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**	**4009**

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

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

Develop the MAVEN Management Information System (MIS), which will store and control all 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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Susan Sparacino / 432 / 6-2003

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

NATOSHA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4009 / MAVEN 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.

General Requirements:

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. 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 (MIS Administrators and 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.

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 MAVEN MIS application will be done by or before June 30, 2009. Application authentication will be complete by or before September 2010. The MAVEN MIS application will use eAuthentication for user authentication as the application is available to external users with NASA remote IT user identities.

TASK/REVISION NO.:

4009 / MAVEN 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

TASK/REVISION NO.:

4009 / MAVEN 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.

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**	**4010**

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

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
Develop the Deformation, Ecosystem Structure and Dynamics of Ice (DESDyni) Management Information System (MIS), which will store and control all 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:
Helen Sullivan

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.:

4010 / DESDyni Management Information System (MIS)

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

The DESDyni 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.

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.

Administrative users (DESDyni MIS Administrators and 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.

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 this MIS application will be done by or before June 30, 2009. Application authentication will be complete by or before September 2010. The DESDyni MIS application will use eAuthentication for user authentication as the application is available to external users with NASA remote IT user identities.

TASK/REVISION NO.:

4010 / DESDyni 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

TASK/REVISION NO.:

4010 / DESDyni 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.

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**	**4010 Rev 1**

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

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

Develop the Deformation, Ecosystem Structure and Dynamics of Ice (DESDyni) Management Information System (MIS), which will store and control all 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 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 6.1.4-1, 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.):

	FROM:	BY:	TO:
TARGET COST:	[redacted]		
TARGET PROFIT			
TARGET PRICE:	$32,157.59	$33,271.26	$ 65,428.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Helen Sullivan

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:
Steve Naus / 6-9000 9/30/10

17. CONTRACTOR REPRESENTATIVE:
9/30/10
Alan Axthelm

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

LaShawn K. Davis
CONTRACTING OFFICER'S SIGNATURE/DATE

LaShawn K. Davis
TYPED OR PRINTED NAME

9-30-10

TASK/REVISION NO.:

4010 Rev 1 / DESDyni Lidar Management Information System (MIS)

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

The DESDyni 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.

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.

Administrative users (DESDyni MIS Administrators and 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.

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 this MIS application will be done by or before June 30, 2009. Application authentication will be complete by or before September 2010. The DESDyni MIS application will use eAuthentication for user authentication as the application is available to external users with NASA remote IT user identities.

TASK/REVISION NO.:

4010 Rev 1 / DESDyni Lidar 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

Establish the Procurement Request module of the DESDynI MIS:

At a high-level, this new procurement request module will:

- Allow subsystem leads on the DESDynI project, whenever anything needs to be purchased with a credit card, to enter the details into the new module.
- Provide alerts (system alerts as well as emails) to required approvers who can either accept or reject the purchase.
- If accepted, the reviewer selects which credit card holder is to place the order, and the system will send them a notification (system alert and email).
- Provide a search/browse page that allows requests to be filtered or sorted, and exported to Excel or PDF.
- Permit procurement administrative users to place a maximum for fiscal year per subsystem, and the system will track what percentage of the available funding has been used, and what's left. Provide administrative users the capability to get procurement request data through custom reports feature.

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

TASK/REVISION NO.:

4010 Rev 1 / DESDyni Lidar 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**	**4012**

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

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
Provide a full range of system and hardware administration for eRooms data storage and collaboration sites supporting Mission Support system containing engineering data that support the development, test, integration and launch of multiple satellites over a 15-20 year period. This should include, but not be limited to, setup and configuration of the initial eRooms data store, software configuration, management of the system licensing, updates/patches to software and hardware, providing support to JPSS mission employees (managers, system engineers, contractors, civil servants) and coordination with the designated eRooms Administrator(s).

The contractor shall provide technical support, consulting, and coordination for the all activities leading to the successful transition of users to the JPSS eRooms. The contractor will provide support for initial population of the JPSS databases. This shall include testing and configuration 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.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS Project Plan, Application Code and Documentation per the SEMP, development engineering schedules, 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: July 1, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: Continue on following pages

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: up to 3 trips to Greenbelt, MD for consultant effort

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $ 765,424.69

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Linda Pattison/470/6-2684

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
STEVE NAUS 7/15/10

17. CONTRACTOR:
ASRC 7/15/10
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
7/15/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

TERESA R. ROBINSON
TYPED OR PRINTED NAME

TASK/REVISION NO.:

4012 / JPSS Erooms Project

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

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall perform all activities related to running eRooms (i.e., system and database administration, system hosting services, operations and sustaining support services, problem management, etc.) to maximize the availability of services and systems to support the JSPP workforce.

The contractor shall perform the following minimum requirements;

- Provide database developmental support, including initial design, creation, testing, and implementation with initial release by September 1, 2010.
- Provide hardware to support JPSS eRooms Data Storage and Collaboration site and the NPOESS Static Archive
- Provide/Coordinate eRoom Administration with designated personnel on JPSS
- Create documentation for baseline configuration to include database design, system configuration, interface specifications, user access control list and functionality/requirements mapping.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to remain aligned with industry best practices.
- Provide Test/Dev environment for configuration and workflow testing.
- Applications shall be accessible using NASA Standard 2804 web browsers
- Coordinate available license status with JPSS eRooms Administrator and Task Monitor to maintain a minimum of 25 available licenses. Keep task monitor information of client license availability. Provision new license requests with 10 business days. Purchase licensing as appropriate to maintain full compliance with software provider.
- Provide day-to-day system administration support for the servers 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 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 enterprise 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 and Tier 3 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Resolve escalated enterprise customer problems (Tier 2 and 3 support), resolve and fix any reported enterprise system problems. Timely and proactively communicate status of any known outages or issue resolutions to the user community.
- Provide day-to-day system hosting functions for Erooms solution.

TASK/REVISION NO.:

4012 - / JPSS Erooms Project

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

- Follow Configuration Management and Release Management processes for all server, system and enhancement deployment activities.
- Provide Project Plan by July 30, 2010 and conduct PDRs, CDRs, SRRs, TRRs, and ORRs to ensure interoperability, functional compliance, and supportability. Follow the ITCD Project Framework and NPR 7120.7
- Initiate System Improvement Recommendations (SIRs) for data center/systems operations to ensure reliability, performance, capacity and resource utilization. Leverage existing systems and COTS systems to the greatest extent possible.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- 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.
- Provide data backups for all applicable systems including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Perform enterprise data storage management including allocation, disk configuration, tape library configuration and tape inventory rotation. Proactively plan for any increase in storage capacity or disk space future needs. Coordinate with Task Monitor for any updates to storage requirements.
- Provide efficient and effective receipt, storage, issue, delivery, and disposal of equipment and software. Ensure excessed hardware are managed and secured in accordance with all applicable Federal and NASA policies and regulations.
- Provide and maintain an installation program that ensures properly configured systems, continuity of user operations, fully-functional applications, and appropriate coordination with the Enterprise Service Call Center, network operations and desktop services support staffs. Ensure installed operating system images comply with prevailing Federal and NASA policies and regulations.

TASK/REVISION NO.:

4012 / JPSS Erooms Project

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

10. Quality Assurance Requirements:

- SLA 5.4-1
- SLA 5.4-2
- SLA 6.1.3-1 – OS Middleware availability/uptime, Percentage of maintenance changes performed on schedule, Percentage of maintenance windows exceeded,
- SLA 6.1.3-2 – Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.4-1 – Application/Web Server/Database Availability
- SLA 6.1.4-2 – Customer Satisfaction
- SLA 6.1.5-1 – Data Center availability, Server availability
- SLA 6.1.5-3 - Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.8-1 – New database service request fulfillment, Database Availability/uptime
- SLA 6.3-1 – Mission critical data recovery time, Non-mission critical data recovery time
- SLA 6.3-3 – Average time for incident closure for each type of incident (by criticality)
- SLA 6.5.2-2 - Customer Satisfaction
- SLA 6.5.3-1 - % of changes that met customer agreed upon requirements (quality/cost/time)
- SLA6.5.5-1 – Customer Satisfaction
- SLA9.3.4-1

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

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	4013

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

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

Develop the Joint Polar Satellite Systems (JPSS) Management Information System (MIS), which will store and control all 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: Project Plan, 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: September 1, 2010 – December 31, 2010

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

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

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 66,164.20

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Linda Pattison/470/6-2684

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 8/27/10

17. CONTRACTOR
Alan Axthelm 8/30/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Natesa R. Robinson 8/30/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

Natesa R. Robinson
TYPED OR PRINTED NAME

TASK/REVISION NO.:
4013 / JPSS Management Information System (MIS)

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

The JPSS 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 have the ability to 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. The system will provide links to the Project Collaboration system, JPSS eRooms and the JPSS Risk Management System. The system shall be able to publish CM released documents to the Controlled Documents area of the JPSS eRooms. The system shall provide a NPR 7120.7 managed effort to migrate the JPSS Risk Management System into the MIS Risk Management Tool once the tool has been approved and tested for use by the JPSS IT Team and JPSS Risk Manager.

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.

Administrative users (JPSS MIS Administrators and 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.

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 Application authentication will be complete by or before September 2010. The JPSS MIS application will use eAuthentication for user authentication as the application is available to external users with NASA remote IT user identities.

TASK/REVISION NO.:
4013/ JPSS 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.
- 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. 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.
- 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.
- Provide Tier 3 incident 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 Task Monitor 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**	**4014**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Astrophysics Program 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 Astrophysics Management Information System (MIS). This MIS application is at a program level with multiple project MIS' underneath it.

(continued on the following page)

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

9. PERFORMANCE/MILESTONE SCHEDULE: June 20, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.1.4-3, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 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: $22,963.47

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Vincent Elloitt / 420 / 6-4722

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:
Steve Naus / 6-9000 9/30/10

17. CONTRACTOR REPRESENTATIVE:
9/30/10
Alan Arthur

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
LaShawn K. Davis
CONTRACTING OFFICER'S SIGNATURE/DATE
LaShawn K. Davis
TYPED OR PRINTED NAME
9-30-10

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4014 Rev - /Astrophysics Program 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 perform the following minimum requirements;

- Implement an IT service portfolio ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Develop and deliver Training and Outreach programs to support Agency and GSFC IT products and Services.
- Support project teams in implementing any specific new infrastructure/ server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Ensure all changes to configuration items (CI) are authorized by the appropriate government and/or contractor personnel through formal communications, properly recorded, and applied to all services and CIs throughout the service lifecycle to provide effective and efficient Change Management processes.
- Ensure that asset management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise.
- Implement an effective and comprehensive service transition activity including the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service. Effectiveness includes ensuring customer, user and service management satisfaction with the service transition practices and output, including, but not limited to user documentation and training.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.

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

TASK/REVISION NO.:

4014 Rev - /Astrophysics Program 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.

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

The activities include:

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

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	4015

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
SSCP 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 Satellite Servicing Capabilities Project (SSCP) Management Information System (MIS). This is a project level MIS. In addition, a new module for logbooks will need to be created.

(continued on the following page)

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

9. PERFORMANCE/MILESTONE SCHEDULE: June 20, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.1.4-3, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2, SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 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: $ 43,664.28

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Eugene M. Kienlen / 442 / 6-4722

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:

Steve Naus / 6-9000 10/6/10

17. CONTRACTOR:

ASRC PRIMUS SOLUTIONS, INC. 10/6/10

Alan Axthelm

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

Natesa R. Robinson 10/6/2010

CONTRACTING OFFICER'S SIGNATURE/DATE

Natesa R. Robinson

TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

4015 - SSCP 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 perform the following minimum requirements;

- Implement an IT service portfolio ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Develop and deliver Training and Outreach programs to support Agency and GSFC IT products and Services.
- Support project teams in implementing any specific new infrastructure/ server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Ensure all changes to configuration items (CI) are authorized by the appropriate government and/or contractor personnel through formal communications, properly recorded, and applied to all services and CIs throughout the service lifecycle to provide effective and efficient Change Management processes.
- Ensure that asset management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise.
- Implement an effective and comprehensive service transition activity including the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service. Effectiveness includes ensuring customer, user and service management satisfaction with the service transition practices and output, including, but not limited to user documentation and training.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.

TASK/REVISION NO.:

4015 - SSCP 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.

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

The activities include:

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

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**	**5001**

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

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

Provide support in the development and sustaining engineering of the Code 500 Test and Integration Management Information System (TIMIS). The contractor shall continue to provide comprehensive, life cycle engineering and integration (SE&I) support to plan, define, design, develop or acquire, implement and sustain application software. 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, 6.1.8.3, 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: $77,817.78

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Susan Trelease * / 501 / 6-4404	CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	LaShawn K. Davis 6/18/10 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.:

5001 Rev - / TIMIS

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

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

TASK/REVISION NO.:

5001 Rev - / TIMIS

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 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**5002**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Code 541 Website	☐ YES ☐ NO	

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

Provide sustaining engineering and hosting services for the Code 541 Website

(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: $1,351.65

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Chuck Powers / 541 / 6-8472

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

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

17. CONTRACTOR: 6/18/10

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.:

5002 / Code 541 Website

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 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 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 3 OF 3

TASK/REVISION NO.:

5002 / Code 541 Website

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.

ASRC Task Plan for TO#5002 is incorporated 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**	**5003**

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

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

Develop the Fast Plasma Investigation Management Information System (FPI MIS), which will store and control all FPI 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:

Lillian Reichenthal* / 556 / 6-5634

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

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

17. CONTRACTOR: 6/18/10

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.:

5003 Rev - /Fast Plasma Investigation (FPI) MIS

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

General Requirements:

The FPI 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 FPI 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 the documentation process flow by having the control to verify for completeness before 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.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 4

TASK/REVISION NO.:

5003 Rev - /Fast Plasma Investigation (FPI) 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 day-to-day hosting functions that ensure reliable user file version control (file name reliability, accurate time stamping, immediate restriction to deactivated files)
- 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.:

5003 Rev - /Fast Plasma Investigation (FPI) 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 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**5004**

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

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

Develop the Soil Moisture Active Passive Management Information System (SMAP MIS), which will store and control all SMAP 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: $11,484.86

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Neil Martin/ 556 / 6-6989

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 ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

5004 / Soil Moisture Active Passive (SMAP) MIS

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

General Requirements:

The SMAP 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 SMAP 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, testing, and implementation. 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 SMAP 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.

TASK/REVISION NO.:

5004 / Soil Moisture Active Passive (SMAP) 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.

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

TASK/REVISION NO.:

5004 / Soil Moisture Active Passive (SMAP) 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.

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**	**5005**

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

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

Develop the ASTRO-H/SXC Management Information System (MIS), which will store and control all ASTRO-H and SXC 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]
TARGTE PRICE: $32,157.59

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Neil Martin/ 556 / 6-6989

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.:

5005 / ASTRO H-XSC 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, testing, and implementation. 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.

Technical Approach:

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.

TASK/REVISION NO.:

5005 / ASTRO H-XSC 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.

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

TASK/REVISION NO.:

5005 / ASTRO H-XSC 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.

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**	**5006**

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

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

Develop the Thermal Infrared Sensor Management Information System (MIS), which will store and control all TIRS 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:
Cathy Richardson / 556 / 6-1307

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.:

5006 / Thermal Infrared Sensor (TIRS) MIS

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

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, testing, and implementation. 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.

TASK/REVISION NO.:

5006 / Thermal Infrared Sensor (TIRS) 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.:

5006 / Thermal Infrared Sensor (TIRS) 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**	**5007 Rev -**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ITCD Application Development / Support for Code 500 / CORTS	☐ YES ☐ NO	

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

The Contractor shall provide support for software applications development services and sustaining engineering support for Code 500/CORTS information systems. This work may include the development of an application's architecture through data conversion, sustaining engineering, maintenance, and network and distributed server support.

(continued on the following page)

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

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

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

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

OTHER (FUNDING, NTE, HOURS, ETC.): TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $77,863.65

12. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Cathy Richardson / 556 / 6-1307

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
CONTRACTING OFFICER'S SIGNATURE/DATE 6-18-10
LaShawn K. Davis
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

5007 / ITCD Application Development / Support for Code 500 / CORTS

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 3 OF 3

TASK/REVISION NO.:

5007 / ITCD Application Development / Support for Code 500 / CORTS

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 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**6002**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Code 600 DB/Web Development Support	☐ YES ☐ NO	

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

Develop and implement databases, web pages and their associated Administration (content management) capabilities, for the Code 600 website. The focus is on automating the web pages associated with the Line Organizations, the individual staff members, the scientific & engineering resources available within 600, and the Education & Public Outreach resources available within 600. Working with agency, centers, and directorate tools, provide functionality that can be expanded for center-wide use.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 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 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.6.2-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-5, 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: ~~$239,452.92~~ 234,884.38

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Catherine Corlan / 610.2 / 6-3138	LaShawn K Davis 6/18/10
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/18/10	LaShawn K. Davis
17. CONTRACTOR: 6/18/10	TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

6002 / Code 600 DBA Support

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

The detailed database functionality and administrative functionality required will be developed during the task, based on requirements provided by the customer. Specific deliverables and due dates will be determined with customer. Development may involve rapid prototyping to refine requirements. Provide surge support to accelerate the completion of the project.

This task involves working closely with the customer's existing CSS developer and Cold Fusion Maintenance Developer, both provided by other contracts. The existing CSS developer is responsible for providing the resulting web pages' Look & Feel, including final layout; the Maintenance Programmer is required to maintain and upgrade the databases and Cold Fusion code delivered by this task and therefore sometimes works closely with the developers in this task to understand the code and make changes to it.

The contractor shall perform the following minimum requirements;

- Provide database developmental support, including initial design, creation, testing, and implementation.
- 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. 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.
- 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.
- Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

ASRC Task Plan for TO#6002 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**	**7002**

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

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Data Center Management Plan, ITIL-based Process and procedures, Performance Measures 6.1.1.3, 6.1.5.3, 6.1.7.3, 6.1.8.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

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

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.6-1, SLA 6.1.3-1, SLA 6.1.3-2, SLA 6.1.3-3, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.1.4-3, SLA 6.1.5-1, SLA 6.1.5-2, SLA 6.1.5-3, SLA 6.1.5-4, SLA 6.1.5-5, SLA 6.1.5-6, SLA 6.1.6-1, SLA 6.1.6-2, SLA 6.1.6-3, SLA 6.1.8-1, SLA 6.1.8-2, SLA 6.1.8-3, SLA 6.3-1, SLA 6.3-2, SLA 6.3-3, SLA 6.3-4, SLA 6.4-1, SLA 6.4-2, SLA 6.4-3, SLA 6.5.2-1, 6.5.2-2. 6.5.2-3, SLA 6.5.3-1, SLA 6.5.4-1, 6.5.5-1 in accordance with the Performance Work Statement

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

OTHER (FUNDING, NTE, HOURS, ETC.): TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $1,774,193.48

12. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Mike Bundick / 750 / 7-1583

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 6/18/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
LaShawn K. Davis 6/12/10
CONTRACTING OFFICER'S SIGNATURE/DATE
LaShawn K. Davis
TYPED OR PRINTED NAME

TASK/REVISION NO.:

7002 / Enterprise Data Center

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

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall perform all activities related to running ITCD data centers (i.e., system and database administration, system hosting services, operations and sustaining support services, problem management, etc.) to maximize the availability of services and systems to support the Goddard workforce.

The contractor shall perform the following minimum requirements;

- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a means to enable future evolution of GUEST services, involving all stakeholders in the process.
- Proactively support in GSFC and Agency workgroups and initiatives.
- Provide access to specialized technology expertise and capabilities to support new technology initiatives.
- Provide enhanced level of IT services at a reduced cost.
- Propose and implement improvements for substantial year over year cost savings.
- Provide day-to-day system administration support for the entire GSFC enterprise including 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 enterprise 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 enterprise 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 and Tier 3 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Resolve escalated enterprise customer problems (Tier 2 and 3 support), resolve and fix any reported enterprise system problems. Timely and proactively communicate status of any known outages or issue resolutions to the user community.
- Provide enterprise 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.
- Provide day-to-day system hosting functions for GSFC Data Center. Platforms to be supported include: Unix and Windows; databases to be supported include: Microsoft SQL, Sybase SQL, Oracle, and Adabas; applications to be supported include: a list of over 200 applications.
- Provide enterprise web and application hosting services in order to ensure responsive and reliable domain and enterprise systems performance and availability.

TASK/REVISION NO.:

7002 Rev - / Enterprise Data Center

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

- Generate an Enterprise Data Center Management Plan, a living document, that will include all procedures and processes involved in managing day-to-day system hosting functions and responsibilities.
- Modernize current enterprise systems and implement new systems to improve GSFC capabilities. System implementation and modernization activities will follow NASA standard lifecycle processes and will include activities such as: planning, design, implementation, test and deployment.
- Follow Configuration Management and Release Management processes for all server, system and enhancement deployment activities.
- Conduct PDRs, CDRs, SRRs, TRRs, and ORRs for all data center systems implementations to ensure interoperability, functional compliance, and supportability. Follow the ITCD Project Framework and NPR 7120.7
- Assist with Enterprise Architecture development and alignment of IT initiatives with business & mission support requirements at GSFC and the Agency. Ensure that all systems are in accordance with GSFC Enterprise Architecture standards.
- Initiate System Improvement Recommendations (SIRs) for data center/systems operations to ensure reliability, performance, capacity and resource utilization. Leverage existing systems and COTS systems to the greatest extent possible.
- Develop an annual *GUEST IT Strategic Plan* that addresses implementation of EA initiatives as well as broad requirements and trends that might not be captured in specific project plans.
- Implement ITIL-enabled NetIQ AppManager for network systems monitoring, reporting, analysis, and diagnostics.
- Implement NetIQ Aegis to automate ITIL processes and repetitive administrative tasks, such as managing disk space, web server restarts, and virtual server farm management.
- Develop, host, and manage an Enterprise Test Environment, separate from the production environment, in order to ensure proper validation of individual and enterprise systems and applications prior to deployment to the production environment.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise 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.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise 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.

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

- Provide data backups for all applicable systems including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Perform enterprise data storage management including allocation, disk configuration, tape library configuration and tape inventory rotation. Proactively plan for any increase in storage capacity or disk space future needs.
- Propose, develop, and implement Disaster Recovery and COOP procedures. Assist with ensuring preparedness of the COOP/DR Site. Conduct annual testing of data restoration exercises at the COOP site. Provide assistance as requested by ITCD to fully coordinate all activities identified to test the restoration of services at the DR location.
- Provide efficient and effective receipt, storage, issue, delivery, and disposal of equipment and software. Ensure excessed hardware are managed and secured in accordance with all applicable Federal and NASA policies and regulations.
- Provide and maintain an installation program that ensures properly configured systems, continuity of user operations, fully-functional applications, and appropriate coordination with the Enterprise Service Call Center, network operations and desktop services support staffs. Ensure installed operating system images comply with prevailing Federal and NASA policies and regulations.

End of Task