrated modules for the management of documentation, drawings, changes, work orders, calendars and action items. Each of these modules shall be capable of functioning independently; however, common data elements shall be integrated where practical.

General Requirements:

The Heliophysics MIS will give its users the ability to initiate, revise, review, track, and close program-level and project-level documents, drawings, change control requests, WOAs, and action items electronically through a single user interface. Any user of the Heliophysics MIS will be able to search, view, and initiate new documentation. The system will provide users with a fully customizable search engine that is capable of searching documentation by data captured through the system. Users will be able to export the search's results set to a Microsoft Excel spreadsheet that can then be manipulated into a report. The Heliophysics MIS can also serve as the program and projects' internal home pages. Administrative users can update "News and Events" and "Quick Links" sections, both of which are displayed on the different home pages. Designated users will have access to the various calendars where they can post meetings and get up-to-date information on the program and projects' activities. The system is username and password protected, and protects sensitive data by blocking unauthorized users from viewing attachments that are deemed ITAR sensitive, proprietary/programmatic, or proprietary/technical by an administrator. The system will need to be capable of accepting new projects, such as the MMS MIS.

Regarding hardware, additional procurement may be required at a future point in time to segregate the Heliophysics MIS. This type of application is complex and requires intensive system resources, as well as the segregation requirements necessary for ITAR data. It may be a requirement to procure new hardware to properly segregate the application.

Application Functions:

Administrative users (Heliophysics MIS Administrators and program/project CM Managers) will manage users of the system – activating or deactivating user accounts, resetting passwords, and assigning user privileges. These administrators, as well as other designated calendar administrators, will also control the content of the home page (quick links, welcome message, and news and events sections). Administrators will control the documentation process flow by having the final approval as to whether a record is submitted for review or released. Users of the system will be alerted whenever they are requested as reviewers for various draft and formal reviews. These alerts will appear in the "User Alerts" section of the application, which is user specific. A summary of their alerts will appear on the home page once they have logged in.

Documentation that references other records within the system will be dynamically linked to those records. The WOA module of the system can connect with Goddard's PR/PFR system and will display all PR/PFR details for PRs and PFRs written against a work order's events, with coordination from the GPRS functional sponsors.

TASK/REVISION NO.:

4006 / Heliophysics MIS Support

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

Administrative users (Heliophysics MIS Administrators and program/project CM Managers) will manage users of the system – activating or deactivating user accounts, resetting passwords, and assigning user privileges. These administrators, as well as other designated calendar administrators, will also control the content of the home page (quick links, welcome message, and news and events sections). Administrators will control the documentation process flow by having the final approval as to whether a record is submitted for review or released.

Hardware/Software Configuration:

The application will be Web-based using Secure Socket Layer (SSL) will also be used to encrypt the data transmission and customers are responsible for the cost of the SSL certificate. This application is username and password protected and is available on the world wide web (i.e., outside of the Goddard or NASA firewall). Customers (data owners) will need to submit formal ITAR documentation and other security-related paperwork to comply with GSFC/NASA requirements.

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.:

4006 / Heliophysics MIS Support

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**4007**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ICESat-II Management Information System (MIS)	☐ YES ☐ NO	

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

Develop the ICESat-II Management Information System (MIS), which will store and control all ICESat-II project documents, drawings, change control requests, work order authorizations (WOAs), action items, and photos/videos. This application is mission critical for purposes of assigning performance metrics.

(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: $32,157.59

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Mark Seidleck / 446 / 6-7412

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

TERESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4007 / ICESat-II Management Information System (MIS)

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

General Requirements:

The MIS will give its users the ability to initiate, revise, review, track, and close project documents, drawings, change control requests, WOAs, and action items electronically through a single user interface. The system will also store project photos and videos, and will be able to associate a photo or video with any other entity in the system. Any user of the MIS will be able to search, view, and initiate new documentation. The system will provide users with a fully customizable search engine that is capable of searching records by data captured through the system. Users will be able to export the search results set to a Microsoft Excel spreadsheet that can then be manipulated into a report. Administrative users can update "News and Events" and "Quick Links" sections, both of which are displayed on the system's home page. Users have access to a project calendar where they can post meetings and get up-to-date information on the project's activities. The system is username and password protected, and protects sensitive data by blocking unauthorized users from viewing attachments and project specified data fields that are deemed ITAR sensitive, proprietary/programmatic, or proprietary/technical by an administrator.

This project will be completed in two phases. The first phase will include the initial set-up of the project and its implementation to production. The second phase will include further project customization and user and project training/support.

Regarding hardware, additional procurement may be required at a future point in time to segregate the MIS. This type of application is complex and requires intensive system resources, as well as the segregation requirements necessary for ITAR data. It may be a requirement to procure new hardware to properly segregate the application.

Application Functions:

Administrative users (CM Managers) will manage users of the system – activating or deactivating user accounts, resetting passwords, and assigning user privileges. CM Managers will also control the content of the MIS home page (quick links, welcome message, and news and events sections), as well as control the documentation process flow by having the final say as to whether a record is submitted for review or released.

Users of the system will be alerted whenever they are requested as reviewers for various draft and formal reviews. These alerts will appear in the "User Alerts" section of the application, which is user specific. A summary of their alerts will appear on the MIS home page once they have logged in. Email notifications will be discussed, defined, and implemented in the second phase of the project.

Documentation that references other records within the system will be dynamically linked to those records. The WOA module of the system can connect with Goddard's PR/PFR system and will display all PR/PFR details for PRs and PFRs written against a work order's events, with coordination from the GPRS functional sponsors.

TASK/REVISION NO.:

4007 / ICESat-II Management Information System (MIS)

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

Hardware/Software Configuration:

The application will be Web-based using Secure Socket Layer (SSL) will also be used to encrypt the data transmission and customers are responsible for the cost of the SSL certificate. This application is username and password protected and is available on the world wide web (i.e., outside of the Goddard or NASA firewall). Customers (data owners) will need to submit formal ITAR documentation and other security-related paperwork to comply with GSFC/NASA requirements.

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.:

4007 / ICESat-II Management Information System (MIS)

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. 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 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**4008**

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

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

Develop the JDEM Management Information System (MIS), which will store and control all JDEM project documents, drawings, change control requests, work order authorizations (WOAs), action items, and photos/videos. This application is mission critical for purposes of assigning performance metrics.

(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: $32,157.59

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Vincent Elliott / 441 / 6-8277	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	TERESA R ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions 6/18/10	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4008 / JDEM Management Information System (MIS)

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

General Requirements

The MIS will give its users the ability to initiate, revise, review, track, and close project documents, drawings, change control requests, WOAs, and action items electronically through a single user interface. The system will also store project photos and videos, and will be able to associate a photo or video with any other entity in the system. Any user of the MIS will be able to search, view, and initiate new documentation. The system will provide users with a fully customizable search engine that is capable of searching records by data captured through the system. Users will be able to export the search results set to a Microsoft Excel spreadsheet that can then be manipulated into a report. Administrative users can update "News and Events" and "Quick Links" sections, both of which are displayed on the system's home page. Users have access to a project calendar where they can post meetings and get up-to-date information on the project's activities. The system is username and password protected, and protects sensitive data by blocking unauthorized users from viewing attachments and project specified data fields that are deemed ITAR sensitive, proprietary/programmatic, or proprietary/technical by an administrator.

Application Functions:

Administrative users (CM Managers) will manage users of the system – activating or deactivating user accounts, resetting passwords, and assigning user privileges. CM Managers will also control the content of the MIS home page (quick links, welcome message, and news and events sections), as well as control the documentation process flow by having the final say as to whether a record is submitted for review or released.

Users of the system will be alerted whenever they are requested as reviewers for various draft and formal reviews. These alerts will appear in the "User Alerts" section of the application, which is user specific. A summary of their alerts will appear on the MIS home page once they have logged in. Email notifications will be discussed, defined, and implemented in the second phase of the project.

Documentation that references other records within the system will be dynamically linked to those records. The WOA module of the system can connect with Goddard's PR/PFR system and will display all PR/PFR details for PRs and PFRs written against a work order's events, with coordination from the GPRS functional sponsors

The NASA Account Management System (NAMS) is an online service used to request access to NASA applications. Per NPR 2810.1A, all NASA applications will be managed through NAMS. NAMS integration for the JDEM MIS application will be done by or before June 30, 2009.

The application will be Web-based using Secure Socket Layer (SSL) will also be used to encrypt the data transmission and customers are responsible for the cost of the SSL certificate. This application is username and password protected and is available on the world wide web (i.e., outside of the Goddard or NASA firewall). Customers (data owners) will need to submit formal ITAR documentation and other security-related paperwork to comply with GSFC/NASA requirements.

TASK/REVISION NO.:

4008 / JDEM Management Information System (MIS)

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

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4008 / JDEM Management Information System (MIS)

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. 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. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

ASRC Task Plan for TO#4008 is incorporated by reference.

End of Task