National Aeronautics and
Space Administration

Goddard Space Flight Center
Greenbelt, MD 20771

Reply to Attn of: 210.H

December 12, 2013

Ms. Tyler Brooks-Craft
Senior Vice President, Contracts, Subcontracts & Compliance
Digital Management Inc.
6550 Rock Spring Dr, 7th Floor
Bethesda, MD 20817

Subject: Contract NNH12CF39C, HITSS Incentive Fee Period 2

Dear Ms. Brooks-Craft,

NASA has completed the evaluation of your company's technical performance for the second reporting period, April 1, 2013 through September 30, 2013, under NASA Headquarters Contract Number NNH12CF39C, Headquarters Information Technology Support Services (HITSS) Contract.

The result of NASA's evaluation was that your company earned a total incentive fee of b(4)
The Contracting Officer will prepare and forward the contract modification under separate cover for payment of the earned incentive fee.

This letter conveys a summary of your company's performance for the second 6-month period. The scoring scheme used for evaluating performance is detailed in Attachment K of the contract, Incentive Fee Plan and Incentive Fee Quality Assurance Plan.

TECHNICAL PERFORMANCE

The tables below provide summary level data for each metric. Specific comments are provided for each metric in Table 1. Table 2 provides a breakdown of the incentive fee calculation by metric.

Table 1 – Metrics: Technical Surveillance Results

PWS Section	PWS Area	Metric #		% of Metric Met	NASA Surveillance Manager Comments	Performance Level for Incentive Fee	% of the Incentive Fee
2	**Program Management**	**1**	**Content of Selected Plan Updates**	**75%**	**See Below**	**Minimum Fee**	**7%**
2	*Program Management*	*1*	*Content of Selected Plan Updates - Application Service Roadmap and Implementation Plan, Legacy Applications Disposition Plan*	*25%*	***(100% metric given) -The Legacy Applications Disposition Plan was delivered and reviewed by the government. The plan is accepted by the government but requires updates in November 2013 to reflect current priorities, app migration, and application roadmaps. (0% metric given) - The Application Service Roadmap and Implementation Plan has not been accepted by the government due to unsatisfactory content in the initial draft delivered. Major rework was required and the revisions are under review by the government.***		
2	*Program Management*	*1*	*Content of Selected Plan Updates - Training Program and Outreach Plan*	*25%*	*100% of the updates for the Training Program and Outreach Plan were met.*		
2	*Program Management*	*1*	*Content of Selected Plan Updates - Data Center Modernization Plan*	*25%*	*100% of the updates for the Data Center Modernization Plan were met.*		
2	**Program Management**	**2**	**Accomplishment of Plan Objectives**	**75%**	**See Below**	**Minimum Fee**	**8%**
2	Program Management	2	Accomplishment of Plan Objectives - Application Service Roadmap and Implementation Plan, Legacy Applications Disposition Plan	25%	**(100% metric given)-** The Legacy Applications **Disposition Plan** objectives identified for period 2 were met. **(0% metric given)** - The Application Service Roadmap and Implementation Plan.		

PWS Section	PWS Area	Metric #		Percent of Metric Met	NASA Surveillance Manager Comments	Performance Level for Incentive Fee	Percent of the Incentive Fee %
2	Program Management	2	Accomplishment of Plan Objectives- Training Program and Outreach Plan	25%	100% of the objectives were met.		
2	Program Management	2	Accomplishment of Plan Objectives- Data Center Modernization Plan	25%	100% of the objectives were met.		
2	Program Management	3	Adherence to Service Request Schedules	90%	Based on DRD 5 (IMS) and DRD 6 (Project Schedule Adherence Report) evaluation results, content of DRD 5 is not suitable for proper tracking of SR schedules. Several SRs/work efforts are missing and the contractor is addressing this deficiency. Based on the weekly SR List and status provided in the daily tag-ups and CCB, there is a consistent trend for SRs requiring rebaselines, that are delinquent for completion, and that are not on schedule.	Minimum Fee	5%
2	Program Management	4	Problem Ticket Response Time	100%	Metric relief granted per Surveillance Monitor. The mechanism and tools for tracking and capturing related data needs to be assessed. However, based on data gathered, there is evidence that there is a 99.62% statistics on First Time to Response and a 99.54% on Time to Resolution. Considering these statistics, the total percentage met calculated for this metric is 99.58%.	Maximum Fee	5%
3	Program Wide Services	5	Prime Time Password Resets	100%		Maximum Fee	4%
3	Program Wide Services	6	Restore Prime time Service Outages for Applications and Servers	100%		Maximum Fee	6%
3	Program Wide Services	7	Resolve Prime Time Application and Server Hardware and Software Problems	100%		Maximum Fee	5%
4	Customer Relationship Management	8	Customer Satisfaction Surveys	98%		Maximum Fee	15%
5	Application Development and Information Management	9	Error-free Deployments (Post-Release Bug Fixes)	90%	43 out of 48 releases were error-free.	Target Fee	13%

PWS Section	PWS Area	Metric #		% of Metric Met	NASA Surveillance Manager Comments	Performance Level for Incentive Fee	Percent of the Incentive Fee %
6	Headquarters Datacenter	10	Data Center Availability	99%		Maximum Fee	8%
6	Headquarters Datacenter	11	Compliance with Patch Management Plan	95%		Target Fee	7%
7	Systems Engineering and Integration	12	Delivery of Annual Tactical Plan and Updates on Demand	100%	Metric relief is granted for this reporting period since the tactical plan was reprioritized.	Maximum Fee	2%
8	IT Security	13	Vulnerability Mitigation	100%		Maximum Fee	10%
8	IT Security	14	Incident Response	100%		Maximum Fee	5%

Table 2 – Incentive Fee: Technical Performance

Metric #	Score	Performance Level	Pool Earned Adjective	Available Fee pool for 6 months	Incentive Fee	Earned Fee (Calculated)	*Earned Fee (Rounded)*
1	75.00	Less than 83% of the required elements are included.	Minimum Fee	b(4)	7%	b(4)	b(4)
2	75.00	Less than 83% of the required elements are included.	Minimum Fee		8%		
3	90.00	Less than 94% meet the criteria.	Minimum Fee		5%		
4	100.00	97%-100% meet the criteria	Maximum Fee		5%		
5	100.00	Meet metrics 96%-100% of the time	Maximum Fee		4%		
6	100.00	Meet response and mitigation metrics 96% - 100% of the time.	Maximum Fee		6%		
7	100.00	Meet response and mitigation metrics 96% - 100% of the time.	Maximum Fee		5%		
8	100.00	98%-100% meet the criteria	Maximum Fee		15%		
9	90.00	75% - 92% are error free.	Target Fee		13%		

Metric #	Score	Performance Level	Pool Earned Adjective	Available Fee pool for 6 months	Incentive Fee	Earned Fee	
10	100.00	99.99% - 100% average availability per month.	Maximum Fee	b(4)	8%	b(4)	b(4)
11	95.00	95% - 98% meet the criteria	Target Fee		7%		
12	100.00	100% submitted on time	Maximum Fee		2%		
13	100.00	98% - 100% meet the criteria	Maximum Fee		10%		
14	100.00	Meet the criteria 96% - 100% of the time	Maximum Fee		5%		

Compliance to the DRD requirements and delivery schedules were reviewed as part of the technical surveillance. During this period, 65 DRDs were eligible for review. Of the 65 DRDs, 9 DRDs failed to meet requirements and/or the delivery schedule. (For specific comments, reference the DRD rating provided in Addendum A of the Incentive Fee Letter.)

The DRDs that failed to meet requirements and/or delivery schedules outlined in the Performance Work Statement are as follows:

DRD #5	Integrated Master Schedule with ability to drill down to supporting data, including resource loading
DRD #8	HQ Enterprise Architecture Plan Updates
DRD #30	Application Service Framework
DRD #31	Application Service Roadmap and Implementation Plan
DRD #33	Legacy application portfolio report
DRD #34A	Framework for Development Program
DRD #34B	Framework for Web Site Development Program
DRD #36	Software Management Guide
DRD #39	Application Status Review materials

COST PERFORMANCE

Cost performance was a key concern during period 2. A cost overrun in labor (on the Core task order 10.01) totaling (b) (4) from period 1 resulted in an EAC in April/May of approximately (b) (4). NASA requested that your company identify mitigations to address the cost overrun. The following were factors contributing to the cost overrun:

- Distributed Direct Labor was incorrectly allocated during period 1, as well as April, May, and June for period 2. More Distributed Direct Labor was allocated to the Core task order (10.01) than should have been for 9 months of the contract base period. The error resulted in approximately (b) (4). NASA provided additional funding to relieve the financial burden that would be imposed on the other task orders if a retroactive Distributed Direct Labor Calculation to correct the error was applied.
- Resources not planned on the Core task order (10.01) were performing work on the Core task order instead of performing work on the other task orders to which these resources were originally proposed and planned.
    - Approximately (b) (4) for personnel supporting Rational.
    - Approximately (b) (4) for personnel charging to the Core task order instead of charging to other HITSS task orders as outlined and approved in the cost proposals for the other HITSS task orders.
- NASA provided an additional funding of (b) (4) to cover residual overrun not addressed by mitigations implemented by your company. Consequently, funding for other projects and services was reduced to supply the additional funding required.

The table below outlines the planned versus actual labor cost for contract base period.

Table 3 – Cost Performance: Labor

	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Total Calculated
CORE Labor Planned	(b) (4)												
CORE Actual Labor	(b) (4)												
CORE Labor Variance	(b) (4)												

Table 4 – Cost Performance: ODC

	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Total Calculated
ODCs Planned	(b) (4)												
ODCs Actuals	(b) (4)												
ODCs Variance	(b) (4)												

As result of mitigations implemented for the Core task order (10.01) by your company mid-July through September, the projected cost overrun of (b) (4) was reduced to (b) (4). This amount was covered with a portion of the additional funding (b) (4) provided by NASA.

Task order 10.14 cost overruns were also a concern. NASA contributed approximately (b) (4) of additional funding required on task order 10.14 due to errors in resource and resource hour estimations in the cost proposal.

Based on the cost performance above, NASA considers cost performance as a high risk on this contract.

SUMMARY

In summary, NASA was concerned with your company's performance on cost during this period. As the contract starts option year 1, better communication and management of labor cost is expected. The mitigation plan your company implemented to address the cost overruns is appreciated. However, there are some actions in the mitigation plan that have not been fully executed or implemented. NASA looks forward to starting the first option year of the contract where these mitigations can be realized.

Overall, NASA is satisfied with the technical performance during this period. However, there is continued concern regarding progress made on some of the DRDs that failed compliance with requirements and/or delivery schedules. NASA must see progress on these DRDs as some of these DRDs are vital to NASA's, specifically ITCD's, strategic plan and goals. NASA understands that there is a change in the Program Manager for this contract and understands that the new Program Manager and Deputy Program Manager are assessing the DRDs, cost, and specific areas of technical performance. Thoughtful management of cost and technical performance is imperative to ensure that the IT services and support required by ITCD and HQ organizations are sustained and enriched. NASA expects that the areas of concern for cost and technical performance will be managed closely and that completion of critical deliverables and the deficient DRDs, listed above, will be achieved.

Sincerely,

Terence L. Haynes
Contracting Officer

Cc: HQ/ITCD/Victor Thompson
HQ/ITCD/Liteshia Dennis

Addendum A – Data Requirements Delivery Schedule Compliance and Surveillance Results

Score Card Key: N/A – The delivery of the DRD is not applicable for this contract reporting period. The DRD was provided per the schedule outlined and all requirements were completed in period 1.
M – The DRD requirements and delivery schedule were met satisfactorily.
F – The DRD requirements and/or delivery scheduled were not met.

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #1	Documentation environment of metrics, analytics and deliverables implementation plan and migration schedule	Updated and available weekly during the first two months of contract start; enhancements and additional content added monthly thereafter until established baseline schedule is met	N/A	N/A – DRD is related to the contract transition.
DRD #2	Transition plan and integrated schedule	Available at contract start with significant weekly updates for the transition period up to Operational Readiness Review and acceptance.	N/A	N/A – DRD is related to the contract transition.
DRD #3	Contract Status Meeting	Monthly – no later than last week of the month	M	Contract Status Meetings were held monthly as required. Exceptions were initiated by NASA and executed by the contractor satisfactorily.
DRD #4	Daily TagUp Review	Daily	M	
DRD #5	Integrated Master Schedule with ability to drill down to supporting data, including resource loading	Updated every 2 weeks from month 2 of contract start date.	F	The contractor did not consistently meet the delivery schedule. IMS content does not adequately support the contractor's or NASA's reporting and surveillance needs/requirements. The contractor and NASA have met to review the contractor's mitigation plan. The mitigations proposed were accepted by NASA and resolution of known issues is expected during the next two reporting periods (periods 3 & 4).

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #6	Project Schedule Adherence Report	Monthly – no later than second week of the month	M	The report was delivered per schedule and requirements.
DRD #7	Logistics Management Plan	Three months after contract start date.	N/A	N/A
DRD #8	HQ Enterprise Architecture Plan Updates	8 months after contract start date	F	This DRD was not delivered per the DRD delivery schedule. The DRD was delivered September 2013. This DRD is under NASA review and will need to be updated per NASA feedback.
DRD #9	Operational Level Agreements	Initial set due 4 months after contract start; subsequent due in accordance with Government schedules	M	Requirement and deliverable was addressed in the IDAs and ICDs updated for individual applications.
DRD #10	Report on response times, ticket aging, and customer satisfaction, delivered	1 month after start date and monthly after that.	M	
DRD #11	Root Cause Analysis and Corrective Action Plan	as requested by ITCD	M	NASA has requested that the root cause analysis and corrective action plan be included in the Assessment SR process for defects and issue reporting.
DRD #12	Configuration Management Plan	Update as required by ITCD	M	
DRD #13	CCB Meeting Minutes	Weekly – 2 days after meeting	M	
DRD #14	Spare Parts Inventory Report	3 months after contract start, quarterly thereafter	M	
DRD #15A	Summary of updates to ROSA showing what was created	One time deliverable due with Data Migration Plan for RAM	M	
DRD #15B	Summary of updates to RAM showing what was created and modified over previous 3 months	Available quarterly after RAM Implementation	N/A	N/A This report will be due in October 2013 (the start of period 3 reporting).
DRD #16	Diagrams of Application logic, connectivity, interdependence and data flow	90 days after contract start and update continuously	M	

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #17	Diagrams of Server dependencies (sinks/sources), physical placement and relationship	Draft three months after contract start; final six months and update continuously	M	
DRD #18	Health & Safety Plan	Submit with proposal	N/A	N/A
DRD #19	Occupational Injuries and Illnesses Report	One month from contract start and monthly thereafter	M	All reports were delivered per schedule.
DRD #20	Customer Service Metrics Proposal	Deliver final three months after contract start	N/A	N/A
DRD #21	Customer Satisfaction Survey Report	Deliver at contract start with the customer satisfaction survey, monthly summary analytics and trending	M	
DRD #22A	Training Program & Outreach Plan, detailing materials, methods and approach and to include communications, and facilitating relationship building activity. Two plans submitted each year with each plan covering the period of performance April 1 thru September 30 and October 1 thru March 31.	Initial Draft 45 days from contract start; Final two months from contract start. Subsequent draft plan due each August 1 with final due Oct 1; and Feb 1 with final due April 1.	M	
DRD #22B	ITCD Communications Plan	Draft 45 days from contract start; final six months from contract start. Updates as required by ITCD.	M	
DRD #23	Customer Advisory and Service Review, meeting notes, action items, results, and schedule.	As required within 2 business days of meetings.	M	This DRD has been met consistently by HITSS.
DRD #23A	On-Boarding and Off-Boarding Statistics Report	Deliver weekly beginning 3 months from contract start.	M	All reports delivered and received as required.
DRD #24	Customer Requirements Adherence Metrics Proposal	Deliver within 75 days of contract start; final due 3 months after contract start	M	Proposal received and approved as required. (CRAMP proposal received 5/31/2013.)

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #25	Requirements Adherence Report	Deliver 3 months after contract start date, monthly thereafter	M	This DRD was not consistently delivered per the schedule.
DRD #26	Summary and Trend Ticket Reporting including number of tickets opened, completed and pending (e.g. under a week, under two or over three) number escalated, rating, closed, times to first respond, customer satisfaction. Summary and reporting of phone support, email support, and drop-in support.	One month from contract start date and monthly thereafter	M	The delivery of this DRD was missed in August and September 2013
DRD #27	Service Request Processing Plan describing overall management and execution of the SR system and customer satisfaction report	Within two weeks of contract start date	N/A	N/A
DRD #28			N/A	N/A (This DRD was removed from the DRD requirement list.)
DRD #29	Catalog Orders Report/Checkbook includes number of orders by category, requisition number and funding source (if known), number complete, funds used versus available, funds in process, summary total of monthly catalog invoice and break out of ITCD funded monthly total.	Two weeks from contract start date, monthly thereafter	M	
DRD #30	Application Service Framework	Two months from contract start date, modifications reflecting approved changes as required	F	The initial version of the DRD was delivered late and was deemed unacceptable by NASA as it did not meet NASA requirements. A revised DRD was delivered on September 30.
DRD #31	Application Service Roadmap and Implementation Plan	Six months after contract start and every six months thereafter, modifications reflecting approved changes as required. (Due last business day of each Incentive Fee Period)	F	The initial version of the DRD was deemed unacceptable by NASA as it did not meet NASA requirements and was not executable. The contractor has met with ITCD to review the mitigation actions. A revised DRD is in progress. Final version of the DRD will be dependent upon acceptance of DRDs 30 and 36.

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #32	Legacy application disposition plan	Six months from contract start date, modifications reflecting status and approved changes every 60 days. (Initial plan due last business day of Incentive Fee Period (3/29/2013); 60 day status due the first business day of July, September, November, January and March)	M	The DRD was delivered and accepted as an initial submission. This DRD needs to be updated to reflect the approved application migration plan approach, analysis, recommendations, and requirements identified for application development for the data center consolidation project.
DRD #33	Legacy application portfolio report	Six months from contract start date, modifications reflecting status and approved changes every 60 days. (Initial plan due last business day of Incentive Fee Period (3/29/2013); 60 day status due the first business day of July, September, November, January and March)	F	The DRD was delivered late and the initial draft did not NASA expectations or requirements. The DRD was revised and was delivered to NASA late September 2013 for review. The DRD is under NASA review.
DRD #34A	Framework for Development Program	Due at contract start, modifications reflecting approved changes as required	F	The DRD was delivered late and the initial draft did not meet NASA expectations or requirements. The DRD is under revision by the contractor and will be submitted to NASA for review.

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #34B	Framework for Web Site Development Program	Due nine months after contract start	F	The DRD was delivered late and the initial draft did not meet NASA expectations or requirements. The DRD is under revision by the contractor and will be submitted to NASA for review.
DRD #35	Interface Control Documents	One month from contract start date and as needed thereafter	M	
DRD #36	Software Management Guide	Interim due three months after contract start date; updated SDLC due six months after contract start; modifications reflecting approved modifications quarterly thereafter	F	The DRD was delivered late and the initial draft did not meet NASA expectations or requirements. The DRD is under revision by the contractor and will be submitted to NASA for review.
DRD #37	Standard requirements template that documents the service or design need from the perspective of effected discipline areas (e.g. applications development, IT security, customer training, operations) and by level of need (e.g. mandatory, optional, preferred).	Within two months from contract start date	M	
DRD #38	System Design Specification	Two months from contract start date, modifications reflecting approved modifications as needed thereafter	M	

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #39	Application Status Review materials	Three months from contract start, monthly thereafter	F	This DRD was not delivered.
DRD #40	Portfolio Management Views of Application Services and Inventories	Six months from contract start date, continuously thereafter	M	However, this deliverable will need to be reviewed by NASA and the contractor to determine updates needed for FY14.
DRD #41	As built detailed functional and physical description of development environment, its interfaces and processes	Two months from contract start date, provided within 2 days of changes to structural or ITS environment including patches	M	
DRD #42A	Application Delivery Implementation Plan (Formerly Version Description Document but renamed to Release Implementation Plan Template)	Initial draft five months from contract start; final six months from contract start date	M	DRDs 42A, 42B, 42C, 43A, and 43B were delivered based on refined requirements per ITCD and DMI collaborative efforts.
DRD #42B	Website Delivery Implementation Plan (Formerly Version Description Document but a secondary plan created specifically for Website Implementations	Initial draft eight months from contract start; final nine months from contract start date	M	DRDs 42A, 42B, 42C, 43A, and 43B were delivered based on refined requirements per ITCD and DMI collaborative efforts.

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #42C	Release Notes Document Template	Initial draft five months from contract start; final six months from contract start date	M	
DRD 43A	Release Implementation Plan (for each Application and Website)	Scheduled in accordance with CCB	M	
DRD #43B	Release Notes Document (for each Application and website)	Scheduled in accordance with CCB	M	
DRD #44A	Biennial Review of Forms Final Report	First report due 10/1/2014 and biennially per NPD 1420.1	N/A	N/A Will be delivered during period 3 reporting.
DRD #44B	Quarterly Data to Produce Forms Bulletin (one for Agency and 1 for HQ)	Quarterly (Dec, March, June & Sept)	M	
DRD #45	Data Exchange Agreement Audit and Gap Analysis	Six months from contract start date	N/A	N/A
DRD #46	Service Level Agreement Audit	One month from contract start date and monthly thereafter	M	
DRD #47	Availability of hosted and housed services	One month from contract start date and monthly thereafter	M	
DRD #48	Performance of hosted and housed services	One month from contract start date and monthly thereafter	M	
DRD #49	Diagram of server location	Three months from contract start date and every three months thereafter	M	
DRD #50	Diagram of servers logical connection to network	Three months from contract start date and on-demand thereafter	M	
DRD #51	Capacity and Performance Report	Two months from contract start date, on-demand thereafter	M	

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #52	Quarterly/Monthly Patch Release Report	One month after contract start date, monthly thereafter	M	
DRD #53	Equipment Upgrade Evaluation Report	90 days of contract start date and semiannually thereafter	M	
DRD #54	Moved to DRD#67		N/A	N/A
DRD #55	Data Center (including SEF) SOP Audit & Recommendations Report	Six months from contract start date and monthly thereafter	M	The DRD delivery requirement was changed from monthly to on demand.
DRD #56	Reserved	Reserved	N/A	N/A
DRD #57	Data Center Modernization Plan	Initial Plan three months from contract start date; updated plan at six months; and every six months thereafter	M	
DRD #58	Data Exchange Agreement Audit and Gap Analysis	Six months from contract start date.	M	
DRD #59	Reserved	Reserved	N/A	N/A
	Reserved		N/A	N/A
DRD #60	Contractor Information Security Management Plan	Within one month from contract start date, updated annually thereafter	M	
DRD #61	Draft Policy, Requirement, Procedure, or Standard	On demand	M	
DRD #62	eDiscovery Data Search Results	On demand	M	
DRD #63	Reserved		N/A	N/A
DRD #64	Security Reviews and Assessments	On demand	M	

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #65	Daily Risk Vulnerability Report	Daily	M	
DRD #66	Monthly Vulnerability Scan Report (encrypted)	One month after contract start date, monthly thereafter	M	
DRD #67	Intrusion Detection Summary	One month after contract start date, quarterly thereafter	M	
DRD #68	Monthly Wireless 802.11 Scanning Report (encrypted)	Two months after contract start date, monthly thereafter	M	
DRD #69	Annual Penetration Test Plan and Rules of Engagement and Schedule	On demand	M	
DRD #70	Annual HQ Penetration Testing Report	On demand	M	
DRD #71	IT C&A Security Plan Assessment using the NASA standard template	On demand	M	
DRD #72	Risk Assessment	On demand	M	
DRD #73	Security Controls Assessment Report Assessment using the NASA standard template	On demand	M	
DRD #74	Plan of Actions and Milestones Assessment using the NASA standard template	On demand	M	
DRD #75	System Certification Report	On demand	M	
DRD #76	Monthly POA&M Status Report	One month after contract start date, monthly thereafter	M	
DRD #77	Monthly ISSA Status Report	Two months after contract start date, monthly thereafter	M	
DRD #78	Incident Response Training and Test Report	annually by fiscal year's end	M	

DRD #	DRD Name/Description	Requirements & Delivery Schedule	Score Card	NASA Review Results
DRD #79	Quarterly Metric Report summarizing the transaction history, incidents, and inventories/inspections for that report	Due 90 days from contract start date, and every 3 months thereafter	M	
DRD #80	HQ ITS Contingency & Continuity Plan, Training and Test Report annual update	annually by fiscal year's end	M	