

## **CONTRACT NNL07AA69D (Contract)**

The following information has been determined to be exempt from disclosure and has been deleted from the contract:

- Pages 2&3 of 181: Computer Seat RTS Charge per seat
- Page 5 of 181: Asset Transition Charge
- Page 30&31 of 181: Quantities/Rates under Virtual Team Meeting (VTM)  
Seat Clarifications
- Page 96 of 181: The Profit Rate
- Pages 98&99 of 181: Labor Hour Burdened Rates
- Page 101 of 181: Rates in Section 16
- Page 138 of 181: Computer Seat Prices
- Page 142 of 181: Rate in 66d
- Page 148 of 181: Commercial Telephone Service Costs

The deleted material is exempt from disclosure under 14 C.F.R. 1206.300(b)(4) which covers trade secrets and commercial or financial information obtained from a person and privileged and confidential information. It has been held that commercial or financial material is “confidential” for purposes of this exemption if its disclosure would be likely to have either of the following effects: (1) impair the Government’s ability to obtain necessary information in the future; or (2) cause substantial harm to the competitive position of the person from whom the information was obtained, *National Parks and Conservation v. Morton*, 498 F.2d 765 (D.C. Cir. 1974).

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**  
**OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30**

1. REQUISITION NUMBER See Block 25 Below. PAGE OF PAGE(S) 1 182

2. Master CONTRACT NO. <b>NAS5-98145</b>	3. AWARD/EFFECTIVE DATE <b>April 1, 2007</b>	4. ORDER NUMBER <b>NNL07AA69D</b>	5. SOLICITATION NO. <b>CODE ARMD DO3</b>	6. SOLICITATION ISSUE DATE <b>December 18, 2006</b>
7. FOR SOLICITATION INFORMATION CALL: 	7. NAME <b>Sharon V. Hare</b>		b. TELEPHONE NUMBER (No collect calls) <b>757-864-2409</b>	8. OFFER DUE DATE/LOCAL TIME

ISSUED BY:  NASA Langley Research Center 9A Langley Boulevard, Bldg 1195B M/S 126 Hampton, Virginia 23681-2199 Sharon V. Hare, Delivery Order Contracting Officer (DOCO) Phone: (757) 864-2409 Fax: (757) 864-6966 Email: Sharon.V.Hare@nasa.gov	CODE	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SETASIDE: ___% FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: <b>541519</b> SIZE STANDARD: <b>\$21M</b>	11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE <input checked="" type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING <b>C-9 PPC: BX</b>	12. DISCOUNT TERMS <b>Net 30</b>
		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		

15. DELIVER TO <b>LaRC On-Site</b>	CODE	16. ADMINISTERED BY <b>See Block 9</b>	CODE
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17a. CONTRACTOR/OFFEROR Lockheed Martin Government Services 7375 Executive Place Seabrook MD 20706-6233 Cage Code: TBD TIN: TBD POC: Keith Spencer FAX: (301) 352-2620 TELEPHONE NO. (301) 805-0329 DUNS No. TBD	CODE	17b. FACILITY CODE	18a. PAYMENT WILL BE MADE BY MS 175/Comm Acctg. Branch NASA Langley Research Center Hampton, VA 23681-2199	CODE
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17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK IS CHECKED  SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QTY	22. UNIT	23. UNIT PRICE	24. AMOUNT
1.	Outsourcing Desktop Initiative for NASA (ODIN) Services. The estimated value (per year) based on originally proposed seat counts for ODIN services is:  NOTE ALL FINAL PRICES ARE INCLUDED AS THE PRICE MODEL TITLED: LaRC-Price-Table-032307.xls	1 1 1	Yr 1 Yr 2 Yr 3	\$9,222,603 \$9,562,957 \$9,916,223	\$9,222,603 \$9,562,957 \$9,916,223

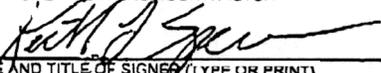
25. ACCOUNTING AND APPROPRIATION DATA	26. TOTAL AWARD AMOUNT (For Govt Use Only) <b>\$28,701,783</b>
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27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1 . FAR 52.212-3, 52.212-4 AND 52.212-5 ARE ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED

27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE the Master Contract 52.212-4 AND 52.212-5. ADDENDA  ARE  ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE, CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT: REFERENCE CODE ARMD DO3 OFFER DATED 1/29/2007, YOUR OFFER ON SOLICITATION (BLOCK 5) INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS: Amendment 1.

30A. SIGNATURE OF OFFEROR/CONTRACTOR 	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Keith L. Spencer, Director of Contracts	31b. NAME OF CONTRACTING OFFICER (Type or print) Sharon V. Hare
30c. DATE SIGNED 3/30/2007	31c. DATE SIGNED 3/30/07

**PART I CORE ADMINISTRATION DATA**

1. **SERVICES TO BE FURNISHED** – The Contractor shall provide all seat and other services ordered under this Delivery Order (DO).

The following represents the Core scope of available ODIN services.

<b>SERVICES CATEGORY</b>
Desktop Seats
Laptop Seats
Workstation Seats
Account Services Seat
Phone Services (PCELL) Seats
Server Seats
Virtual Team Meeting Seats
Mobile Computing Seats
Miscellaneous Maintenance Seats

2. **PRICE LIST** – The unit prices set forth on Attachment A, the PRICE LIST FOR YEARS 1, 2, AND 3, are applicable to the services ordered under this Delivery Order.

3. **BILLING PROCEDURES**- The following address is the designated billing office where the Contractor submits the invoices for this delivery order. This designation is for the purposes of performing Government acceptance of the services provided under this delivery order.

Addre        ss  
Center Specific

Number of Copies

4. **RETURN TO SERVICE CLARIFICATION** (Reference Master Contract Section C.5.9.7) – The Return to Service (RTS) charge is applicable to seats that require a physical visit to return to service. The RTS charge falls into one of three categories, to be determined on a case-by-case basis by the DOCOTR.

**Category 1 - Computer Seat RTS** – applies to computer seats when the end user has implemented a change that results in the configuration becoming unstable or ceases to be interoperable and requires a return to the user defined configuration.. This requires a return to the user defined configuration, subject to the media or products provided by the user, if applicable.

The Computer Seat RTS is typically applicable to the following:

- a. End user moves equipment without an order and/or requires dispatch to reconnect/reconfigure (e.g., user gives his or her Laptop to another user without following Center's procedures for M/A/C.)
- b. End user installs non-ODIN-supported S/W and the system becomes unstable or ceases to operate.

**Computer Seat RTS charge per seat is** [REDACTED]

**Category 2 - Communication RTS** – applies to telephones, networks, radio, fax and video. The Communication RTS charge is typically applicable to reconnecting telephone or network drops when end user is unable to reestablish the connection.

**Communication RTS charge per seat is** [REDACTED]

**Category 3 - Software RTS** – A software RTS is applicable when remote software capability (e.g., SMS) has been disabled by an end user and requires a manual

software update. This charge will not be assessed until the third occurrence by an end user.

**Software RTS charge per seat is** [REDACTED]

If the user has deviated from standard NASA Policy as stated above, the DOCOTR may authorize the Contractor to apply the RTS charge for any end user caused event, and written documentation shall be provided by the Contractor for DOCOTR approval.

**5. STATE AND LOCAL TAXES**

- a. In accordance with the ODIN Master Contract, the total delivery order value set forth in Part II, Item 4 shall include (identify and itemize) all applicable Federal, State, and local taxes and duties paid under this Delivery Order.
- b. The seat prices shall include personal property/use taxes. The Contractor shall separately identify on each invoice the amount of the personal property taxes included in that invoice for services.
- c. State sales tax shall not be included in the seat prices unless expressly authorized by the DOCO. If the Contractor is unable to obtain an exemption from state sales tax, the Contractor shall separately identify the paid tax amount and provide documentation clearly demonstrating that an exemption was applied for but rejected.
- d. For the applicable Centers' delivery order, the Contractor is hereby authorized and shall include all applicable state sales tax in the seat prices. The Contractor shall separately identify the total paid tax amount on each invoice in which state sales tax is included.

**6. ACCOUNTING AND APPROPRIATION DATA** – The accounting and appropriation data for this Delivery Order is reflected in NASA Financial Management System (SAP).

**7. AVAILABILITY OF FUNDS** - Funds are not presently available for performance under this delivery order. The Government's obligation for performance of this delivery order is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this delivery order, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

**8. RETAINAGE POOLS** – In accordance with Master Contract Section A.1.8 (a) and (b), the Government will withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for the Delivery Order and subsequent modifications.

- a. Three (3) percent for the Performance Retainage Pool (PRP)

**9. PRP DECISION** – Pursuant to Master Contract A.1.8 RETAINAGE POOL (as modified by Master Contract Modification 5), the PRP decision for this Delivery Order will be made on a discretionary (i.e. all, partial or none) basis.

- a. The PRP decision shall be made semiannually for the Delivery Order.
- b. For the Delivery Order, the PRP decision criteria set forth in Master Contract Section A.1.8 (a) is supplemented with the following:
  - (1) The Contractor’s manner and degree in satisfying requirements, planning work, implementing on schedule and providing effective customer communication;
  - (2) Overall satisfaction of the ODIN Points of Contact; and
  - (3) Compliance to NASA Agency and Center Security Requirements/Standards.

**10. ASSET TRANSITION VALUE METHODOLOGY**

In the event a Center decides not to continue a delivery order, or upon expiration of a delivery order or of the contract, the Contractor agrees that the services provided under this contract are essential to the Government and shall be continued without interruption. If the Government or successor contractor acquires any or all assets identified by the final Asset Transition Value Report (ATVR), the Contractor agrees to comply with direction provided by the Contracting Officer to assist the orderly transition of equipment, services, software, leases, etc. to the Government or the successor contractor.

**a. Asset Transition Value (ATV)**

During the performance of this contract, Contractor may purchase capital equipment; enter into lease agreements, either operating or capital; or enter into Contractor Corporate Agreements for the purpose of performing the work described in the ODIN Master Contract and Delivery Order. Any such equipment or agreements to obtain equipment are subject to the requirements of this clause. The objective of this clause is to provide the Government or successor contractor the process to take title to any or all such equipment items or to continue lease agreements so that in the event of termination or completion of the contract period of performance, the Government may continue to provide services to the NASA centers without interruption.

With regard to equipment assets, the Contractor shall capitalize and depreciate any such equipment in accordance with the Asset Transition Methodology set forth in this Delivery Order and shall be in conformance to any applicable requirements and standards of the ODIN Master contract. Contractor agrees to maintain complete records of the capital equipment that is subject to this clause. Such records shall include all items identified in DRD ODIN-1A and be in conformance with the quarterly ATV reports submitted for this Delivery Order. Contractor agrees to make these records available to the Government Contracting Officer upon request.

When the Government or successor contractor acquires the assets identified in the ATV, the Contractor shall transfer title of all capital equipment to the Government or their designated Contractor. The Contractor agrees to accept the ATV amount calculated in accordance with the Methodology set forth in this Delivery Order as the full and complete payment for the assets.

**b. Asset Transition Value Methodology (ATVR)–** The following methodology and business rules shall apply to the calculation of the ATV:

- (i) The depreciation of assets is based on net book value. Net book value is defined as the value of the asset at the time of asset transition and is based on straight line depreciation over the useful life of the asset as shown in the table below.

<b>Asset Category</b>	<b>Useful Life</b>
Desktop (PC, MAC,UNIX)	3 years (or as selected by user)
Network Printers (Shared Peripherals and PRN Seats)	5 years
Server Seats	5 years

Telephone (instruments and "back office" equipment)	5 years
Cell Phones	3 years
Mobile Computing devices	18 months
Fax systems	3 years
Local Video systems	5 years
Administrative Radio systems	5 years
Network resources	3 years
Remote Communication resources	5 years
Public Address systems	5 years

- (ii) The ATV shall not include any Government-furnished or institutional-provided property or equipment, nor shall it include any infrastructure items for which title resides with the Government.
- (iii) A [REDACTED] percent asset transition charge will be applicable to transition assets turned over to the Government or successor contractor. The charge will only apply to tangible items, such as hardware. The purpose of the transition charge is to cover costs associated with preparing and executing property transfer documentation, update corporate records and personal property tax records, preparing certificates of maintainability, and completing transfer agreement for leases and maintenance agreements.
- (iv) Transition services to support any continuity of service during a transition period that occurs after the end of the delivery order period of performance or shipment of assets that are transitioned are not included in the ATV or transition charge. If requested, these costs will be separately priced as part of continuity of services.
- (v) The ATV amount is based upon the asset being abandoned in place with the Government or successor contractor taking title to the equipment.
- (vi) Catalog items are considered part of the seat for asset transition purposes but are not subject to the depreciation or any transition charge. In accordance with the DRD -1A, the Contractor shall report the value of the catalog items but the values shall not be included in the ATV dollar amount.

**c. Provisions to transfer to a successor in interest**

With regard to all purchase and lease agreements, either operating or capital, and Corporate Agreements, the Contractor shall include provisions in such agreements with regard to their continuation with a service provider other than the current Contractor. The Government or successor contractor reserves the right to approve and accept any terms and conditions prior to be bound by any such agreements.

**d. Transfer Title of Assets**

With regard to title transfer of assets from Contractor to the Government or designated third party, a DD Form 1149 or commercial equivalent will be used to transfer title of these assets. A DD Form 1149 or commercial equivalent will be prepared for each Center to include an attached spreadsheet that lists all assets being transferred from Contractor to the Government or successor contract. The list of assets shall include the asset type, description, serial number, tag number, location, assigned end-user (if applicable) and any other information necessary to identify and locate the asset. The list of assets shall be in agreement with the assets reported on the final ATV report and contained in the Contractor's asset management system.

**e. Continuity of Services**

In any event, the Contractor shall keep all assets installed and usable by the Government through the transition of assets or their replacement by the successor contractor. If the transition period is anticipated to continue beyond the Delivery Order period of performance, the Contractor shall submit a proposal for the required effort upon request by the Contracting Officer and agrees to negotiate a fair and reasonable price for the continued use of the assets. As part of continuity services, there are several different possible options, but not limited to, available to the Government. One option is the Government or a designated third party procures all assets from the Contractor based on the methodology stated above. A second option is the Government or a designated third party procures family of products from the Contractor based on the methodology stated above. A third possible

option is that the Government or designated third party decides to not procure any of the items identified in the ATV In any event, the Government shall notify the Contractor ninety (90) days in advance before the transition period commences. The Contractor shall be responsible for all assets not acquired by the Government or successor contractor at the end of the transition period.

**11. CORE COMMON IMPLEMENTATION**

Provide a common implementation of the core components of the standard load as described in attachment C. A joint agency CCB comprised of NASA and Contractor will define the core components. The CCB will meet on a quarterly basis to vote on a change request. A change requested submitted by a site to modify a version level of any of the core components as well as any additions or deletions of core software. The core components described in attachment C will be configured as factory default and any modifications to the configuration of a core component will be accomplished via an overlay setting to be applied at the site via Active Directory, SMS, or some other automated mechanism of the Contractor's choosing.

**12. RESERVED**

**13. RESERVED**

**14. RESERVED**

**15. RESERVED**

**16. RESERVED**

## PART II CORE REQUIREMENTS

### SECTION A – CORE GENERAL REQUIREMENTS

1. **WORK DAY DEFINITION** - For the purposes of this delivery order, the term “work days” means “business days” (i.e., 6:00am – 6:00pm Monday – Friday, based on Centers’ local time zone).
2. **SCHEDULED OUTAGE NOTIFICATION** – The Contractor shall not schedule any planned maintenance activities during prime time without prior approval by the DOCOTR or designee, followed by notification of affected personnel at the Center.

The Contractor shall comply with the Center’s outage notification procedures. Unless otherwise specified, the Contractor shall coordinate **all scheduled outages** with the designated point of contact for the affected users, obtain approval from the DOCOTR or designee, and notify all affected personnel at each Center. Verification of receipt notification is not required.

3. **INSTITUTIONAL IT ENVIRONMENT DEFINITION** – The Institutional IT Environment is defined as the core components required to deliver ODIN seats and services to the end user. These include, but are not limited to, network domain servers, electronic messaging systems (e.g., X.500 directory services, gateways, e-mail systems including webmail), Internet access, computer virus protection, network communication equipment, voice mail, radio combiners, centralized antennas and telephone switches.
4. **MAINTENANCE OF THE INSTITUTIONAL IT ENVIRONMENT** – All ODIN-supported hardware and software that are part of the institutional IT environment shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or restore to service within four contiguous hours at all times, unless defined otherwise by the individual Center.

All preventative maintenance activities shall be coordinated with, approved by and documented for the DOCOTR or designee.

5. **SUPPORT FOR SPECIAL EVENTS** – The Contractor shall provide support for Center special events (e.g., Open House) as identified by the DOCOTR or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically handled with the Priority Service as defined in Master Contract section C.5.9.4.1. The support for Special Events shall not be counted against the priority service percentages. The Contractor shall coordinate remote event support with DOCOTR for concurrence.
6. **PRIORITY SERVICE PERCENTAGES** – In addition to the one (1) percent set forth in Master Contract C.5.9.4.1 and C.5.9.4.2, the Contractor shall provide priority service for up to two (2) additional percent each for a total of three (3) percent.

The percentage associated with Master Contract C.5.9.4.2 shall be calculated based upon the monthly average of the total number of trouble tickets submitted to the Contractor during the prior contract year. In the event that the three (3) percent are not used in the current month, the unused portion does not carry forward to the next month.

In the event that the number of seats increase or decrease by 5 percent or greater in the current year measured against total number of trouble tickets submitted to the Contractor during the prior contract year, an equivalent adjustment shall be made to the total number of trouble tickets used to calculate the 3 percentage available for the current year.

7. **APPLICABILITY OF ODIN SERVICES TO DELIVERY ORDER**

The following changes are applicable to the ODIN Services provided under this Delivery Order and reflected in the revised Table E (Attachment E to this Delivery Order):

a. **DESKTOP SEATS (Reference Master Contract Table E.2.1.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:  
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:  
(i) TBD

b. **SERVER SERVICES (Reference Master Contract Table E.2.2.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:  
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:  
(i) TBD

c. **PHONE SERVICE (Master Contract Table E.2.3.1)**

(1) The following seats and service levels are added for ordering under the Delivery Order  
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:  
(i) TBD

d. **LAN INTERFACE SERVICE (Reference Master Contract Table E.2.3.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:  
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:  
(i) TBD

8. **MOVES, ADDS, CHANGES CLARIFICATION** – In addition to the requirements specified in the Master Contract, Section E.3.1.8, Moves, Adds, Changes, a move, add or change is further clarified to include the following:

- a. A move is defined as de-installation, move and re-installation of system hardware requiring a physical dispatch of a technician or analyst.
- b. Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst.
- c. Moves are aggregated by service; for example, average of one move per year for each “seat” type in each of these categories: desktop, server, and communications services.
- d. Wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support.

9. **CLARIFICATION OF CREDIT FOR OUTAGE** - Outage is defined as when one or more services (defined in Attachment E of the ODIN Master Contract) are unavailable **and** the return-to-service (RTS) metric is missed. Seat services include, but are not limited to, back-office, Shared Peripheral Services (SPS), e-mail, file services, etc.

In accordance with Master Contract A.1.9 (Credit for Outages), the Government is entitled to receive a credit of one-thirtieth of the monthly seat price for each day of outage. The monthly base (standard) seat price shall be used as the basis for calculation of the dollar amount.

**The following shall be used in calculating the outage credit:**

- (a) The Master Contract provides for “full-day RTS” and “partial-day RTS” service levels.
  - (1) The “full-day RTS” refers to the service levels associated with the “3 working days” and “close of next business day”.
  - (2) The “partial-day RTS” are those service levels associated with 8 work hours or less.
- (b) When a subscribed metric is missed, all days beginning with the day that the ticket originated shall be considered in calculating the outage credit.
- (c) The count of outage days will not include the days that are beyond the control of the Contractor, as designated by DOCOTR or designee.
- (d) If the RTS is completed by noon, then the last day of outage will not be counted. If the RTS is completed after noon, then that day shall be counted.
- (e) For “partial-day RTS” and priority services **when** the subscribed metric is missed but RTS is completed on the date that the outage was reported, the outage days shall include that day as a full day of credit.
- (f) For both “full-day” and “partial-day RTS”, the count of outage days shall include weekends and holidays, except for tickets that have **not** failed the metric on the day prior to a weekend or holiday. For these tickets, if the ticket fails later, then the count of outage days will exclude the weekend or holiday immediately following the outage but include any subsequent weekend or holiday.
- (g) The following scenarios are provided as examples of the clarifications above:

RTS metric	Ticket opened	RTS completed	No. of days due credit
Close next business day	12/7/01, Fri.	12/11/01, Tues., 9 am	2
Close next business day	12/7/01, Fri.	12/11/01, Tues., 2 pm	3
Close next business day	12/7/01, Fri.	12/18/01, Tues., 2 pm	10
Four-hour	12/7/01, Fri, 1 pm	12/10/01, Mon, 2 pm	4
Four-hour	12/7/01, Fri, 6 am	12/7/01, Fri, 11 am	1

**10. INTEGRATED ENTERPRISE MANAGEMENT PROGRAM (IEMP) SUPPORT** - Pursuant to the Master Contract C.9.2 which identifies the Integrated Enterprise Management Program (IEMP) as an agency-wide project to be supported by ODIN, the Contractor shall support IEMP consistent with Triage Level 2 requirements and to maintain an end-user desktop environment that ensures continued successful access to IEMP servers. In accordance with the Triage Level 2 requirements set forth in C.5.5.2 NON-ODIN SUPPORTED HARDWARE AND SOFTWARE (Triage Level 2), the Contractor shall install the software and facilitate resolution of problems by working, if necessary, with the Government identified POC. The Contractor shall also provide support in accordance with the following and the IEMP Desktop Requirements Document. The Contractor shall reference the most updated version of the IEMP Desktop Requirements Document.

The Contractor shall provide IEMP application support as defined below:

- (a) The Contractor shall test and integrate the IEMP software into the Core Standard Software Load.

- (b) The Contractor shall support pre-deployment activities through:
  - (1) Participation in kickoff, planning and project meetings and workshops as appropriate
  - (2) Participation in unit or system tests as appropriate
  - (3) Assistance in the installation of development or project related software (e.g. Lotus Notes client, VISIO, etc.)
  - (4). Modification of ODIN supported services (e.g. printer queue support, port definition, etc.)
- (c) The Contractor shall test, validate, and deploy new IEMP modules/components through:
  - (1) Configuration of desktops for test and validation purposes that may differ from the IEMP Desktop Requirements Document.
  - (2) Support desktops for training purposes that may differ from the IEMP Desktop Requirements Document.
  - (3) Perform module rollout to identified ODIN supported desktops in accordance with official center schedules and milestones.
- (d) The Contractor shall install and make operational specific versions of core software as specified in the IEMP Desktop Requirements Document for supported seats.
- (e) The Contractor shall update the user system to the user defined configuration subject to the media or product provided, if applicable, and the center's standard load to include the appropriate IEMP software.
- (f) The Contractor shall provide pre and post rollout/update reports to the DOCOTR or designee(s) that will include the following:
  - (1) IEMP user, scheduled/implemented date of the rollout/update
  - (2) The user's software versions of the IEMP client(s) and applicable supporting software
  - (3) IEMP user's desktop hardware configuration (i.e.,: memory and available storage space)
- (g) IEMP Client and Web Service - The Contractor shall provide the following:
  - (1) Installation and support of the specific version of core software as specified in IEMP Desktop Requirements Document.
  - (2) Installation on the desktop seat of a new release or version upgrade within 45 days of written notification that the software is available on the IEMP software distribution server site.
  - (3) Installation of approved requests for an initial (new user) load in accordance with the schedule of the subscribed service level of Master Contract E.3.1.8 MOVES, ADDS, CHANGES.
  - (4) Installation on the desktop seat emergency updates/patches/fixes within 5 days of written notification that the software is available on the IEMP software distribution server site.
  - (5) Perform help desk function for IEMP related calls in accordance with subscribed service levels.
    - i. Perform help desk function for IEMP related calls as Triage Level 2.
    - ii. Assist IEMP Competency Center to:
      - (a) Ensure appropriate IEMP printer queues are assigned and functioning
      - (b) Resolve trouble situations.
- (h) The Contractor shall attend and support meetings with IEMP support staff as requested by the DOCOTR or designee.

**11. CLARIFICATION OF CONSUMABLES -**

- a. For this Delivery Order, consumables are defined as:
  - Paper
  - Desktop Removable Media (such as CD, DVD, floppy disks, zip disks, memory stick)
  - Toner or print cartridges
  - Spare batteries from a third party source (such as for laptops and administrative radios).
- b. Unless otherwise specified in this Delivery Order, the ODIN Contractor is not required to provide the above listed consumables in accordance with ODIN Master Contract A.1.33.
- c. Except for paper and floppy disks, the Contractor shall make consumables available in the ODIN catalog.
- d. The loss of the use of services purchased under the ODIN contract, due to lack of paper, print cartridge, or other consumable as defined by this Delivery Order, shall not be considered the Contractor's responsibility.
- e. The inability of the device to function as intended due to the failure of other internal components is the Contractor's responsibility. For example, the loss of a laptop computer's portability due to the inability of the battery to hold a charge would be the Contractor's responsibility.
- f. For this delivery order, all rechargeable batteries provided with any seat or catalog order are not considered consumables. (i.e., laptop, MC Seat, PCELL)

**12. MISSION FREEZE NOTIFICATION** - Pursuant to Master Contract C.5.9.2, the mission freeze notification time is no less than three (3) working days prior to the freeze. An individual ODIN user or the DOCOTR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the DOCOTR or alternate DOCOTR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization.

**13. COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP) SUPPORT** - The Contractor shall support NASA employees in obtaining assistive technology in accordance with the Computer/Electronic Accommodations Program (CAP), a partnership between NASA and the Department of Defense. This support shall be at no additional cost to the delivery order.

The ODIN responsibilities are as follows:

- a. For users that currently have an ODIN desktop seat, the ODIN Contractor shall participate with CAP in identifying products that meet the users' needs and ensure they are compatible with the ODIN seat. CAP shall acquire and deliver the products to the user, or, if preferred, the ODIN Contractor.
- b. If the service is ordered from the ODIN catalog, the ODIN Contractor shall install and set-up the products on users' seats. This includes making software changes to accommodate the CAP products. Any hardware or software items acquired through CAP and installed on the user's seat become the new supported system baseline for that seat.
- c. The CAP products would be considered Government furnished property under the ODIN Delivery Order. The ODIN Contractor shall manage the CAP products in the same manner as other Government furnished property under their contract.

- d. The ODIN Contractor shall be responsible for any necessary registering of the assistive technology after it is installed on the user's seat.
- e. If maintenance support service is ordered from the ODIN catalog, the ODIN Contractor shall also be responsible for all maintenance and repair of the CAP product. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN technology. Replacement products will be obtained through the CAP.
- f. CAP will be responsible for any needed user training.
- g. For users who are not currently under an ODIN desktop seat, ODIN will not be responsible for ensuring that the product is compatible with the user's existing equipment. That responsibility would fall under the user's existing system administrator or alternative IT service provider. Consequently, ODIN is not responsible for making software modifications to accommodate the products, but will be expected to provide their best effort to make the products work with the user's equipment.

**14. HARDWARE AND SOFTWARE DELIVERY REQUIREMENTS FOR SEATS WITHOUT MINIMUM PERFORMANCE SPECIFICATIONS -**

This requirement applies to the hardware and software that the Contractor will provide to satisfy the seats that do not have minimum performance percentiles set forth in the Master Contract Table N.2.1.

For any seat type identified within this delivery order that has no minimum performance requirement specifications other than the specifications requirements within this document, the Contractor shall submit to the DOCOTR or designee the specifications for the new hardware and software that the Contractor proposes to provide for the seats.

The Contractor shall submit the specifications and requests for approval that coincides with the proposed timeframes noted in the proposed Attachment R process.

Delivery of approved specification shall also coincide with the proposed delivery schedule expressed in the Attachment R process.

The Contractor shall not deliver any previously authorized hardware or software without written DOCOTR concurrence.

**15. HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 12 (HSPD-12) SUPPORT**

Federal Information Processing Standard (FIPS) 201, entitled *Personal Identity Verification (PIV) of Federal Employees and Contractors*, was developed to satisfy the requirements of HSPD-12. NASA plans to implement the use of Two-Factor Authentication on IT systems and applications in accordance with FIPS 201. This authentication protocol requires two independent ways to establish identity and privileges, generally 'something you know' combined with either 'something you have' or 'something you are'. For the majority of NASA systems, a Smartcard with a personal identification number (PIN) will be implemented to meet this authentication requirement. All NASA civil servants and contractors shall be supplied with smartcards.

NASA created the HSPD-12 Project to coordinate all aspects of implementing the requirements of this directive. The HSPD-12 Desktop Integration Project has been established to facilitate the use of Smartcards for logical access to NASA's desktop systems. Scope will be defined based on commercial availability of PIV Middleware clients and smartcard readers. The Desktop Integration Project will develop "installation kits" for each supported platform describing the process for enabling compliance and will produce infrastructure integration guidelines and procedures, where necessary.

ActivIdentity has been selected by NASA to provide the Card Management System (CMS) and PIV middleware. ActivIdentity middleware will be installed on all systems for which clients are available.

Currently, client availability is limited to Microsoft Windows XP/SP2 systems which are members of a Microsoft Windows Domain. Clients for Mac OS X 10.4, Solaris 10, and RedHat Linux WS4 are expected in Spring 2007.

NASA will furnish the Contractor with ActiveIdentity middleware, smartcard readers, installation kits, infrastructure integration guidelines, and Entrust PKI software and certificates as required. NASA will update NASA-STD-2801 *NASA Strategy for an Enterprise Windows Architecture*, NASA-STD-2804, *Minimum Interoperability Software Suite*, and NASA-STD-2805, *Minimum Hardware Configurations* as appropriate to include specific infrastructure, software, and hardware requirements.

The Government shall only provide smartcard readers during the initial deployment phase of HSPD-12, which includes all existing systems. After NASA-STD-2805 is updated to include the requirement for smartcard readers, the Contractor will be responsible for purchasing smartcard readers for all new and refresh systems.

The Contractor shall provide HSPD-12 support as defined below:

- a. The Contractor shall provision ODIN supported desktops with the required software, hardware, and configuration settings necessary to address HSPD-12 compliance.
- b. In accordance with the scope of ODIN services at each Center, the Contractor shall make necessary Windows Domain and other infrastructure modifications as identified by the HSPD-12 Desktop Integration Project as being required to support HSPD-12 compliance.
- c. The Contractor shall provide catalog services to deploy card readers, PIV middleware, and PKI software to NADs and non-ODIN systems for which install kits have been developed.
- d. The Contractor shall support pre-deployment activities through:
  - o Participation in HSPD-12 Desktop Integration planning and project meetings as appropriate
  - o Participation in the Active Directory project meetings as appropriate.
  - o Participation in the testing of installation kits as appropriate
  - o Modification of services as appropriate
- e. The Contractor shall support any center specific HSPD-12 requirements identified in Center Delivery Orders.

**16. RESERVED**

**17. RESERVED**

**18. RESERVED**

**19. RESERVED**

**20. RESERVED**

**SECTION B. CORE COMPUTER SEAT SERVICES**

1. **PERFORMANCE MEASUREMENTS** – There is no acceptable range for rating below these minimums. Deviations with lower percentiles established for the Delivery Order will only be accepted on a case-by-case basis.

2. **MINIMUM PERFORMANCE LEVELS** – The Contractor shall meet or exceed the following delivery order minimum performance levels for each platform.

- a. The following table represents the minimum performance levels that shall be met or exceeded for each platform for each quarterly technology refreshment period during the performance of the delivery order.

**MINIMUM PERFORMANCE LEVELS TABLE**

Platforms	PC Desktop Scale	MAC Desktop Scale	PC Laptop Scale	MAC Laptop Scale	PC Workstation Scale	MAC Workstation Scale
<b>PC Desktops</b>	90.0					
<b>MAC Desktops</b>		90				
<b>PC Laptops</b>			90.0			
Lightweight			90.0			
Tablet PC			90.0			
<b>MAC Laptops</b>				95		
<b>MAC Lightweight Laptop</b>				90		
<b>PC Workstation</b>					98	
<b>MAC Workstation</b>						98

- b. The systems that have been certified by the NASA-selected third party certification firm and are accepted by the Government as satisfying the applicable period’s minimum performance requirements are set forth in Delivery Order Attachment E.

- c. In the event a Product, Component or System is not available due to a Manufacture or Industry Constraint, the Contractor will be allowed to provide a “Request for Waiver” from metrics. The Contractor will be required to provide the ODIN DOCOTR written notice of the constraint within two (2) business days of the notice from the Manufacturer. Details of the specific constraint will be provided by the Contractor via the manufacturer to the DOCOTR before consideration is given to the “Request for Waiver”.

3. **MASTER CONTRACT ATTACHMENT R BASELINE CORE SEAT COMPONENTS** - The Contractor shall baseline the core components at the current level at the end of the prior ODIN Delivery Order and shall not reduce these for the remainder of the Delivery Order. On subsequent Master Contract Attachment R submissions, if the Contractor enhances one or more of the core components, then the enhancement shall become the new baseline for those components on the future submissions. The core components are defined as processor, memory (RAM), hard drive capacity, video card memory, optical drive, removable media capacity, and monitor type, size, and resolution.
4. **CORE STANDARD SOFTWARE LOAD** - For this Delivery Order, the Government has defined a core standard software load. The core standard software load is required on all ODIN supported Computer seats. The core standard software load is available to all Network Attached Device (NAD) seats. Attachment C lists the required software. All Computer seats shall be configured with the required core standard software load within the first six months of the delivery order. Any hardware refreshes necessary to meet this requirement shall be performed. Additionally, all new, replaced, temporary, or refreshed computer seats shall contain at least the core standard software load as listed in Attachment C. The Contractor is responsible for acquiring and maintaining the licenses for all software provided as part of the core and standard loads, unless otherwise directed by the DOCOTR.

The Contractor shall support all software listed in current and future versions of NASA-STD-2804x, (where x is defined to include the current and all future document versions. The definition of x is applicable through out this Delivery Order and all Attachments), Minimum Office Automation Software Suite Interface Standards and Product Standards. Support includes, but is not limited to, installation and reinstallation, upgrades, software patches, bug fixes. **Any hardware refreshes or memory upgrades necessary to meet new software requirements shall be performed at no additional cost to the government (as specified in the Master Contract).** Support for shareware includes, but is not limited to, installation and reinstallation. In those areas where the customer has purchased the shareware, support includes, but is not limited to upgrades, software patches, and bug fixes. For a shareware product, Contractor support may be limited by the amount of support provided by the vendors of the shareware.

In accordance with E.3.1.7 Software Technology Refreshment of the Master Contract, the Contractor shall refresh the operating system and application software within 1 year of the latest release by the software vendor. Once the Contractor has tested the new release, the Contractor shall present its software refresh plan to the CCB, after review by the DOCOTR, in sufficient time to ensure roll out within 1 year of release, unless otherwise specified by the DOCOTR or designee.

In accordance with Master Contract Section C.5.2 End User Documentation, the Contractor shall provide unrestricted access to end user electronic documentation on ODIN services for the use of any products provided. Hardcopy documentation, including media, shall be available in the catalog.

5. **RESTORE TO SERVICE** – The Contractor shall restore a computer seat such that the user has access to the documented user defined seat configuration prior to the failure.

**6. SANITIZATION:** The Contractor shall ensure that all ODIN-supported equipment that stores data and/or information is sanitized prior to reuse, external transfer, surplus, donation, or sending equipment offsite for repair. The level and type of sanitization shall be in accordance with (IAW) NIST SP 800-88, with the exception of destroying resources which will be reutilized. This requirement encompasses all IT equipment that has non-volatile memory (e.g., handheld devices, external hard drives, routers, switches, network servers, network printers, network facsimile devices, desktop computers). The Contractor's procedures shall include ensuring that documentation exists, is maintained, and is available to the Government to provide documentation that all equipment for which it is responsible is properly sanitized. If the Contractor uses removable media such as but not limited to floppies, CDs, or DVDs for the purpose of migrating customer data, the Contractor shall implement procedures to ensure that the media is destroyed or erased.

**7. ARCHITECTURE**

Service Description: Provides the services to ensure an appropriate computer platform hardware (e.g., processor, memory, disk, network interface card) and system software (e.g., operating system, network operating system) is available to the specified Seat Type. Services include requirements analysis, hardware and system software platform acquisition, testing, verification, and installation in accordance with the specific technology refreshment cycles.

Each platform shall meet or exceed the performance measure specified in Attachment N, ODIN Performance Specifications in the Master Contract.

Each platform shall meet or exceed the minimum configuration recommended by the software manufacturer for the software installed with each seat. All components of the standard software load shall be capable of correct simultaneous execution and mutual interaction on each seat's platform.

<b>Service Levels</b>	<b>Typical Service Characteristic</b>
Windows	32/ 64 Bit Windows Functionality
MAC MAC	Functionality
Linux Linux	Functionality

**8. DEFINITION OF COMPUTER SEAT** - A Computer Seat is identified as any ODIN provided Desktop, Laptop, or Workstation seat.

**9. COMPUTER SEAT CHANGES** – If the Government changes a seat type during the Center Delivery Order, e.g., from a Desktop to a Laptop for a person moving from a traditional desktop system to a portable system with a docking station, the monthly seat price shall change to the existing price of the new seat type. The user will receive hardware to meet the functionality of the new seat either:

- a. At the scheduled technology refreshment period of the existing seat, or
- b. By an early technology refreshment ordered through the catalog, or
- c. Upon negotiation of a change in the technology refreshment schedule by the DOCOTR.

If a user requires a seat type change, the change must occur a minimum of 30 days prior to the scheduled technology refreshment date, unless otherwise approved by the DOCOTR, to avoid incurring additional costs above the change in seat type cost. If the user has already received the scheduled technology refreshment during this delivery order period and requires a new computer seat immediately, the Government will order early technology refreshment from the catalog.

- 10. COMPUTER SEAT RELATED MAINTENANCE** (Reference Master Contract E.3.1.3, E.3.1.4 & E.3.1.5) – When ordering hardware maintenance, system software maintenance, or ODIN application software maintenance for a seat, the Government will order the same restore to service level. This will apply whenever all three or any combination of the maintenance services is ordered.

In the event of inconsistencies, except for where the ordered service level is none, the maintenance service level will default to the highest service level ordered for any of the three items.

When a user orders critical maintenance for any of the above maintenance service levels, the user will order enhanced integrated customer support /help desk service level (Master Contract E.3.1.11).

For ODIN seats located in remote locations (eg: Russia or Alaska), the Contractor shall provide hardware maintenance services. The Contractor shall provide the ordered service using drop ship methodology or other DOCOTR approved method.

- 11. ADDITIONAL CLARIFICATION FOR COMPUTER SEATS** – For this Delivery Order, the following items will be provided with all Computer seats:

- a. One battery for each Laptop
- b. A USB removable storage device (i.e. memory stick) in accordance with NASA Standard 2805x – Additionally, the USB removable device will have self contained encryption software. The Contractor shall only provide one memory stick for all new and tech refresh seats; if the item should fail, it is the Contractor’s responsibility to replace the failing memory stick. If the memory stick is lost, stolen, or damaged due to negligence then it is the responsibility of the government to replace the memory stick.

- 12. ACCOUNT SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS -** The following service levels are incorporated for computer seats.

Service Level	Typical Service Characteristic
None	No Directory account services
Basic	Directory account services normally provided with the ODIN standard seat

- 13. E-MAIL SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS -** The following service levels are incorporated for all Desktop, Laptop, Workstation, and S&E seats. The None service level will be available for ordering only if the Government elects to implement NOMAD, or similar project that will provide the E-mail services. Additionally, this service provides client access licenses (CALs) and Live Communications Server (LCS).

Service Level	Typical Service Characteristic
None	No e-mail services
Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).

- 14. E-MAIL STORAGE SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS -** The following service levels are incorporated for all Desktop, Laptop, Workstation, and Workstation UNIX seats.

Service Description: Provides 100MB of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user’s request by close of next business day.

Service Levels	Typical Service Characteristic
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Service Levels	Typical Service Characteristic
None	No e-mail storage space services. (Only orderable if "none" is ordered as e-mail services.)
Basic	100MB of e-mail storage space.
Regular	200MB of e-mail storage space.
Premium	500MB of e-mail storage space.
Enhanced	1GB of e-mail storage space.

**15. DESKTOP SEAT DESCRIPTION** - formerly known as GP1, GP2, and SE1; the following requirement supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

Functionality: The Desktop seat is intended for overall general purpose computing in support of Center and Agency activities (administrative and general purpose scientific/engineering). Typical usage includes E-mail, web browsing, report preparation, presentation creation, meeting scheduling, spreadsheet generation and general S & E application development and execution. The computer and all associated services are able to perform general-purpose business and scientific/engineering computing, including standard office automation and desktop productivity enhancement software. Functionality includes: business program development and execution of enhanced applications, word processing, spreadsheet, presentation graphics, electronic messaging (e-mail, calendaring, forms), Internet tools, anti-virus, and access to other components of NASA's interoperability software suite. Additionally, for all new ODIN provided desktop seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Standard	Standard Windows functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	Standard PC desktop functionality
Application Software	Basic	Standard application software suite
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat

Service Type	Service Level	Typical Service Characteristics
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

**16. LAPTOP SEAT DESCRIPTION** - formerly known as GP3 (Reference Master Contract Section E.2.1.4 GP3 SEAT DESCRIPTION)

Functionality: A laptop computer is equivalent to a desktop computer, and all associated services, with standard office automation and mobile productivity enhancement similar to a desktop seat. The Laptop functionality is met by the standard PC/Mac notebooks and provides modem, wired Ethernet and wireless Ethernet. This seat is intended to fulfill the majority of NASA's requirements for portable computing, including access to interoperable functionality. The Laptop is optimized for the customer who requires only occasional seat mobility and does not want to trade-off performance for less weight and extended battery life. Additionally, for all new ODIN provided laptop seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee. In addition to the requirements identified in Master Contract Section E.2.1.4, the Contractor shall provide a laptop carrying case with each laptop seat. The laptop carrying case must be capable of holding the laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a CD-ROM sized device, smartcard reader, and an extra battery.

**Lightweight Laptop**

Functionality: A Lightweight Laptop shall not exceed 4 lbs (excluding expansion unit) in weight (base computer components i.e. processor, motherboard, ram, hard-disk, screen, keyboard and mouse, integrated PC card slots, modem, wired Ethernet and the latest version of 802.11 capable wireless, CD-RW and system battery), and shall include all features and functionality of the Laptop platform and commercially-available lightweight/ultra portable laptops, including, at a minimum, processor, display, full function keyboard, modem, hard disk and connection for external peripherals. The Lightweight Laptop is optimized for the customer who requires seat mobility, less weight, and extended battery life over performance.

**Tablet PC**

Functionality: Tablet PC convertible unit serves as the user's primary personal computer as well as a note-taking device. At a minimum, the convertible unit shall internally include: processor, display that rotates 180 degrees and can be folded down over the keyboard, full function keyboard, modem, wired Ethernet and the latest version of 802.11 capable wireless connections, hard disk, connections for external peripherals, weigh no more than 4.5 pounds, runs the Tablet PC operating system, and include those components that are typically included in commercially available tablet PC laptops.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Standard	Standard Windows functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	Standard Laptop functionality
Docking Station	None	No Docking Station Service provided
Application Software	Standard	Standard application software suite
HW Maintenance	Regular	Restore to service by close of next business day
System Maintenance	Regular	Restore to service by close of next business day

Service Type	Service Level	Typical Service Characteristics
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Remote-S, Remote-W & Basic Lan	Standard access to Modem wired Ethernet and wireless Ethernet
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as identified in the Master Contract 3.5.2
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

**17. STANDARD LAN SERVICE LEVEL FOR LAPTOP SEAT** - The Modem, Wireless LAN, and Basic LAN is the standard LAN service level for the Laptop platform for this Delivery Order.

**18. ADDITIONAL SERVICE LEVEL DEFINITIONS FOR LAPTOP SEAT SERVICES** - This section provides definitions of the services and service levels to be provided by the Contractor.

**a. PLATFORM**

Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

Service Levels	Typical Service Characteristic
Standard PC/MAC/Linu	x functionality
Lightweight	Lightweight PC/Mac laptop functionality
Tablet	PC Tablet laptop functionality

**19. DOCKING STATION SERVICE LEVEL FOR LAPTOP SEAT** – The Contractor shall provide an optional docking station for the Laptop Seat. This service level is added to the service levels identified in Desktop Service Level Definitions of the Master Contract E.3.1.

The docking station service level is defined as follows:

Service Description: Provides all services required to provide Docking Station service and network (LAN) access from a docking station. The Contractor shall meet or exceed the requirements specified below. Services include:

- a. Monitor keyboard, optical scroll mouse and speakers
- b. Network interface card for both docked and undocked modes

- c. Parallel connection capability, serial connection capability, USB 2 connection, and monitor connection capability
- d. Power supply and power connection capability, if available

<b>Service Levels</b>	<b>Typical Service Characteristic</b>
No ODIN Supplied	Select None and user retain their own docking station
None	No Docking Station Service provided.
Basic	Docking Station Service provided

**20. GUIDELINES FOR LAPTOP LOANER POOL SERVICES**

- a. The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
  - (1) Maintain Center standard load
  - (2) Maintain any organization specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
  - (3) Battery recharge and/or exchange
  - (4) Remote access setup and guidance
  - (5) Data transfer support (moving data from a server to the laptop or vice versa)
  - (6) Remove user data from laptop
- b. The Laptop Loaner Pool services shall be provided at an ODIN defined location (preferably on-site) and will be referred to as the Laptop Loaner Center (LLC). The NASA parties responsible for determining who may use the laptop will be identified by the DOCOTR or designee. Only the coordinator can authorize the checkout of a loaner pool laptop. Each center may have multiple coordinators, a primary and alternate responsible for each organization.
- c. Laptop Loaner Responsibilities:
  - (1) The Contractor shall be responsible for maintaining the current status of all laptops in the Laptop Loaner Pool by user's name and date of last checkout for each device. The laptop coordinator is responsible to track any other information he/she needs such as due date, length of checkout, etc.
  - (2) The Contractor has primary responsibility for the property. The user is responsible for the property while it is checked out.
  - (3) The Contractor shall be responsible for ensuring that the organization that ordered a specific laptop is the sole user of the laptop. The Contractor may use an organization's laptop to meet another organization's laptop loaner need only if the affected organization's coordinator has authorized the request. If a user uses another organization's laptop, the laptop will remain in the loaning organization's configuration.
- d. The process to request a laptop from the Laptop Loaner Center (LLC) is as follows:
  - (1) Coordinator gets request from user.
  - (2) Coordinator notifies the Contractor of the requirement, at a minimum, two days prior to the date needed (via e-mail, fax or phone call) to release laptop to a specific user.
  - (3) User notifies ODIN LCC if there is any data that needs to be transferred from the server to the laptop loaner
  - (4) User goes to LLC to pick up laptop and signs appropriate paperwork prepared by the Contractor.
  - (5) When user is finished with the laptop, user returns laptop to the LLC.
  - (6) The Contractor prepares machine for next checkout.

**21. WORKSTATION SEAT DESCRIPTION: formerly known as SE2**

**Functionality:** The Workstation is, at a minimum, a two processor socket capable system intended for application development and execution of 32 and 64 bit higher performance scientific and engineering programs, making it a top performance system capable of supporting specialized resource intensive applications. The computer and all associated services are capable of meeting a

wide range of scientific and engineering needs. Functionality includes the capability of running commonly used applications and/or office automation applications which require higher levels of performance than those at the Desktop seat level. Additionally, for all new workstation seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

**PLATFORM**

Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

<b>Service Levels</b>	<b>Typical Service Characteristic</b>
Standard Wind	ows/MAC/Linux functionality
Enhanced	8 gb memory minimum; 2 dual processors minimum; capable of running 64 bit software

Standard Services:

<b>Service Type</b>	<b>Service Level</b>	<b>Typical Service Characteristics</b>
Platform	Standard	Windows/MAC/Linux functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	32 or 64 bit architecture
Processors Reg	ular	Dual Processor Capable, however single processor provided (not available for MAC)
Application Software	Regular	Standard Core S/W
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space
Loaner Pool Management	None	No loaner pool management services

Processor Service Level Description:

Service Levels	Typical Service Characteristic
Regular	Dual Processor Capable, however single processor provided (not available for MAC)
Enhanced	Dual Processor Capable, two processors provided

**22. WORKSTATION UNIX SEAT DESCRIPTION:** formerly known as SE1, SE2, and SE3 (UNIX)

**Functionality:** The Workstation UNIX is HP, SUN, or SGI system intended for application development and execution of higher performance scientific and engineering programs, making it a top performance system capable of supporting specialized resource intensive applications. The computer and all associated services are capable of meeting a wide range of scientific and engineering needs. Functionality includes the capability of running high-end UNIX specific applications which require higher levels of performance than those at the Desktop or Workstation seat with the Linux architecture service level. Additionally, for all workstation seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

**PLATFORM**

**Service Description:** Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

Service Levels	Typical Service Characteristic
Entry Level	Entry level functionality
Mid Level	Mid level functionality
High End	High End functionality

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Entry	Entry level functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	SUN	SUN architecture
Application Software	Regular	Standard Core S/W
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)

<b>Service Type</b>	<b>Service Level</b>	<b>Typical Service Characteristics</b>
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

- 23. ACCOUNT SEAT DESCRIPTION** - Functionality: Provides user account management in Active Directory and other directory services, such as Lightweight Directory Access Protocol (LDAP), electronic mail accounts, and user based file services. LDAP is used to look up encryption certificates, pointers to printers and other services on a network, and provide "single sign on" where one password for a user is shared between many services. Additionally, this service provides client access licenses (CALs) and Live Communications Server (LCS).

Standard Services:

<b>Service Type</b>	<b>Service Level</b>	<b>Typical service characteristics</b>
Account Services	Basic	Directory account services normally provided with the ODIN standard seat (includes PKI certificate)
E-Mail Services	Basic	E-mail services normally provided with the ODIN standard seat (includes Live Communications Server (LCS) account in NOMAD).
E-Mail Storage Services	Basic	200MB of e-mail storage space.
File Storage Service	None	No File Storage

- 24. E-MAIL SERVICES AS SERVICE LEVEL FOR ACCOUNT SEATS** - The following service levels are incorporated for account seats. The None service level will be available for ordering only if the Government elects to implement NOMAD, or a similar project that will provide the E-mail services.

<b>Service Level</b>	<b>Typical Service Characteristic</b>
None	No e-mail account services
Basic	E-mail services normally provided with the ODIN standard seat.

- 25. E-MAIL STORAGE SERVICES AS SERVICE LEVEL FOR ACCOUNT SEATS** – The following requirement adds e-mail storage services for desktops and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

**a. E-Mail Storage Services**

Service Description: Provides 100MB of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user's request by close of next business day.

<b>Service Levels</b>	<b>Typical Service Characteristic</b>
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Service Levels	Typical Service Characteristic
None	No e-mail storage space services. (Only orderable if "none" is ordered as e-mail services.)
Basic	100MB of e-mail storage space.
Regular	200MB of e-mail storage space.
Premium	500MB of e-mail storage space.
Enhanced	1GB of e-mail storage space.

**b. File Storage Services**

Service Description: Provides network based file storage volume accessible from cross platform computer types using a common protocol that allows authenticated access to the account seats' central account. Storage volume shall be centrally backed up daily and shall provide the ability to restore files for up to 30 days prior at the users request by the close of next business day. File transfer rates shall be no less than 50% of the network connection capacity. Storage volume will be deleted and purged by the service provider 31 days after the account is retired or service level is discontinued.

Service Levels	Typical Service Characteristic
None	No file storage volume
Basic	1.0 GB of network based file storage
Regular	Twice the amount of network based file storage
Enhanced	Five times the amount of network based file storage
Premium	Ten times the amount of network based file storage

**26. MOBILE COMPUTING (MC) SEAT DESCRIPTION:** Functionality: Provides wireless solution services capable of providing both voice and e-mail capable data communication, including optional capability for international communication. Included with the Mobile Computing Seat instrument, the Contractor shall provide 1.) a choice of several different color display devices such as a RIM based device, a Palm based device and a Windows Mobile capable device, 2.) a battery, travel and car battery chargers, syncing capability, carrying case (holster), and 3.) a hands free device. (e.g.. ear piece). Additional extra batteries are considered a consumable and will be purchased by the user. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The seat types offering an option for a mobile synchronization cradle/cable shall have conduit software supplied and supported by ODIN.

The Contractor shall provide and support the necessary hardware, software, assembly, installation, activation of the servers and interface with NOMAD in support of the Mobile Computing Seat. The configured system(s) shall be incorporated into the ODIN institutional IT support structure.

All MC Seat voice minutes shall be pooled at the Agency level. If the Agency pool of minutes is exceeded, the excess use shall be prorated for each MC Seat user who exceeded their individual service level, pursuant to the pricing for excess use established in the catalog. The Contractor shall notify each Center DOCOTR of their Center's prorated cost of the Agency excess usage, and shall coordinate with the DOCOTR to develop a Center-approved invoicing procedure. Service shall allow for incoming calls from the same provider at no cost or deduction from pooled minutes.

The Contractor shall supply all required software licenses.

**Hardware**

Hardware provided to support MC seats will be agreed upon using a Non-Performance Seat Attachment R Process. The Contractor shall submit to the Government an initial Non-Performance Seat Attachment R for MC seats for DOCOTR approval. Subsequent Non-Performance Seat Attachment R's will be submitted for each Attachment R period. All vendor-provided hardware and software will be delivered to the customer. Accessory options will be offered in the ODIN Catalog.

Replacement batteries are not considered consumables and shall be included with the seat. The instruments shall provide the following functions as a minimum: Silent mode, Electronic lock (programmable), Color display, Mute control, Automatic redial, Call return, Caller ID, Caller waiting, and Speaker Phone.

**Mobile Computing (MC1)**

**Functionality:** Provides Research In Motion (RIM) wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC1 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

**Mobile Computing (MC2)**

**Functionality:** Provides Palm Based Device with Goodlink wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC2 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional extra batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to create, edit and view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

**Mobile Computing (MC3)**

**Functionality:** Provides Windows Mobile device with Goodlink wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC3 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional extra batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to create, edit and view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

Standard Services:

<b><u>Service Type</u></b>	<b><u>Service Level</u></b>	<b><u>Typical Service Characteristic</u></b>
Architecture	MC1	RIM based device
Hardware Refreshment	Enhanced	System replacement every 18 months
Service Plan	Regular	Unlimited data transmittal; 500 anytime voice minutes per month
Text Messaging	None	Send and receive text messaging
Voice Mail	Basic	15 minutes of voice mail storage
Hardware Maintenance	Premium	Restore to service within 8 work hours
Software Maintenance	Premium	Restore to service within 8 work hours
	Regular	Refreshment within 90 days of the latest release by the software vendor

Service Type	Service Level	Typical Service Characteristic
Integrated Customer Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Calling Plan	Domestic	Domestic voice and data capability
Return to Service	Premium	Restore to service within 8 work hours
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days

## 27. MOBILE COMPUTING SEAT SERVICE LEVEL DEFINITIONS:

### a. Architecture

**Service Description:** Provides a choice of several different color display devices such as a RIM based device, a Palm based device and a Windows Mobile capable device.

Service Levels	Typical Service Characteristic
MC1	RIM based device
MC2	Palm based device
MC3	Windows Mobile capable device

### b. Hardware Technology Refreshment

**Service Description:** Provides for periodic refreshment of system hardware and required peripherals to more effectively and efficiently perform the objectives of the MC seat type.

Service Levels	Typical Service Characteristic
Basic	Replacement every 2 years
Regular	Not Applicable to this Delivery Order
Premium	Not Applicable to this Delivery Order
Enhanced	Replacement every 18 months
Critical	Replacement every 12 months

### c. Service Plan

**Service Description:** Provides the required communication service plan based domestic usage.

Service Level	Typical Service Characteristic
Data Only	Unlimited data transmission
Basic	Unlimited data transmission plus 300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Regular	Unlimited data transmission plus 500 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Premium	Unlimited data transmission plus 850 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Enhanced	Unlimited data transmission plus 1200 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-

Service Level	Typical Service Characteristic
	distance changes.
Critical	Unlimited data transmission plus 1900 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.

d. **Text Messaging**

**Service Description:** Provides service to send and receive text messages for the MC seat.

Service Levels	Typical Service Characteristic
None	No text messaging selected
Basic	Provides up to 50 text messages a month.
Regular	Provides up to 100 text messages per month
Premium	Provides up to 1000 text messages per month
Enhanced	Provides up to 2500 text messages per month
Critical	Provides Unlimited text messages per month

e. **Voice Mail**

**Service Description:** Provides the services required for a voice mail system with the following capabilities: recorded announcements, audio and visual indicators of messages awaiting retrieval, forwarding capability, auto dial voice mail caller, auto reply (send message back to voice mail caller), create, delete, retrieval of messages from any Dual-tone multi-frequency (DTMF) phone (internal or external to Center).

Service Levels	Typical Service Characteristic
None	No Voice mail included
Basic	Voice mail with 15 minutes of storage
Regular	Voice mail with 30 minutes of storage
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

f. **Hardware Maintenance**

**Service Description:** Provides standard hardware maintenance services for the seat that includes: System diagnostics and trouble shooting, System and component maintenance, and Hardware configuration, tracking, and documentation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

g. **System Software Maintenance**

**Service Description:** Provides software maintenance services for system software including the PDA operating system and appropriate MC seat software. Services include: System diagnostics and trouble

shooting, Application configuration, tracking and documentation, and Patch and upgrade acquisition, testing, verification, and installation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical Re	store to service within 2 contiguous hours

**h. Software Technology Refreshment**

**Service Description:** Provides for periodic refreshment of MC system and application software. This service provides the MC with new versions, upgrades and modifications associated with the system and appropriate MC seat application software. Software patches are those that enhance the capabilities of the device or provide security and/or bug fixes. Service shall include patch and upgrade acquisition, testing, verification, and installation. At the time of refreshment, the Contractor shall ensure that the MC Software does not cause interoperability issues with the user's computer seat.

Service Levels	Typical Service Characteristic
Basic	Refreshment within 180 days of the latest release by the software vendor.
Regular	Refreshment within 90 days of the latest release by the software vendor
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

**i. Integrated Help Desk Support**

**Service Description:** Provides Help Desk contact, resolution, and tracking services for customer support for all ODIN-supported capabilities. The service also includes the generation of trouble tickets, providing customer and service providers with system status and alerts, and submitting unresolved problems to ODIN service providers. The ODIN-provided Help Desk shall be responsible for routing and tracking user requests for non-ODIN services to the appropriate service provider.

Service Levels	Typical Service Characteristic
Basic	Service request call only
Regular	Full services. Hours of operation: 6:00am to 6:00pm local time on workdays; Acknowledgment of request within 1 hour
Premium	Not Applicable to this Delivery Order
Enhanced	Full services. 24x7 operations; Acknowledgment of request within 30 minutes
Critical	Not Applicable to this Delivery Order

**j. Calling Plan**

Service Levels	Typical Service Characteristic
Domestic	Domestic voice and data capability
International	International and Domestic voice and data capability

**k. Restore to Service**

**Service Description:** Provides standard maintenance services including:

- System diagnostics and trouble shooting

- System and component maintenance
- Configuration changes, tracking, and documentation

Service Levels	Typical Service Characteristic
Basic	Not applicable for this Delivery Order
Regular	Not applicable for this Delivery Order
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical Re	store to service within 2 contiguous hours

**I. Moves, Adds, Changes**

**Service Description:** Provides services to perform user requested printer hardware, de-installation, move and re-installation. A change in service level does not count against the cumulative number of moves, adds, changes allowed per year. A request for move/add/change service is defined as a service delivery order. Each service delivery order can request to move/add/change multiple ODIN seats. Service delivery orders are independent of each other. Individual service delivery orders shall not be combined without the consent of the requesters. The following service levels apply to each service delivery order.

Service Levels	Quantities	Typical Service Characteristic
Regular:	<=5 moves/adds/changes	Completed within 2 work days
	6 - 24 moves/adds/changes	Completed within 5 work days
	25 - 50 moves/adds/changes	Completed within 10 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor
Enhanced:	<=5 moves/adds/changes	Completed within 1 work day
	6 - 24 moves/adds/changes	Completed within 2 work days
	25 - 50 moves/adds/changes	Completed within 5 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor

**28. VIRTUAL TEAM MEETING (VTM) SEAT CLARIFICATIONS -**

- The VTM seat does not include voice conferencing services. Users may use standard desktop phone service, FTS voice conferencing, or other services to provide necessary voice connectivity.
- The meeting host is responsible for scheduling and meeting logistics (e.g., inviting attendees, providing meeting log-in and pass code information, providing voice connectivity information).
- The contract price for the VTM Seat is based upon the total minimum annual people minutes of 578,800 for the contract (agency wide), not individual centers. The minimum quantity will be satisfied by ordered quantities of the small, medium, large, extra large and unlimited seat types under the centers' delivery orders.
  - If the actual ordered minutes exceed the minimum quantity by [REDACTED] then the monthly billing of the seat price shall be discounted by Contractor to Propose%.
  - If the actual ordered quantities fail to meet the minimum quantities annually, the Contractor may submit proposed revision to the prices to the Contracting Officer for subsequent negotiation of new contract prices.
  - Total people meeting minutes per month is calculated as follows:  
 number of meeting minutes X number of concurrent users = total people meeting minutes  
 (e.g. a [REDACTED] meeting with 4 concurrent users = [REDACTED] total people meeting minutes)
- The minimum billing period for any ordered VTM Seat shall be one (1) month even if the actual usage is less than a month.

- e. The Contractor shall provide for pooling of minutes at the Agency level. The Contractor shall provide a monthly report of ordered seats and the actual usage of each seat. The report shall include information that is available in standard reports provided by the service provider (ie WebEx, Meeting Place, etc.); typically, this information includes the date, time the meeting is initiated, the number of connections, and the total number of minutes used. There is no rollover of monthly unused minutes.
- f. If an individual seat's actual minutes exceed the ordered minutes for the subscribed seat type, the Contractor shall contact the DOCOTR or designee for resolution.
- g. The VTM Seat and Catalog pricing includes help desk support for all VTM participant categories, with the same help desk scope as for any other ODIN product or service.
- h. Temporary seats for the VTM Seat are available for no less than 1 month and for a maximum period of three months. If individual users exceed the three month period, that temporary seat will convert to a full VTM seat with DOCOTR or designee approval.
- i. Virtual Team Meeting Service shall be available for ordering from the ODIN Catalog. This service shall provide for one-time requirement for ad hoc Virtual Team Meetings.
  - (1) The catalog offering shall be in blocks of 100 minutes.
  - (2) The catalog price shall be based on the number of requested minutes and user connections and priced at [REDACTED] per people meeting minute.
  - (3) The price shall be calculated using [REDACTED] per minute rate X Number of minutes X Number of User connection = Catalog Price (e.g., a host wants to have a meeting for 120 minutes with 6 user connections; catalog price would be [REDACTED] user connection = [REDACTED]).
  - (4) There will be no refund for unused minutes.

**29. MISCELLANEOUS MAINTENANCE SEAT (MA-MISC) DESCRIPTION** - For this Delivery Order, the MA-MISC seat is added as a desktop seat. This seat is a combination of MA-MISC, MA Peripheral, and MAPR2 seats and the pricing shall be calculated as a percentage of the Gross Asset Value (GAV) and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS. The description is provided below:

**MA-MISC SEAT DESCRIPTION**

**Functionality:** Provides standard maintenance services for a variety of computer peripherals and related hardware that is not directly associated with an ODIN seat. The purpose of this seat type is primarily to provide hardware maintenance and optionally print queue services for specialty printers, plotters, scanners, or other electronic equipment that does not fit the traditional definition of a "computer" (even though it may have an embedded CPU). The hardware in this seat type does not require connectivity to an ODIN managed network. System administration and system software services are made available if necessary for the effective functioning of the equipment. Moves/adds/changes are provided to accommodate the installation of catalog orders. The contractor shall have the right to assess equipment submitted as MA-MISC seats to determine that it is maintainable, and may refuse to accept equipment that is not maintainable for subscription as an MA-MISC seat. For equipment that is deemed to be non-maintainable, the Contractor shall submit justification to the DOCOTR for approval not to maintain that equipment.

**Standard Services:**

Service Type	Service Level	Typical Service Characteristics
Platform	None	No hardware is provided by the outsource vendor
Application Software	None	No software suite provided
H/W Maintenance	Regular	Restore to service by close of next business

Service Type	Service Level	Typical Service Characteristics
		day
Systems Software Maintenance	None	No support for system software
ODIN-Application Software Support	None	No support for ODIN provided application software
Moves/Adds/Changes	Regular	Catalog orders installed/operational in 10 work days
LAN Services	Standalone	No network connection
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	None	No training is provided
System Administration	Basic	User controlled
Shared Peripheral Services	None	No access to network B&W printers
File Services	None	No server space
Local Data Backup and Restore	None	No local data backup and restore services
Desktop Conferencing	None	No desktop conferencing services
Laptop Loaner Pool Management	None	No loaner pool management services
Print Queue Services	None	No print queue or print queue maintenance
Color Services	None	No support for Color Printers

**30. PRINT QUEUE SERVICES FOR MA-MISC SEAT**– The following requirement adds print queue services for the MA-MISC seat.

**PRINT QUEUE SERVICES**

Service Description: Provides print queue or print queue maintenance.

Service Levels	Typical Service Characteristic
None	No print queue or print queue maintenance
Regular	Print queue or print queue maintenance

**31. COLOR SERVICES FOR A MA-MISC SEAT**– The following requirement adds Maintenance for Non-ODIN color printers.

**COLOR SERVICES**

Service Description: Provides Maintenance for Non-ODIN color printers

Service Levels	Typical Service Characteristic
None	No Color Printer maintenance
Regular Color	Printer maintenance

**32. DELIVERY OF NEW AND TEMPORARY COMPUTER SEATS** – For new and temporary seats, the Contractor shall provide the ordered services within the times established below. Delivery of new and temporary seats is in addition to the scheduled technology refreshment deliveries.

- a. Standard Desktop and Laptop seats without augmentations shall be delivered within 5 work days. Workstation seats shall be delivered within 10 work days.
- b. Desktop and Laptop Seats with augmentations shall be delivered within 10 work days. Workstation seats with augmentations shall be delivered within 15 work days.

- c. The Contractor is not required to deliver more than 50 new and temporary seats per week. If the cumulative orders for any week exceed 50 new and temporary seats, the delivery of new seat and temporary orders in excess of this quantity will be negotiated with the DOCOTR or designee.

The delivery of new and temporary Computer seats shall meet the current requirements in NASA Standards 2804x and 2805x, unless otherwise approved by DOCOTR. Additionally, the contractor shall provide the current Center Standard Load on all new and temporary computer seats.

- 33. MONITOR STANDARD:** The minimum color monitor standard size is a 17” viewable flat panel color LCD display with minimum screen resolution 1280x1024 at 60 Hz. Larger or smaller screen options selected via the Desktop Monitor Service Level shall have the same minimum specifications with the exception of the viewable screen size, which is dependent of the service level selected. Flat panel monitors equal to or greater than 20” shall support a minimum screen resolution of 1600x1200 at 60 Hz.

Monitor Service Level Description:

Service Levels	Typical Service Characteristic
None	Government-Owned or retained ODIN existing monitor.
Basic	Two inch viewable size smaller than the Standard ODIN-provided monitor; shall be provided (15”)
Regular	Standard ODIN-provided Monitor. The standard is a 17” flat panel.
Premium	Two inch viewable size larger than the Standard ODIN-provided monitor shall be provided (19”)
Enhanced	Four inch viewable size larger than the Standard ODIN-provided monitor in a wide screen format shall be provided (21”)
Critical	Seven inch viewable size larger wide screen format than the Standard ODIN-provided monitor in a wide screen format shall be provided (24”)

- 34. RETAIN EXISTING MONITORS** – The Government reserves the right to retain existing monitors. If the user selects the Desktop Monitor Service Level of “None”, the Contractor shall retain and reinstall the existing monitor to the user’s seat. The “None” service level option will result in a credit per month. If the monitor fails, the contractor will replace the monitor with functionally equivalent to the Regular service level; not necessarily the current Attachment R device or a new device. The user has the option to select a higher monitor service level 90 days prior to the scheduled technology refreshment date.

- 35. SHARED PERIPHERAL SERVICES (SPS) DUPLEX PRINTING** - For any new printers provided as a shared peripheral service under this Delivery Order, the Contractor shall provide printers that include non-manual duplex printing. The Contractor is not required to replace or retrofit printers which are currently in use at the time the Delivery Order is issued to meet this duplex print requirement. The page per minute (ppm) performance requirements shall be applicable to printer operation but not duplex printing.

**36. RESERVED**

**37. RESERVED**

**38. RESERVED**

**39. RESERVED**

**40. RESERVED**

## SECTION C – CORE SERVER SERVICES

1. **SERV1 SEAT DEFINITION** - SERV1 is a developmental/production server services seat for this Delivery Order.

**Functionality:** Provides dedicated server within the ODIN infrastructure to communicate information within the scope of the ODIN Communications System. This includes the hardware, hardware support, network connection, operating system software, operating system software support, and necessary infrastructure to support applications development and production environments. The primary customer will not host development and production applications on the same SERV1 seat. Servers will be subject to the same availability and security requirements as the ODIN communications system.

Additionally, the Contractor must provide smartcard readers and middleware (Note: see Core Standard Software Load for middleware Standard) for all SERV1 seats that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

Normal server administration (e.g., network security monitoring and management; performance monitoring and optimization; problem tracking and error detection; capacity planning, configuration management; and user support) will be performed by ODIN. ODIN Systems Administrator will perform all Operating System upgrades and apply needed patches (e.g., Service Packs) to the Operating System. These activities will be coordinated with the primary SERV1 customer. Server backups will be the responsibility of ODIN.

ODIN shall provide local administrative rights to the primary SERV1 customer and an Alternative Point of Contact (POC/ALT) to allow server administration. Primary SERV1 customer will perform account management. All installation, upgrades, and patches will be coordinated and performed as a “team effort” between ODIN and the primary SERV1 customer.

The primary SERV1 customer will be responsible for the acquisition, installation and configuration of all application software. Software which has been determined through a “Security Assessment Report” conducted by ODIN and found not to introduce additional risk, can be purchased through the ODIN catalog. In all cases where the SERV1 customer is purchasing specialized software not provided by ODIN, software acquisition and configuration remains the responsibility of the primary SERV1 customer.

The Contractor shall submit the SERV1 configuration specification in accordance with the Attachment R Schedule for approval by the DOCOTR. In the case that the approved configuration does not meet the user’s requirements, the user may augment the SERV1 platform via the catalog.

Any system outages caused by primary SERV1 customer will not be counted against the ODIN metrics.

2. **PERFORMANCE DELIVERY SERVICE LEVELS FOR SERV1 SEAT** – Typical performance characteristics for the service levels of the SERV1 Seat under the Delivery Order are as follows:
  - a. The performance characteristic for the Regular Service Level for the SERV1 Seat is Single processor dedicated server.
  - b. The performance characteristic for the Premium Service Level for the SERV1 Seat is Dual processor dedicated server.
  - c. The performance characteristic for the Enhanced Service Level for the SERV1 Seat is Quad processor dedicated server.
3. **DELIVERY TIME FOR NEW SERVER SEATS** – For new seats except for SERV1, the Contractor shall provide the ordered services within the times specified in the Master Contract E.3.1.8, Moves, Adds, Changes clause, for the regular service level.

Delivery time for the SERV1 seats shall be 20 days for standard seats and 35 days for augmented seats.

4. **SERV2 SEAT DEFINITION** - SERV2 is incorporated as a server services seat under the Delivery Order.

**Service Description:** Administrative and Maintenance Services For Customer-Provided Development or Production Server

**Functionality:** Provides system administration and maintenance services for a dedicated customer provided development or productions server. This includes routine administration services such as account administration, regular backup services (using customer-provided backup hardware), system monitoring and capacity analysis, and other related services. The Contractor shall provide maintenance services for hardware and system software. The customer is responsible for all application software, and for the quality and integrity of data stored on the server.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform Architecture	Customer Provided Hardware	Customer provides the server to be administered under this seat
System Administration	Enhanced ODIN	controlled
Maintenance	Enhanced	Restore to service within 4 work hours
Storage Volume	None	Storage volume is defined by the customer-provided hardware
Data Backup and Restoration	Regular	Requires backups of seat data to be performed daily
Performance Delivery	N/A	Performance is defined by the customer provided hardware
Security Features	None	No additional security features
Server Location	Enhanced	Server is co-located with the customer, outside the ODIN central server facility

5. **PLATFORM ARCHITECTURE SERVICE LEVEL**– Platform Architecture is a server service level to supplement Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION.

**PLATFORM ARCHITECTURE**

**Service Description:** Provides platform architecture that includes a dedicated server with specified operating system. Each Center will identify a single operating system for the UNIX platform architecture.

Service Levels	Typical Service Characteristic
None	Customer-provided hardware and software
Windows	A dedicated server with Center-specified Windows server operating system
UNIX	A dedicated server with Center-specified UNIX operating system
MAC	A dedicated server with Center-specified MAC server operating system

6. **SERVICE LEVELS ADDED TO THE SERVER SERVICE LEVEL DEFINITIONS** – The service levels for the Delivery Order are defined as follows:

a. **Security Features**

Service Description: Provides additional security features above and beyond those required in Master Contract section C.8 in support of server seat requirements.

Service Levels	Typical Service Characteristic
None	No additional security features
Basic	Install and maintain secure transmission across the network (e.g., SSL, IPSec). All secure certificates shall be coordinated and approved by the center IT security manager or designee.
Regular	Perform data encryption (FIPS 140-2 compliant) on the local server seat volume by the primary customer. If primary keys are required, the customer will provide them.
Enhanced	Provide both secure certificates & data encryption (FIPS 140-2 compliant)

b. **Server Location**

Service Description: Provides physical location and associated connectivity for the server.

Service Levels	Typical Service Characteristic
Regular	Central ODIN Managed Site. Server is located in central ODIN managed facility with other ODIN managed servers
Enhanced	Customer Onsite Location. Server will be located at Customer's onsite location. Power (including UPS) and physical security comparable to that provided in the ODIN maintained site are customer responsibilities. Hardware will be secured in such a manner as to ensure physical integrity of the system. Backup unit is included with the seat and shall be in the same location. System unavailability related to the remote location or non-ODIN administration actions are excluded from ODIN metrics. Location must be capable of supporting appropriate network access. Moves, adds, changes will be performed in accordance with Section E.3.1.8.

7. **SERVER SERVICE MAINTENANCE CLARIFICATION** – The Critical service level under the Master Contract E.3.2.3 is clarified for the delivery order such that any authorized user may report a trouble call on a server seat with critical maintenance and the Contractor shall provide restore to service within two (2) contiguous hours.

8. **SYSTEM ADMINISTRATION FOR SERVER SERVICES** –

- a. System administration requests shall be completed by close of the next business day.
- b. The service levels set forth in Master Contract Section E.3.2.1, SYSTEM ADMINISTRATION are clarified as follows:
  - (1) Under the Regular Service Level, the ODIN Contractor is not responsible for account management for SERV1 server seats.
  - (2) Under the Enhanced Service Level, the ODIN Contractor is responsible for account management for SERV1 server seats.

9. **CRITICAL SERVICE LEVEL FOR STORAGE VOLUME** – Critical Service Level is an optional service level for server services under the Delivery Order. This Critical Service Level is defined as 150 GB of server space.

10. **CLARIFICATION OF WEB1 SEATS** – The Contractor shall be responsible for providing DNS entries and aliases. The number of entries and aliases will be based on historical data and best practices.

The WEB1 seat may contain multiple websites and multiple DNS aliases within the ordered space, provided IT security requirements are met.

**11. CLARIFICATION FOR APP1 AND FILE1 SEATS** – The Contractor shall establish a process for management of the Regular and Enhanced Service Levels for the APP1 and File1 server seats. The Contractor shall be responsible for providing the following system administration functions:

- a. Regular Service Level (User managed)
  - (1) ODIN is responsible for establishing a single access point into the share
  - (2) ODIN is responsible for creating groups.
  - (3) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.
  - (4) User is responsible for setting access rights throughout the share
  - (5) The number of users allowed to access the share shall be unlimited.
  
- b. Enhanced Service Level (ODIN managed)
  - (1) ODIN is responsible for establishing a single access point into the share
  - (2) ODIN is responsible for creating groups.
  - (3) ODIN is responsible for maintaining root directory access
  - (4) ODIN is responsible for setting access rights throughout the share. Different groups may have different access rights within the same share (e.g. Group A has read-only, Group B has read/write, etc).
  - (5) The number of users allowed to access the share shall be unlimited.
  - (6) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.

**12. RESERVED**

**13. RESERVED**

**14. RESERVED**

**15. RESERVED**

**16. RESERVED**

**SECTION D – CORE COMMUNICATION SERVICES**

1. **DELIVERY OF NEW COMMUNICATION SEATS** – For new seats, the Contractor shall provide the ordered services within the times specified in the Move/Add/Change clause (Master Contract E.3.1.8) for the Regular service level.
2. **ADDITIONAL PCELL SEAT DEFINITION** - For this Delivery Order, the following is added as a phone seat in addition to the requirements set forth in the ODIN contract E.2.3.2.5:

**PCELL SEAT DESCRIPTION**

**Functionality:** Provides full digital cellular phone capabilities with 500 minutes per month, voicemail, two-way integrated speakerphone capability, and at a minimum, low battery indicator, caller ID, and other basic features. The seat shall include all long distance and roaming charges in the seat price, and shall include the instrument, battery, charger, belt clip or case (user’s choice), and ear bud. Service shall allow for incoming calls from the same provider at no cost or deduction from pooled minutes.

All PCell minutes shall be pooled at the Agency level. If the Agency pool of minutes is exceeded, the excess use shall be prorated for each PCELL user who exceeded their individual service level, pursuant to the pricing for excess use established in the catalog. The Contractor shall notify each Center DOCOTR of their Center’s prorated cost of the Agency excess usage, and shall coordinate with the DOCOTR to develop a Center-approved invoicing procedure

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	Regular	Traditional Cellular Telephone
Hardware Refreshment	Enhanced	System replacement every 1.5 years
Service Plan	Regular	500 voice minutes
Text Messaging	None	No text messaging capability
Voice Mail	Basic	15 minutes of voice mail storage
Hardware Maintenance	Premium	Restore to Service within 8 work hours
Integrated Help Desk Support	Regular	Full Service 12 X 5 6 AM to 6 PM; Acknowledgement of Request within 1 hour
Calling Plan	Domestic	Domestic voice and data capability

3. **ADDITIONAL PCELL SEAT SERVICE LEVELS** – The following service levels are added for the PCell Seat:

- a. **Instrument** - is added as a service level for the PCell Seat. The service description and service levels are defined below:

**Service Description:** Provides the PCell instrument type

Service Level	Typical Service Characteristics
Regular	Traditional Cellular Telephone
Premium	Cellular Phone with Push-to-Talk Capability

- b. **Hardware Technology Refreshment**

**Service Description:** Provides for periodic refreshment of system hardware and required peripherals to more effectively and efficiently perform the objectives of the PCell seat type.

Service Levels	Typical Service Characteristic
Basic	Replacement every 2 years
Regular	Not Applicable to this Delivery Order
Premium	Not Applicable to this Delivery Order
Enhanced	Replacement every 18 months
Critical	Replacement every 12 months

**c. Service Plan**

**Service Description:** Provides the required communication service plan based domestic (CONUS) usage. International services will be acquired from the catalog on a per-minute basis.

Service Level	Typical Service Characteristic
Basic	300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance charges.
Regular	500 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance charges.
Premium	850 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance charges.
Enhanced	1200 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance charges.
Critical	1900 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance charges.

**d. Text Messaging**

**Service Description:** Provides service to send and receive text messages for the PCell seat.

Service Levels	Typical Service Characteristic
None	No text messaging selected
Basic	Provides up to 50 text messages a month.
Regular	Provides up to 100 text messages per month
Premium	Provides up to 1000 text messages per month
Enhanced	Provides up to 2500 text messages per month
Critical	Provides Unlimited text messages per month

**e. Voice Mail**

**Service Description:** Provides the services required for a voice mail system with the following capabilities: recorded announcements, audio and visual indicators of messages awaiting retrieval, forwarding capability, auto dial voice mail caller, auto reply (send message back to voice mail caller), create, delete, retrieval of messages from any DTMF phone (internal or external to Center).

Service Levels	Typical Service Characteristic
None	No Voice mail included
Basic	Voice mail with 15 minutes of storage
Regular	Voice mail with 30 minutes of storage
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

#### f. Hardware Maintenance

**Service Description:** Provides standard hardware maintenance services for the seat that includes: System diagnostics and troubleshooting, System and component maintenance, and Hardware configuration, tracking, and documentation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical Re	store to service within 2 contiguous hours

#### g. Integrated Help Desk Support

**Service Description:** Provides Help Desk contact, resolution, and tracking services for customer support for all ODIN-supported capabilities. The service also includes the generation of trouble tickets, providing customer and service providers with system status and alerts, and submitting unresolved problems to ODIN service providers. The ODIN-provided Help Desk shall be responsible for routing and tracking user requests for non-ODIN services to the appropriate service provider.

Service Levels	Typical Service Characteristic
Basic	Not applicable to this Delivery Order
Regular	Full 12x5 6:00am to 6:00pm Acknowledgment of request within 1 hour
Premium	Not Applicable to this Delivery Order
Enhanced	Full services. 24x7 operations; Acknowledgment of request within 30 minutes
Critical	Not Applicable to this Delivery Order

#### h. Calling Plan

Service Levels	Typical Service Characteristic
Domestic	Domestic voice and data capability
International	International and Domestic voice and data capability

**4. RESERVED**

**5. RESERVED**

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**8. RESERVED**

## **SECTION E – CORE CATALOG SERVICES**

### **1. DELIVERY TIME FOR CATALOG ITEMS –**

- a. The Contractor shall deliver catalog items within 10 business days from Center order placement. If ordered as a Category 1 item, the Contractor shall provide for installation within the 10-day delivery.
- b. For catalog requests for quote, the Contractor shall provide a quote response including price and delivery date to the requestor within two business days of the request.

### **2. PERIOD OF PERFORMANCE FOR NEWLY PURCHASED CATALOG ITEMS –** The Contractor shall provide these services from the date the service is satisfactorily delivered to the end-user through the remainder of the Delivery Order period of performance, unless the period of performance for the catalog item is defined otherwise.

### **3. CATEGORIES OF CATALOG ITEMS –** In accordance with Master Contract Section G.1, catalog items shall be priced in two categories.

- a. Category 1 shall include full ODIN support, including acquisition, installation/integration, maintenance, and consultation/support (as defined in Master Contract Section C.5.3 (k))
- b. Category 3 shall include acquisition and original equipment manufacturer's (OEM) standard maintenance facilitated by ODIN.

### **4. C. ATALOG MAINTENANCE –** In addition to the requirements defined in Master Contract Attachment G, the Contractor shall provide the following maintenance for catalog services during the delivery order period of performance:

- a. For Category 1 hardware and software products and services, the user shall receive the same level of restore to service as ordered for the seat/services.
- b. For Category 3 software products and services, the Contractor shall provide OEM's standard maintenance (such as bug fixes, patches, etc.). The Contractor shall provide maintenance services to the user within 30 days of OEM release.
- c. For Categories 1 and 3 software, maintenance shall include all no-cost OEM updates and upgrades.

### **5. DISK WIPING FOR NON-ODIN MANAGED DESKTOPS/LAPTOPS -** The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to support disk wiping services for non-ODIN managed desktops and laptops. Typically this service is required when users at the Center excess Government-owned desktops/laptops. The items provided for disk wiping shall be IAW with NIST SP 800-88, with the exception of destroying resources which will be reutilized.

#### **Description of Services**

**Functional Desktop/Laptop-** (Still connected to power and operational) - - The Contractor shall perform a wipe and rewrite of the disk using NASA-Approved software as applicable, e.g., Ghost, Shred, etc. After successful completion of the wipe process, the Contractor shall label the unit with a sticker identifying the equipment as being wiped and then forward to NASA property disposition contractor. This is an in-place disk wipe and does not include removal to a central location, except at centers that currently require the disk wipe services at a central location.

- a. **Non-Functional Desktop/Laptop** (No longer able to be powered up and operated) - The Contractor shall remove the hard disk drive from unit and dismantle the drive. After destroying the plates, the Contractor shall reassemble the unit (less the HD) and label the unit with a sticker that indicates the hard disk drive has been removed and destroyed. Then forward to the NASA property disposition contractor.

**Property Records** - It is the user's responsibilities to ensure that all property records are properly updated / maintained. The applicable property forms must be submitted with the equipment for non-ODIN disk wipes.

6. **SANITIZATION OF OTHER NON-ODIN DEVICES:** The Contractor shall include items in the ODIN catalog to support the sanitization of non ODIN equipment that stores data and/or information. Sanitization is the elimination of all data/information, including software, by overwriting media or degaussing with a Center-approved sanitization procedure. This requirement encompasses all IT equipment that has non-volatile memory (e.g., handheld devices, external hard drives, routers, switches, network servers, network printers, network facsimile devices, desktop computers). The Contractor's procedures shall include ensuring that documentation exists, is maintained, and is available to the Government to provide documentation that all equipment for which it is responsible is properly sanitized. The level and type of sanitization shall be IAW with NIST SP 800-88, with the exception of destroying resources which will be reutilized.
7. **EARLY HARDWARE TECHNOLOGY REFRESHMENT** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to enable early desktop seat hardware technology refresh. It will be NASA's responsibility to determine when this requirement was necessary. This service shall be available for desktop seats with the hardware refresh options of (1) Basic – five years, (2) Regular –four years, (3) Premium – three years, and (4) Enhanced – 18 months. The acquisition of this catalog item will reset the seat's Hardware Technology Refresh period for the option selected for that seat in the Center's Delivery Order Seat Database.

Early refresh catalog orders shall not interfere with normal replenishment activities, and delivery date commitments shall be made in accordance with the delivery times specified for new seats.

Early technology refreshment shall not count towards satisfying the monthly refreshment requirement. (See Part III, Section B. 7)

## 8. **VOLUME DISCOUNT FOR CATALOG ITEMS**

- a. The ODIN Contractor shall include volume discount information as part of the catalog services.
- b. As a minimum, the Contractor shall provide the following information:
  - (1) Identify the catalog items/services that the Contractor has determined as eligible for volume discounted price(s).
  - (2) For each identified item/service, provide the quantity volume to which the discount will be applied. The Contractor may choose to identify quantity bands.
  - (3) Identify the price(s) or discount percentages that apply to the specified quantity volume. If the Contractor has identified quantity bands, the Contractor shall clearly identify the price or percentage discount that applies to each band.
  - (4) Identify the time period in which the volume discount applies.
- c. The ODIN Contractor shall review catalog prices and availability at least quarterly and update the volume discounted listing, as needed.
- d. The ODIN Contractor shall ensure that the volume discounted price is applied to any single catalog order that includes multiple requirements for items/services listed as eligible for a volume discounted price.
  - (1) For catalog services/items that are not eligible for a volume discount, the Contractor shall submit list to the DOCOTR for concurrence.

**9. RESERVED**

**10. RESERVED**

**11. RESERVED**

**12. RESERVED**

**13. RESERVED**

**SECTION F – CORE METRICS**

1. **METRIC PERFORMANCE RETAINAGE POOL (MPRP) - MASTER CONTRACT A.1.8(B)**: For each service area, all three Level 1 metrics (Service Delivery, Availability, and Customer Satisfaction) must be met or exceeded in order for the MPRP to be awarded. **If not authorized for disbursal, the previous monthly MPRP will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar amount. The MPRP will be awarded on a monthly basis.**
2. **METRIC REPORTING/CALCULATION**: The Contractor shall report to two decimal places. Rounding is allowed using “5 and above” rounded up to the next higher number and “below 5” rounded down to the next lower number.
3. **AVAILABILITY METRIC – MASTER CONTRACT F.1.1.2**: The definition of the Availability Metric is supplemented with the following: A seat shall be considered unavailable if all requirements that have a contract-driven time or date to execute have not been fulfilled. The seat shall be considered unavailable unless waived by the DOCOTR.
4. **LEVEL 2 METRICS– MASTER CONTRACT F.1.2**: The following are the Level 2 metrics for use under this Delivery Order. Performance against these metrics will be used as part of determination for award of the Performance Retainage Pool (PRP). The Contractor shall report performance against these Level 2 metrics as part of a self-evaluation at the end of each PRP evaluation period.

<b>Performance Metric</b>	<b>Service Area</b>	<b>Goal</b>	<b>Measurement</b>	<b>Actual Performance</b>
Total Calls Received	Help Desk	Information only	Total calls received	
Total Calls Answered	Help Desk	Information only	Total calls answered	
Call Abandoned Rate	Help Desk	<8%	% of calls	
Average Speed to Answer	Help Desk	60	In Seconds	
First Level Resolution Rate	Help Desk	85%	% of solvable calls	
Web Ticket Submission Confirmation	Help Desk	Within 1hour	In Minutes	
Customer Satisfaction Survey Returns	All	No less than 15%	Number of surveys sent versus returned	

5. **RESERVED**
6. **RESERVED**
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8. **RESERVED**
9. **RESERVED**

## SECTION G – HELP DESK SECTION

1. **Problem Reoccurrence:** If a problem recurs within 5 business days from the date that the original trouble ticket was closed, the Contractor shall re-open the original trouble ticket, and the originally-required return-to-service date and time should be retained. A new ticket shall not be opened. The original closed date shall be discarded and the new closed date shall be the date the problem was ultimately resolved. A recurring problem is a continuous issue that the user thought was previously solved. Thus, it is the responsibility of the Contractor to determine whether root problem is the same, or if user is only reporting the same symptom.
2. **Trouble Ticket Resolution:** The Contractor shall ensure that all calls to the Help Desk are logged, followed through to resolution, and reported to the Government on a monthly basis to ensure compliance. No ticket shall be closed without documenting the process and steps that were taken toward resolution.

If a call can not be resolved within the contractually obligated return to service time period, the Contractor shall call the customer daily to ensure that problem resolution status is communicated until the problem is resolved. If the customer is not available at the time of the call, a voicemail message can be left at that time informing the user of the status, and if voicemail is not available, email is an acceptable alternative. The Contractor shall continue to contact the customer until his/her issue has been fully addressed and resolved.

3. **Support For Remote Users at Contractor-Supported Centers:** In addition to the requirements in Master Contract C.5.9.5, the Contractor shall provide local maintenance and help desk support for remote users and travelers at any Contractor-supported Center. The support shall be consistent with the service level that the user is entitled to at his/her primary Center, with the exception of the service metric for hardware failures, which is increased to return to service within two business days.

All visitors to a Center with an ODIN seat, shall receive Level 1 help desk diagnostic support to determine the nature of a problem, and shall receive assistance in connecting to network printers, the Internet, local applications, and other shared resources, in accordance with ODIN support normally provided for these services.

4. **Help Desk Ticket Summary:** In accordance with DRD Core-9, Help Desk Ticket Summary, the Contractor shall provide a ticket summary to the DOCOTR or designee and shall provide them with real-time, on-line access to all help desk data contained in the Contractor's help desk tracking system. This access shall provide the ability to query and sort by customer name, data, ticket type, and ticket number, as well as perform a record-by-record review of the database.
5. **ODIN Help Desk Support for Non-ODIN Service Providers:** The following requirements supplement Master Contract E.3.1.11:
  - a. As directed by the DOCOTR, the Contractor shall provide direct read-only access to Remedy for non-ODIN service providers. Specific details related to read-only access and definition of the non-ODIN service providers will be defined in the center-specific sections, if required.
    - Records shall remain open in the help desk/trouble ticket database and shall be monitored by ODIN until problem resolution and ticket closure by the non-ODIN service provider(s).
    - Non-ODIN calls and those serviced by non-ODIN service providers shall not be factored into the calculation of ODIN service delivery metrics.

6. **RESERVED**
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9. **RESERVED**
10. **RESERVED**

### **PART III CORE IT SECURITY REQUIREMENTS**

IT security planning, implementation, and compliance is integral to all work performed under this contract, and therefore is not limited to the Contractor's IT security staff. The Contractor is responsible for ensuring that all of the services it provides comply with Federal and Agency laws, regulations, requirements, standards, policies, and procedures. The Contractor is also responsible for providing technical and managerial support for IT Security to the system owner, DOCO, DOCOTR and Center IT Security Manager (ITSM). The Contractor shall develop and document management, operational, and technical IT security procedures and controls for all services the Contractor provides to NASA. In accordance with NPR 2810.1x requirements and utilizing the NASA IT Security Reporting, Repository, Development, and Document (ITS-R2D2) system, all services shall be in compliance with the appropriate Master IT System Security Plan for the service function. Any deviation from the controls shall be presented to the accreditation official for determination of action (action can be either a modification to the Master System Security Plan, the creation of a new Master to cover the special request, or rejection of the request for deviation). If there is no Master System Security Plan, the Contractor is responsible for designing and developing the security controls into the Subordinate System Security Plan for the DOCOTR or designee. For each of these services, the Contractor shall integrate the IT security procedures and control measures into their full life cycle, and shall test and annually review these procedures and controls for adequacy and compliance. The Contractor shall adhere to: NASA Procedural Requirements (NPR) 2810.1x Security of Information Technology; NPR 1600.1 NASA Security Program Procedural Requirements; NASA Federal Acquisition Regulations (FAR) Supplement 1852.204-76; NIST Special Publications (SP) – 800 Series in accordance with the Agency NASA IT Requirements (NITRs) and Federal Information Processing Standards (FIPS); NASA Agency Chief Information Officer (CIO) requirements (including IT Security Standard Operating Procedures – ITS SOP); Agency policies and procedures; and other requirements as defined by the NASA CIO.

#### **1. SYSTEM SECURITY CONTROLS**

##### ODIN System Virus Protection and Scanning

- i. The Contractor shall configure regular virus scans on all systems for which they are responsible, including but not limited to desktops and servers. The Contractor shall enable real-time file protection and schedule full virus scans no less frequently than weekly for ODIN servers, and no less frequently than weekly for ODIN desktops unless otherwise defined in Center policies.
- ii. The Contractor shall also configure all ODIN systems for automatic updates of virus signatures. The Contractor shall install new virus signatures on the Center's antivirus distribution system within one (1) hour of the antivirus vendor's signature release. The Contractor shall make distribution data statistics available electronically to the system owner and DOCOTR or designee(s), or through Center-defined procedures.
- iii. The Contractor shall provide guidelines for non-ODIN users (servers and desktops) on how to setup and maintain the connection to the central virus signature distribution system. The system owner, DOCOTR and/or designee(s) should have full access to this virus console.
- iv. The Contractor shall license the virus protection client software at an Enterprise level (available to all systems on the NASA-owned networks, whether ODIN or non-ODIN) for all centers unless otherwise specified by the system owner, DOCO or DOCOTR. The Symantec licenses for non-ODIN customer seats will be separately purchased by the customer as an IUP and/or catalog purchase. For ODIN Desktop Seat customers, Symantec licenses are included in the seat price.
- v. The Contractor shall establish a centralized repository where all virus incidents are reported. This includes incidents occurring on ODIN and may include non-ODIN desktops and servers on the Center.
- vi. In addition to NASA Standard 2804x, the Contractor shall configure regular adware / spyware / malware scans on all systems for which they are responsible, but not including servers. The Contractor shall enable real-time system protection and schedule full

adware / spyware scans no less frequently than weekly for ODIN desktops unless otherwise defined in Center policies.

**2. MAN A GEMENT CONTROLS**

Risk Management

- i. Vulnerability Mitigation - The Contractor is responsible for mitigation of any vulnerability identified, tracking vulnerabilities and fixes, and reporting the statistics to the system owner, DOCOTR or designee. Depending on the assessed severity (critical, high, medium, or low) of a vulnerability and system owner, DOCO or DOCOTR concurrence with the severity, the Contractor shall evaluate, test, and implement a mitigation. The Contractor shall notify the system owner or DOCOTR when the vulnerability is mitigated. The Contractor shall submit a statistics report on a monthly basis for all vulnerabilities mitigated with their associated severity. A permanent mitigation is required for a critical or a high vulnerability; though in some cases a temporary mitigation may be necessary. The Contractor shall obtain approval from the system owner, DOCO or DOCOTR for a temporary mitigation.

For a medium or low vulnerability, the Contractor may mitigate the vulnerability or present a thoroughly researched recommendation that justifies accepting the risk. The Contractor shall comply with the standard and expedited requirements in the Vulnerability Mitigation Requirements Table below. The Contractor shall obtain approval by the system owner, DOCO, or DOCOTR for any deviation from the requirements.

**For High Categorization Systems:**

<b>STANDARD REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	1 business days	5 business days	1 calendar months	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 5 business days	If temporary mitigation is used, 15 business days	N/A 3	calendar months
Occurrences expected per contract year	<b>2 20</b>		<b>25</b>	<b>25</b>
<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	4 business hours	16 business hours	10 business days	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A N/A	
Occurrences expected per contract year	1 3		N/A	N/A

**For Moderate Categorization Systems:**

<b>STANDARD REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	5 business days	15 business days	3 calendar months	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 10 business days	If temporary mitigation is used, 30 business days	N/A 6	calendar months
Occurrences expected per contract year	<b>2 20</b>		<b>25</b>	<b>25</b>
<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	4 business hours	16 business hours	10 business days	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A N/A	
Occurrences expected per contract year	1 3		N/A	N/A

**For Low Categorization Systems:**

<b>STANDARD REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	5 business days	1 calendar month	Per mitigation plan	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 10 business days	If temporary mitigation is used, 30 business days	1 calendar year	1 calendar year
Occurrences expected per contract year	<b>2 20</b>		<b>25</b>	<b>25</b>
<b>EXPEDITED REQUIREMENT</b>	<b>CRITICAL HIGH</b>		<b>MEDIUM</b>	<b>LOW</b>
Time to mitigation after severity concurrence	1 business day	5 business days	N/A	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A N/A	
Occurrences expected per contract year	1 3		N/A	N/A

3. **SYSTEM AND APPLICATION LIFE CYCLE REQUIREMENTS** - The Contractor shall follow the NIST Security Self-Assessment Guide for Information Technology Systems, NIST SP 800-26 and NIST Risk Management Guide for Information Technology Systems, NIST SP 800-30 requirements during all phases of the System and Application Life Cycle.
4. **COST ESTIMATE REQUIREMENTS** - When providing any NASA customer with a cost estimate, the Contractor shall include the cost of IT security requirements based NPR 2810.1x requirements.

5. **SECURITY RISK ASSESSMENTS AND DESIGN REVIEWS** - The Contractor shall complete a security risk assessment on a design prior to the design being provided to NASA. Before or during official design review, the Contractor shall provide design security risks, including possible mitigations, to the system owner or data owner. If the risks are accepted the life cycle may continue, otherwise the life cycle shall halt or the design and/or mitigations shall be modified until the risks and possible mitigations are acceptable.
6. **SECURITY REVIEWS FOR NEW OR MODIFIED HARDWARE AND SOFTWARE** - The Contractor shall provide a written risk assessment and security review for new or significantly modified hardware or software, prior to deployment (page 21 last paragraph of NIST 800-37). The products reviewed shall be used as a basis to update IT Security Plans, as applicable. Prior to deployment, all risks shall be presented to the system owner or equivalent, separate from the security plan. If the hardware or software connects to other systems the risks shall be presented to the system owner or equivalents of the interconnected systems for their information.
7. **STORAGE OF SYSTEM DOCUMENTATION** - The Contractor shall store duplicate copies of system documentation, including updates, in accordance with section 11.
8. **PROHIBITION OF PRODUCTION DATA ON NON-PRODUCTION NETWORKS** - The Contractor shall not store, copy, or transfer NASA sensitive but unclassified (SBU) data to any non certified and accredited (C&A) system, IAW NPR 2810.1x or for non NASA system IAW NIST 800-37.
9. **DISTRIBUTION OF RISKS, THREATS AND VULNERABILITIES** - The Contractor shall encrypt all electronic transmissions of SBU information.
10. **OPERATIONAL CONTROLS**
  - a. System Contingency Planning
    - i. **CONTINGENCY PLANNING AND EMERGENCY PREPAREDNESS** - The Contractor shall participate in contingency and Disaster Recovery (DR) planning, training, and testing in accordance with the current Center Contingency Plan.
    - ii. The Contractor shall at least annually train contingency teams in plan procedures and operations. The Contractor shall at least annually develop, plan, and implement a contingency scenario test designed to validate the effectiveness of the plan to quickly restore IT operations in the event of a disaster. The Contractor shall deliver a lessons learned report from each test and use the results to update the IT Contingency Plan.
    - iii. In the event the Center's plan is invoked, the Contractor shall participate in Center DR operations in accordance with the Center Contingency and DR Plan.
  - b. System Monitoring
    - i. IT Security Audits, Assessments, Certifications, Bulletins and Alerts. The Contractor shall provide all necessary support in the event of a Government-initiated investigation, Assessment or Certification involving the Contractor's team or the Contractor's customers. Also, the Contractor shall provide all services necessary to properly respond to NASA IT security bulletins or notices from the NASA Incident Response Center (NASIRC), or the NASA Chief Information Officer that apply to any Contractor-supported system or environment. The Contractor shall take necessary and/or immediate corrective actions on ODIN seats in response to these bulletins and notices, and shall notify the system owner or DOCOTR or designee of any suspicious activities per Center security procedures. Audits, investigations, and emergency corrective actions may be initiated by the Office of Inspector General (OIG); Office of Management and Budget (OMB); Government Accounting Office (GAO); Federal Bureau of Investigation (FBI); or the Center's IT Security Manager, Chief Information

Officer; Chief Counsel; Head of Human Capital, or others as directed by the system owner or DOCOTR.

11. **BACKUP MEDIA** - The Contractor shall log removals of all backup media for multi-user systems. The Contractor shall maintain separation of duties while accessing and transporting backup media outside the NASA Center. The Contractor shall store backup media at an off-site location secure from threats.

## 12. **TECHNICAL CONTROLS**

Authorization Process for Network Access: In accordance with NPR 2810.1x and NPR 1600.1, the Contractor shall grant no network access, beyond the OSI Data Link Layer, without the user following the Center process for requesting and gaining approval for such network access. This requirement applies to any ODIN service that involves granting/changing network access, including adding new customers and moves/adds/changes involving existing customers.

- a. Vulnerability Monitoring and Reporting
- i. The Contractor shall provide IT security vulnerability services that affect all ODIN systems by monitoring/reviewing the following:
    - NASIRC distributed bulletins and alerts
    - The standard web browser contractor web sites
    - The standard E-mail client web site
    - The operating system web sites for MACs, Windows PCs, and other desktops
    - Vulnerability scans
    - Relevant E-mails from the system owner, DOCOTR and ITSM
  - ii. When the Contractor finds, or is notified of an ODIN vulnerability, the Contractor shall report an "initial" recommended severity within four business hours via encrypted E-mail or hand delivery (not unencrypted voice).
  - iii. If initial severity is Critical or High, the Contractor shall immediately contact one of the following in this order for concurrence on severity:
    - The system owner
    - DO COTR
    - Center IT Security Manager
    - Center CIO
  - iv. The following conditions shall be used to determine initial severity:
    - CRITICAL (A1 plus one of B plus one of C)
    - HIGH (A1 plus one of B OR A1 plus both of C)
    - MEDIUM (A2 plus one of B OR A2 plus both of C)
    - LOW any other vulnerability, i.e., one that provides information that could affect availability, confidentiality, or integrity.

A B		C
1. Affects availability, confidentiality or integrity of center border systems or internal systems from external network sources 2. All other vulnerabilities on HQ border systems or internal systems	1. A known scripting exploit exists 2. The vulnerability can be easily exploited by non-scripting or manual means (easy to exploit) 3. Probes for this vulnerability have been detected at the border	1. If reported on <a href="http://www.cnn.com">www.cnn.com</a> , or <a href="http://www.msnbc.com">www.msnbc.com</a> , or if notified that it exists on another widely read normal media site (These sites do not need to be monitored on a normal basis only when vulnerability evaluation occurs and A and B are met) 2. Has been flagged for special attention by senior NASA officials.

b. ODIN System Vulnerability Scanning: In addition to complying with ITS-SOP-0021 requirements, The Contractor shall ensure vulnerability scanning is conducted for each ODIN system according to Center procedures, including, but not limited to:

- i. All ODIN servers shall be scanned prior to operational readiness review or full production.
- ii. All new ODIN desktop software loads and configurations shall be scanned prior to deployment.
- iii. All ODIN systems infected with viruses or malware shall be rescanned after mitigation and prior to redeployment.
- iv. Any ODIN system that is compromised via unknown means must be rebuilt from a core load.

c. System Incident Handling and Reporting

i. IT Security Incident Response

For an IT security incident, the Contractor shall report the incident to the ITSM or designee(s) within one (1) hour and shall follow the Center's documented IT security incident response procedures. The Contractor shall use the format and content set forth in each Center's incident response report, DRD Core-8, Standard Reporting for Security Incidents Reports.

Unexplained system anomalies that, in the judgment of the system administrator, may affect confidentiality of data or integrity of a system/data shall be reported to the CITSM or designee within one (1)hour. Such anomalies include, but are not limited to, unexplained change of directory or file permissions, unexplained installation, removal or starting/stopping of software, unexplained network traffic, unexplained unavailability of a production service, or any malicious activity. The Contractor shall provide all necessary assistance to the investigating team.

ii. Security Awareness Training

System Administrator Certification: All ODIN Contractor individuals who perform tasks as a system administrator or have authority to perform tasks normally performed by system administrator shall be required to demonstrate knowledge appropriate to those tasks. This demonstration, referred to as the NASA System Administrator Security Certification (currently a Brainbench certification), is a NASA funded two-tier assessment to verify that system administrators are able to:

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

Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for 3 years. The criteria for this skills assessment have been established by the NASA Chief Information Officer. The

objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063.

A system administrator is one who provides IT services, network services, files storage, web services, etc. and takes or assumes the responsibility for the security and administrative controls of that service or machine. A lead system administrator has responsibility for information technology security (ITS) for multiple computers or network devices represented within a system; ensuring all devices assigned to them are kept in a secure configuration (patched/mitigated); and ensuring that all other system administrators under their lead understand and perform ITS duties.

iii. Security Training

As defined in NPR 2810.1x, all Contractor personnel with access to government data, including off-site personnel supporting the contract shall complete security training annually as required to meet Agency IT security training and awareness requirements. The Contractor shall report quarterly on status of the required training of their employees. Reports shall be submitted to the DOCOTR or designee.

**13. BACKGROUND INVESTIGATIONS:** Background investigations shall be conducted in accordance with the requirement of NPR 1600.1, to include subcontractors and other personnel supporting the ODIN contract. The background investigations will be conducted by NASA upon submission of the required forms by the Contractor.

**14. NATIONAL SECURITY INFORMATION REQUIREMENTS:** Form DD-254 is hereby incorporated into the Delivery Order as Attachment H.

**15. IT SECURITY REPORTING REQUIREMENTS:** The Contractor shall comply with reporting requirements set by the Federal Information Security Management Act (FISMA), the Office of Management and Budget (OMB), the Office of the Inspector General (OIG), and the Center and Agency CIO as baselined and agreed to at the start of the Delivery Order period of performance. The baseline will be reviewed on an annual basis and as necessary to comply with new policies, requirements, or laws and be re-negotiated only when the reporting requirements exceed the baselined resources.

**16. RESERVED**

**17. RESERVED**

**18. RESERVED**

**19. RESERVED**

**20. RESERVED**

**PART IV RESERVED**

## PART V CORE CLAUSES

The following ADDENDA to FAR 52.212-4 are incorporated:

### 1. FAR 52.252-2 Clauses Incorporated by Reference (Feb 1998)

The Contractor agrees to comply with the following FAR and NFS clauses, which are incorporated by reference to implement provisions of law or executive orders. FAR clauses are available in full text at: <http://acquisition.gov/far>. NFS clauses are available in full text at: <http://www.hq.nasa.gov/office/procurement/regs/nfstocA.htm>.

#### A. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NO.	DATE	TITLE
52.204-4	AUG 2000	Printed or Copied Double-Sided on Recycled
52.204-7	JUL 2006	Central Contractor Registration
52.204-9	JAN 2006	Personal Identity Verification of Contractor Personnel
52.225-13	FEB 2006	Restrictions on Certain Foreign Purchases
52.232-18	APR 1984	Availability of Funds
52.232-33	OCT 2003	Payment by Electronic Funds Transfer—Central Contractor Registration
52.233-4	OCT 2004	Applicable Law for Breach of Contract Claim

#### B. NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18)

CLAUSE NO.	DATE	TITLE
1852.219-75	MAY 1999	Small Business Subcontracting Reporting
1852.219-76	JUL 1997	NASA 8 Percent Goal
1852.223-71	DEC 1988	Frequency Authorization
1852.223-73	NOV 2004	Safety and Health Plan
1852.225-70	FEB 2004	Export Licenses (FEB 2000)
1852.237-72	MAY 2005	Access to Sensitive Information
1852.237-73	MAY 2005	Release of Sensitive Information

(End of Clause)

### 2. 1852.204-76 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (NOVEMBER 2004 [(DEVIATION)])

(a) The Contractor shall be responsible for information and information technology (IT) security when the Contractor or its subcontractors must obtain physical or electronic (i.e., authentication level 2 and above as defined in NIST Special Publication (SP) 800-63, Electronic Authentication Guideline) access to NASA's computer systems, networks, or IT infrastructure, or where information categorized as low, moderate, or high by the Federal Information Processing Standards (FIPS) 199, Standards for Security Categorization of Federal Information and Information Systems, is stored, generated, or exchanged by NASA or on behalf of NASA by a contractor or subcontractor, regardless of whether the information resides on a NASA or a contractor/subcontractor's information system.

(b) IT Security Requirements.

(1) Within 30 days after contract award, a Contractor shall submit to the Contracting Officer for NASA approval an IT Security Plan, Risk Assessment, and FIPS 199, Standards for Security Categorization of Federal Information and Information Systems, Assessment. These plans and assessments, including annual updates shall be incorporated into the contract as compliance documents.

(i) The IT system security plan shall be prepared consistent, in form and content, with NIST SP 800-18, Guide for Developing Security Plans for Federal Information Systems, and any additions/augmentations described in NASA Procedural Requirements (NPR) 2810, Security of Information Technology. The security plan shall identify and document appropriate IT security controls consistent with the sensitivity of the information and the requirements of Federal Information Processing Standards (FIPS) 200, Recommended Security Controls for Federal Information Systems. The plan shall

be reviewed and updated in accordance with NIST SP 800-26, Security Self-Assessment Guide for Information Technology Systems, and FIPS 200, on a yearly basis.

(ii) The risk assessment shall be prepared consistent, in form and content, with NIST SP 800-30, Risk Management Guide for Information Technology Systems, and any additions/augmentations described in NPR 2810. The risk assessment shall be updated on a yearly basis.

(iii) The FIPS 199 assessment shall identify all information types as well as the "high water mark," as defined in FIPS 199, of the processed, stored, or transmitted information necessary to fulfill the contractual requirements.

(2) The Contractor shall produce contingency plans consistent, in form and content, with NIST SP 800-34, Contingency Planning Guide for Information Technology Systems, and any additions/augmentations described in NPR 2810. The Contractor shall perform yearly "Classroom Exercises." "Functional Exercises," shall be coordinated with the Center CIOs and be conducted once every three years, with the first conducted within the first two years of contract award. These exercises are defined and described in NIST SP 800-34.

(3) The Contractor shall ensure coordination of its incident response team with the NASA Incident Response Center and the NASA Security Operations Center.

(4) The Contractor shall ensure that its employees, in performance of the contract, receive annual IT security training in NASA IT Security policies, procedures, computer ethics, and best practices in accordance with NPR 2810 requirements. The Contractor may use web-based training available from NASA to meet this requirement.

(5) The Contractor shall provide NASA, including the NASA Office of Inspector General, access to the Contractor's and subcontractors' facilities, installations, operations, documentation, databases, and personnel used in performance of the contract. Access shall be provided to the extent required to carry out IT security inspection, investigation, and/or audits to safeguard against threats and hazards to the integrity, availability, and confidentiality of NASA information or to the function of computer systems operated on behalf of NASA, and to preserve evidence of computer crime. To facilitate mandatory reviews, the Contractor shall ensure appropriate compartmentalization of NASA information, stored and/or processed, either by information systems in direct support of the contract or that are incidental to the contract.

(6) The Contractor shall ensure that all individuals who perform tasks as a system administrator, or have authority to perform tasks normally performed by a system administrator, demonstrate knowledge appropriate to those tasks. Knowledge is demonstrated through the NASA System Administrator Security Certification Program. A system administrator is one who provides IT services, network services, files storage, and/or web services, to someone else other than themselves and takes or assumes the responsibility for the security and administrative controls of that service. Within 30 days after contract award, the Contractor shall provide to the Contracting Officer a list of all system administrator positions and personnel filling those positions, along with a schedule that ensures certification of all personnel within 90 days after contract award. Additionally, the Contractor should report all personnel changes which impact system administrator positions within 5 days of the personnel change and ensure these individuals obtain System Administrator certification within 90 days after the change.

(7) When the Contractor is located at a NASA Center or installation or is using NASA IP address space, the Contractor shall --

(i) Submit requests for non-NASA provided external Internet connections to the Contracting Officer for approval by the Network Security Configuration Control Board (NSCCB);

(ii) Comply with the NASA CIO metrics including patch management, operating systems and application configuration guidelines, vulnerability scanning, incident reporting, system administrator certification, and security training; and

(iii) Utilize the NASA Public Key Infrastructure (PKI) for all encrypted communication or non-repudiation requirements within NASA when secure email capability is required.

(c) Physical and Logical Access Requirements.

(1) Contractor personnel requiring access to IT systems operated by the Contractor for NASA or interconnected to a NASA network shall be screened at an appropriate level in accordance with NPR 2810 and Chapter 4, NPR 1600.1, NASA Security Program Procedural Requirements. NASA shall provide screening, appropriate to the highest risk level, of the IT systems and information accessed, using, as a minimum, National Agency Check with Inquiries (NACI). The Contractor shall submit the required forms to the NASA Center Chief of Security (CCS) within fourteen (14) days after contract award or assignment of an individual to a position requiring screening. The forms may be obtained from the CCS. At the option of NASA, interim access may be granted pending completion of the required

investigation and final access determination. For Contractors who will reside on a NASA Center or installation, the security screening required for all required access (e.g., installation, facility, IT, information, etc.) is consolidated to ensure only one investigation is conducted based on the highest risk level. Contractors not residing on a NASA installation will be screened based on their IT access risk level determination only. See NPR 1600.1, Chapter 4.

(2) Guidance for selecting the appropriate level of screening is based on the risk of adverse impact to NASA missions. NASA defines three levels of risk for which screening is required (IT-1 has the highest level of risk).

(i) IT-1 -- Individuals having privileged access or limited privileged access to systems whose misuse can cause very serious adverse impact to NASA missions. These systems include, for example, those that can transmit commands directly modifying the behavior of spacecraft, satellites or aircraft.

(ii) IT-2 -- Individuals having privileged access or limited privileged access to systems whose misuse can cause serious adverse impact to NASA missions. These systems include, for example, those that can transmit commands directly modifying the behavior of payloads on spacecraft, satellites or aircraft; and those that contain the primary copy of "level 1" information whose cost to replace exceeds one million dollars.

(iii) IT-3 -- Individuals having privileged access or limited privileged access to systems whose misuse can cause significant adverse impact to NASA missions. These systems include, for example, those that interconnect with a NASA network in a way that exceeds access by the general public, such as bypassing firewalls; and systems operated by the Contractor for NASA whose function or information has substantial cost to replace, even if these systems are not interconnected with a NASA network.

(3) Screening for individuals shall employ forms appropriate for the level of risk as established in Chapter 4, NPR 1600.1.

(4) The Contractor may conduct its own screening of individuals requiring privileged access or limited privileged access provided the Contractor can demonstrate to the Contracting Officer that the procedures used by the Contractor are equivalent to NASA's personnel screening procedures for the risk level assigned for the IT position.

(5) Subject to approval of the Contracting Officer, the Contractor may forgo screening of Contractor personnel for those individuals who have proof of a --

(i) Current or recent national security clearances (within last three years);

(ii) Screening conducted by NASA within the last three years that meets or exceeds the screening requirements of the IT position; or

(iii) Screening conducted by the Contractor, within the last three years, that is equivalent to the NASA personnel screening procedures as approved by the Contracting Officer and concurred on by the CCS.

(d) The Contracting Officer may waive the requirements of paragraphs (b) and (c)(1) through (c)(3) upon request of the Contractor. The Contractor shall provide all relevant information requested by the Contracting Officer to support the waiver request.

(e) The Contractor shall contact the Contracting Officer for any documents, information, or forms necessary to comply with the requirements of this clause.

(f) The Contractor shall insert this clause, including this paragraph (f), in all subcontracts when the subcontractor is required to --

(1) Have physical or electronic access to NASA's computer systems, networks, or IT infrastructure; or

(2) Use information systems to generate, store, or exchange data with NASA or on behalf of NASA, regardless of whether the data resides on a NASA or a contractor's information system.

(End of clause)

**3. RESERVED**

**4. RESERVED**

**5. RESERVED**

**6. RESERVED**

**7. RESERVED**

**PART VI RESERVED**

**PART VII – CORE ATTACHMENTS**

<b>Attachment Number</b>	<b>Title Dated</b>		<b>Number of pages</b>
A	PRICE LIST FOR YEARS 1, 2, 3		TBD
B DATA	REQUIREMENT DESCRIPTIONS	10/25/06	26
C	CORE STANDARD SOFTWARE LOAD	10/25/06	1
D RESERVED		*	*
E	REVISED SEAT AND SERVICE LEVEL (REF Master Contract Attachment E)	10/25/06 11	

\* To be incorporated by modification

**Attachment A – PRICE LISTS**

**Incorporated as GSFC Price List (see Attachment A)**

**ATTACHMENT B  
DATA REQUIREMENT DESCRIPTIONS (DRD)**

<b>DRD NO.</b>	<b>DRD TITLE</b>	<b>DATED</b>	<b>PAGES</b>
Core-1	Reports, Telephone Call (PCell and Mobile Computing) Detail	10/25/06 2	
Core-2	Reports, Small Business Subcontracting	10/25/06	1
Core-3	Reports, Property Reporting	10/25/06	2
Core-4	Reports, Loss, Theft, Damage, and Destruction of Contractor Assets	10/25/06 1	
Core-5	Reports, On-Site Contractor (Headcount)	10/25/06	1
Core-6	Reports, Move, Add, Change (M/A/C)	10/25/06	1
Core-7	Reports, Work Order Closure	10/25/06	2
Core-8 Rep	Reports, Standard Reporting for Security Incidents	10/25/06	1
Core-9	Reports, Help Desk Ticket Summary Report	10/25/06	1
Core-10 Rep	Reports, Security	10/25/06	1
Core-11	Plan, IT Security Program	10/25/06	2
Core-12	Reports, Lessons Learned Contingency	10/25/06	1
Core-13	RESERVED		
Core-14	RESERVED		
Core-15	RESERVED		
Core-16	RESERVED		
Core-17	RESERVED		

The following data descriptions are applicable to the type code set forth in the DRD documents identified above.

**TYPE DESCRIPTION**

- 1 Data requiring written approval by the procuring activity prior to formal release for use or implementation.
- 2 Data submitted to procuring activity for review not later than 45 days prior to release for use or implementation. Data shall be considered approved unless the contractor has been notified of disapproval prior to target release date.
- 3 Data submitted to the procuring activity for coordination, surveillance, or information.
- 4 Data produced or used during performance of the contract and retained by the contractor to be made available to the procuring activity upon request. The contractor shall furnish a list to the procuring activity when requested to do so.
- 5 Data incidental to contract performance are to be retained by the contractor and reviewed by NASA upon request.

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-1 Page 1 of 2 Date: 10/25/06
<b>3. TITLE:</b> REPORTS, TELEPHONE CALL (PCell and Mobile Computing) DETAIL		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCOTR with copy of transmittal letter to Center DOCO	<b>7. INITIAL SUBMISSION:</b> <ul style="list-style-type: none"> <li>• One month after effective date of the delivery order</li> <li>• 10<sup>th</sup> business day of the month</li> </ul>	
<b>8. REMARKS:</b> The Contractor shall provide all call detail records via CDROM, of all incoming and outbound calls, in support of security issues and tolls separation, verification and billing.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> The ODIN contractor shall maintain a record of the beginning and ending date and time of all telephone calls in electronic format on CDROM . This information shall be maintained by the ODIN contractor and made available to personnel as authorized by the DOCOTR.	<b>10. REFERENCE:</b> Part II, Section D	
	<b>11. INTERRELATIONSHIP:</b> N/A	
<b>12. PREPARATION INFORMATION:</b>  <b>a. SCOPE:</b> Call detail records associated with a particular call shall be maintained on-line and, depending on traffic load and capabilities of the switch, downloaded on a regular schedule to CDROM for further separation and processing.  This information shall be maintained in such a way as to provide all inbound and outbound call details. Data file format shall be provided to authorized personnel to ensure interface compatibility with the NASA Management Information System.  Call detail records shall be handled in accordance with established Privacy Act regulations. Records shall be retained in accordance with NASA General Records Schedule and NASA NPR 1441.1C and any Center-specific guidelines pertaining to release of such information  <b>b. CONTENTS:</b> The following fields of the Call Detail Records shall be required for all calls: <ol style="list-style-type: none"> <li>(1) Name assigned to the MC/PCell Seat</li> <li>(2) Originating phone number</li> <li>(3) Terminating (Destination) phone number (up to 15 digits)</li> <li>(4) Destination number type (domestic, international, or unknown)</li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-1 Page 2 of 2 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, TELEPHONE CALL (PCell and Mobile Computing) DETAIL		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>12. PREPARATION INFORMATION: (continued)</b>  <u><b>CONTENTS (continued)</b></u> (5) Length of Call (minutes: seconds) (6) Time of call (hour:minutes) (7) Month/day/year of call (8) City, State, Country Called (9) Organization Code assigned to the Calling Number (10)Date/Time Period covered by Report  Additional Reporting Requirement  (1) Video Streaming usage (2) Multimedia messaging usage (3) Text messaging usage		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-2 Page 1 of 1 Date: 10/25/2006						
<b>3. TITLE:</b> REPORTS, SMALL BUSINESS SUBCONTRACT REPORTING								
<b>SUBMITTAL REQUIREMENTS</b>								
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b>  Report is due 30 days after the close of each reporting period. Standard Form (SF) 294: Semi-Annually  <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;"><u>Form</u></td> <td style="text-align: center;"><u>Reporting Period</u></td> </tr> <tr> <td style="text-align: center;">SF 294</td> <td style="text-align: center;">October 1 – March 31</td> </tr> <tr> <td style="text-align: center;">SF 294</td> <td style="text-align: center;">April 1 – September 30</td> </tr> </table>		<u>Form</u>	<u>Reporting Period</u>	SF 294	October 1 – March 31	SF 294	April 1 – September 30
<u>Form</u>	<u>Reporting Period</u>							
SF 294	October 1 – March 31							
SF 294	April 1 – September 30							
<b>6. DISTRIBUTION:</b> Via eSRS: No further distribution required. Via Hardcopy: 1 - Center DOCO 1 - Center Small Business Officer	<b>7. INITIAL SUBMISSION:</b> N/A							
<b>8. REMARKS:</b> Once the eSRS system is operational the Contractor shall submit the report electronically, the Government will notify the Contractor once this system is operational.								
<b>DATA REQUIREMENT DESCRIPTION</b>								
<b>9. USE:</b> To obtain center-specific data for small and large business dollars spent under the Delivery Order.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• FAR “Small Business Subcontracting Plan” 52.219-9</li> </ul>							
	<b>11. INTERRELATIONSHIP:</b> N/A							
<b>12. PREPARATION INFORMATION:</b>  The data/goals on the SF-294 shall be specific to each delivery order.  If submitting via hard copy, this form shall be prepared in accordance with the instructions contained on the back of the SF-294 form.								

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> CORE-3 Page 1 of 2 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, PROPERTY REPORTING		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> <ul style="list-style-type: none"> <li>• Monthly, on the 10<sup>th</sup> business day the Month</li> <li>• For loss or theft of equipment, the DOCOTR or designee will receive immediate (within 2 hours) verbal notification at time of incident discovery.</li> <li>• After verbal notification of loss or theft, an interim written report will be provided within 24 hours of incident discovery to the DOCOTR or designee</li> </ul>	
<b>6. DISTRIBUTION:</b> Via E-mail: - Center DOCO - Center DOCOTR	<b>7. INITIAL SUBMISSION:</b> <ul style="list-style-type: none"> <li>• 10<sup>th</sup> business day of the month</li> <li>• Upon loss or theft of equipment, the DOCOTR or designee will receive immediate verbal notification at time of incident discovery.</li> </ul>	
<b>8. REMARKS:</b> The Contractor shall develop and maintain records to substantiate both the nature of property losses and reimbursement costs, and to document Contractor-owned assets brought on-site and disposed for Stevenson-Wydler Act activities.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  To monitor property owned and managed by the ODIN Contractor, including Contractor-owned assets that are lost, stolen, or damaged.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• Master Contract, Paragraph A.1.20 (Liability)</li> <li>• Master Contract, Paragraph C.5.6 (Asset Requirements)</li> <li>• Master Contract, Paragraph C.3.2.2 (Stevenson-Wydler Act))</li> </ul>	
<b>11. INTERRELATIONSHIP:</b> N/A		
<b>12. PREPARATION INFORMATION:</b> The Contractor shall report property data for each delivery order separately, including, at a minimum, the following, in a single, complete submission: <ol style="list-style-type: none"> <li>a. Contractor-provided assets provided to the Government in performance of this delivery order that are lost, stolen, damaged, or destroyed, including, but not limited to: <ul style="list-style-type: none"> <li>• Identification of the item by description and inventory number</li> <li>• Name of the employee to whom the equipment was assigned</li> <li>• Center-specific organization to which equipment was assigned</li> <li>• Date of the event</li> <li>• Nature of loss (loss, theft, damage, or destruction)</li> <li>• Brief explanation of what happened/where/how it was lost or damaged</li> </ul> </li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<p style="text-align: center;"><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> CORE-3 Page 2 of 2 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, PROPERTY REPORTING		
<b>12. PREPARATION INFORMATION: (Continued)</b> <ul style="list-style-type: none"> <li>▪ Dollar amount of loss</li> <li>▪ Basis for actual loss value (acquisition cost less depreciation, or replacement cost)</li> <li>▪ Age of the item</li> <li>▪ Cumulative dollar amount of losses per contract year</li> <li>▪ Total dollar amount for the cumulative Delivery Order</li> </ul> <b>13.</b> New property brought on Center, including tech refresh and direct purchase items (i.e., incoming ODIN-owned inventory) and associated inventory numbers. <b>14.</b> Catalog-purchased items, by organization, delivered during the reporting period. <b>ODIN-owned property disposed for Stevenson-Wydler Act activities, including the items, their depreciated value, and to which schools, and verification that any drives were erased first.</b>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-4 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, LOSS, THEFT, DAMAGE, AND DESTRUCTION OF CONTRACTOR ASSETS		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> 10 <sup>th</sup> business day of each month or unless otherwise instructed by DOCO, DOCOTR or Center ITSM	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCO, DOCOTR and Center ITSM	<b>7. INITIAL SUBMISSION:</b> 10 <sup>th</sup> business day of month	
<b>8. REMARKS:</b> The Contractor shall develop and maintain records to substantiate both the nature of the loss and the reimbursement costs.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> Provides NASA with detailed data supporting the nature of the loss and the reimbursement costs of contractor-owned assets.	<b>10. REFERENCE:</b> Master Contract A.1.20, Liability	
	<b>11. INTERRELATIONSHIP:</b>	
<b>12. PREPARATION INFORMATION:</b> <ol style="list-style-type: none"> <li>a. The Contractor shall submit the data for each delivery order separately.</li> <li>b. The Contractor shall report all losses of contractor-provided assets provided to the Government in performance under this delivery order.</li> <li>c. The Contractor shall ask the user if the information on the affected system is SBU.</li> <li>d. As a minimum, the report shall include the following data: <ol style="list-style-type: none"> <li>(1) Nature of loss (loss, theft, damage, or destruction)</li> <li>(2) Date of event</li> <li>(3) Description of what happened</li> <li>(4) Basis for actual loss value (acquisition cost less depreciation or replacement cost)</li> <li>(5) Dollar amount of loss</li> <li>(6) Cumulative dollar amount per contract year</li> <li>(7) If SBU data, list the class of data as indicated in Section 5.24 of NPR 1600.1 (i.e., ITAR, procurement sensitive, PII, propriety, etc....).</li> </ol> </li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-5 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, ON-SITE CONTRACTOR (HEADCOUNT)		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly	
<b>6. DISTRIBUTION:</b> 1 complete set (hardcopy) to Center DOCO and electronically to Center DOCO, DOCOTR, and Alternate DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 <sup>th</sup> business day after Delivery Order start date	
<b>8. REMARKS:</b> Contractor shall provide information in accordance with Block 12.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> Onsite Contractor report used for various security and physical access to facility requirement.	<b>10. REFERENCE:</b> N/A	
	<b>11. INTERRELATIONSHIP:</b> N/A	
<b>12. PREPARATION INFORMATION:</b> <ul style="list-style-type: none"> <li>a. The Contractor shall report each Center separately.</li> <li>b. The Contractor shall report the number of ODIN on-site employees (headcount) by company. This includes all ODIN subcontractors, if on-site.</li> <li>c. The report shall include the following information for each employee: employee's name, position, location (building/room number), shift assignment, supervisor's name, and supervisor's location (building/room number).</li> </ul>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-6 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, MOVE, ADD, CHANGE (M/A/C)		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 2	<b>5. FREQUENCY OF SUBMISSION:</b> 10 <sup>th</sup> business day of each month	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCO and DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 <sup>th</sup> business day after Delivery Order start date	
<b>8. REMARKS:</b> The Contractor shall track and report the quantity of M/A/C performed.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> Provides NASA with the quantity of M/A/C actions for user requested system hardware de-installation, move and re-installation of catalog hardware and software.	<b>10. REFERENCE:</b> Master Contract Section E.3.1.8 Delivery Order Part II Section A.8.b.	
	<b>11. INTERRELATIONSHIP:</b> N/A	
<b>12. PREPARATION INFORMATION:</b> <ul style="list-style-type: none"> <li>a. The contractor shall report the number of M/A/C during the month for each Delivery Order.</li> <li>b. This data shall be provided electronically and shall be reported by major organization by major seat type, e.g. desktop, phone, etc.</li> <li>c. The Contractor shall include a complete listing of all M/A/C actions to support the number reported for the month.</li> <li>d. The report shall show the number of M/A/C performed during the month and the cumulative contract year-to-date totals.</li> </ul>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-7 Page 1 of 2 Date: 10/25/2006
<b>3. TITLE:</b> REPORT, WORK ORDER CLOSURE		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Weekly	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCO and DOCOTR	<b>7. INITIAL SUBMISSION:</b> One week after the Delivery Order period of performance start date	
<b>8. REMARKS:</b> The contractor shall provide closure information for submitted orders, Technology refreshments, trouble tickets, Return to Service (RTS), and Error changes by next Close of Business day in which the work was performed.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> Closure information will be used to update NASA Management Information Systems databases in timely manner.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>▪ Master Contract C.5.3</li> <li>▪ Delivery Order, Section G – Help Desk</li> </ul>	
	<b>11. INTERRELATIONSHIP:</b>	
<b>12. PREPARATION INFORMATION:</b> <ol style="list-style-type: none"> <li>a. The Contractor shall provide the information for each delivery order.</li> <li>b. Daily closure report for orders submitted to the ODIN contractor shall provide the following information, as applicable: <ol style="list-style-type: none"> <li>(1) The center issued order number</li> <li>(2) The associated ODIN database tracking number</li> <li>(3) Configuration information modifications that resulted from the issued order</li> <li>(4) Date of completion (closure)</li> </ol> </li> <li>c. Daily closure information for Hardware Technology Refreshments shall include: <ol style="list-style-type: none"> <li>(1) The order number, if applicable</li> <li>(2) The Equipment tag number (ECN) of the replaced equipment</li> <li>(3) The Equipment tag number (ECN) of the replacement equipment</li> <li>(4) Original date scheduled for replacement</li> <li>(5) Date the equipment was replaced</li> <li>(6) The assigned ODIN database tracking number</li> </ol> </li> <li>d. Daily closure information for Trouble Tickets shall include: <ol style="list-style-type: none"> <li>(1) A daily report of closed trouble tickets that resulted in changes to:</li> <li>(2) Equipment tag numbers</li> <li>(3) Location changes, including but not limited to Port numbers, Building locations</li> <li>(4) Service Level Changes</li> <li>(5) ODIN ticket associated with the Trouble Ticket</li> </ol> </li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-7 Page 2 of 2 Date: 10/25/2006
<b>3. TITLE:</b> REPORT, WORK ORDER CLOSURE		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<p><b>12. PREPARATION INFORMATION <u>(continued)</u></b></p> <p>e. The DOCOTR or designee must approve error Changes.</p> <p>f. Daily closure information for Return to Service (RTS) shall provide:</p> <ul style="list-style-type: none"> <li>(1) Copy of trouble ticket identifying the RTS</li> <li>(2) The assigned ODIN database tracking ticket associated with the RTS</li> </ul>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-8 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, STANDARD REPORTING FOR SECURITY INCIDENTS		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 2	<b>5. FREQUENCY OF SUBMISSION:</b> IAW Center ITSM requirements and on request	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCO, DOCOTR and NASA IT Security Manager	<b>7. INITIAL SUBMISSION:</b> 30 days after the Delivery Order period of performance start date	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> Report to ITSM and as requested to Inspector General on Virus Damage Assessment Inspector General	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• Master Contract C.8, Information Technology Security Requirement</li> <li>• NPR 1600.1</li> </ul>	
<b>11. INTERRELATIONSHIP:</b>		
<b>12. PREPARATION INFORMATION:</b>  <u><b>SCOPE:</b></u> The Contractor shall report the significant security breach incidents as defined in NPR 2810.1x (Chapter 17 Security Incident Handling and Reporting).		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. CONTRACT #:</b> ODIN <b>2. DRD #:</b> Core-9 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORT, HELP DESK TICKET SUMMARY		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly, on the 10 <sup>th</sup> business day of each month.	
<b>6. DISTRIBUTION:</b> DOCO, DOCOTR, & Others as designated by DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 <sup>th</sup> business days after the end of the month in which the delivery order starts.	
<b>8. REMARKS:</b> The Contractor shall generate, maintain, and submit a monthly summary report of all help desk tickets.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> To identify trends and provide corrective actions where needed.	<b>10. REFERENCE:</b> Core Part II, Section G – Help Desk Section	
	<b>11. INTERRELATIONSHIP:</b> N/A	
<b>12. PREPARATION INFORMATION:</b>  This summary report shall include an accumulation of all help desk tickets for each month. The report shall be in spreadsheet format, with at least the following descriptive information and as many additional columns as needed to relay appropriate data for each partial and complete month in the delivery order. <ul style="list-style-type: none"> <li>a. Request Type – to indicate whether the work request was for ODIN or non-ODIN service. Additional breakout of the non-ODIN types may be added as identified and/or approved by the DOCOTR.</li> <li>b. Type of Service – to indicate the general type of work required, e.g., Account Administration, Maintenance, Asset Management, etc.</li> <li>c. Category – to provide more specific information about the type of service required, e.g., Desktop M/A/C, Phone Service, Hardware, Password Reset, Home Use Software, etc.</li> <li>d. Help Desk Ticket Number</li> <li>e. Ticket Initiation Date/Time</li> <li>f. Ticket Resolution Due Date/Time</li> <li>g. Ticket Status as of reporting date</li> <li>h. Seat ID/ODIN Tag Number</li> <li>i. User Name</li> <li>j. User Organization Code</li> <li>k. Metric Evaluation – indication, for closed tickets, whether service metric was met or missed (Pass/Fail)</li> </ul>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<u><b>DATA REQUIREMENT DESCRIPTION</b></u>	<b>1. Contract:</b> ODIN <b>2. DR D #:</b> Core-10 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, SECURITY		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 1	<b>5. FREQUENCY OF SUBMISSION:</b> At least once every three years or upon significant change to the functionality of the assets, network connectivity, or mission of the system, whichever comes first. (see remarks)	
<b>6. DISTRIBUTION:</b> Complete sets to Center DOCO, DOCOTR and Center IT Security Manager, or designee	<b>7. INITIAL SUBMISSION:</b> 45 days after the effective date of the Delivery Orders.	
<b>8. REMARKS:</b> If the Contractor discovers new or unanticipated threats or hazards, or if existing safeguards have ceased to function effectively, the Contractor shall update the risk assessments and IT Security Plans (within 30 working days).		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b> The ODIN contractor shall provide risk assessments and IT Security Plans to the Government for approval. The ODIN contractor shall maintain this information and make it available to applicable Center IT Security Manager or designee, if requested.	<b>10. REFERENCE:</b> C.8	
	<b>11. INTERRELATIONSHIP:</b> C.8.3, C.8.4, C.8.6	
<b>12. PREPARATION INFORMATION:</b>  a. <b>SCOPE:</b> The Contractor shall conduct initial risk assessments, document the results, develop and maintain IT Security Plans in accordance with the IT security requirements in effect at the Center at which the system is operated.  b. <b>CONTENTS:</b> The IT Security Plans shall describe how the integrity, availability, confidentiality of the information and IT resources will be protected, including protection (disclosure) from the subject contractor.		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-11 Page 1 of 2 Date: 10/25/2006
<b>3. TITLE:</b> PLAN, IT SECURITY PROGRAM		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 1	<b>5. FREQUENCY OF SUBMISSION:</b> Plan shall be updated and submitted within 30 calendar days of significant change to the functionality of the assets, network connectivity, or mission of the system; if new or unanticipated threats or hazards are discovered; or if the CITSM or Contractor determine that existing safeguards have ceased to function effectively.	
<b>6. DISTRIBUTION:</b> Via E-mail to: - Center DOCO - Center DOCOTR - Center IT Security Manager	<b>7. INITIAL SUBMISSION:</b> Plan shall be submitted within 45 calendar days after Delivery Order start date. This plan, as approved by the DOCO, shall be incorporated into the Delivery Order as a compliance document.	
<b>8. REMARKS:</b> The IT Security Program Plan is critical for performance of this Delivery Order. Upon receipt of this Plan, the Government will review and provide comment back to the Contractor of any recommended or required changes.  Following approval of the Plan or revisions thereto by the DOCO, this Plan shall be followed completely by the Contractor in the performance of its work.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  To ensure compliance with federal, agency, and local IT security requirements and to monitor IT security related issues.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• NFS Clause 1852.204-76 (Ref. to Master Contract)</li> <li>• Current version of NPR 2810.1x</li> <li>• Master Contract paragraph, C.8, Information Technology Security Requirements</li> </ul>	
	<b>11. INTERRELATIONSHIP:</b>	
<b>12. PREPARATION INFORMATION:</b> See Chapter 5 of the NASA Procedural Requirements (NPR) 2810.x (Security of Information Technology) and ITS SOP-0018 for information required in this plan.  NOTE: To review this manual in its entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: <a href="http://nodis3.gsfc.nasa.gov/Library/main_lib.html">http://nodis3.gsfc.nasa.gov/Library/main_lib.html</a>  A separate plan for each delivery order shall be provided to the appropriate Center, and shall include, at a minimum: a. An initial risk assessment, documentation of results, and resultant IT Security Plan(s) in accordance with the IT security requirements in effect at the Center.		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<p style="text-align: center;"><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> Core-11 Page 2 of 2 Date: 10/25/2006
<b>3. TITLE:</b> PLAN, IT SECURITY PROGRAM		
<p><b>12. PREPARATION INFORMATION: (continued)</b></p> <p>b. Description of how the integrity, availability, and/or confidentiality of information and IT resources will be protected, including protection (disclosure) from the subject contractor. IT resources include, but are not limited to:</p> <ul style="list-style-type: none"> <li>i. Desktop Systems</li> <li>ii. Server Servers <ul style="list-style-type: none"> <li>a. Public and secure (as defined by NPR 2810.x) Web servers</li> <li>b. Electronic messaging (E-mail and directory services) servers</li> <li>c. Other servers providing Center-wide services to or at the Center.</li> </ul> </li> </ul>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	<b>1. RFP #:</b> ODIN <b>2. DR D #:</b> Core-12 Page 1 of 1 Date: 10/25/2006
<b>3. TITLE:</b> REPORTS, LESSONS LEARNED CONTINGENCY		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> 30 days after triggering event or 30 days after mishap investigation or hazard analysis / evaluation is completed.	
<b>6. DISTRIBUTION:</b> Center DOCO and DOCOTR	<b>7. INITIAL SUBMISSION:</b> Center Occupational Safety Branch (1 electronic copy including photographs, drawings, etc., in web-ready format such as HTML or JPG) and DOCOTR (1 copy)	
<b>8. REMARKS:</b>  Obtains Lessons learned from Contractor for possible publication in NASA Lessons Learned Information System (LLIS).  The Office of Primary Responsibility for this DRD is the Center Safety, Reliability, and Quality Assurance Office.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  Provide NASA with innovative ideas of future products/solutions for technology infusion.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• Current version of NPG 2810.1x</li> <li>• NPG 8715.3 (as revised)</li> <li>• JPG 1700.1 (as revised)</li> </ul>	
<b>11. INTERRELATIONSHIP:</b>		
<b>12. PREPARATION INFORMATION:</b>  Criteria for Selecting Lessons Learned. Uncommon insight arising from any event or observation that will benefit from sharing with a larger community of interested parties. Lessons learned are intended to prevent recurrence of undesirable events and to allow NASA and its team members to capitalized to the greatest extent practical on unique successes.  <u>Content:</u> Subject - one line subject of the lesson. Lesson Learned - usually one sentence that describes insight gained Description of Event - narrative of what happened. Recommendations - may be an action plan, suggestion, etc., that was adopted at event source. Supporting documentation - as needed to give clear picture of lesson (photographs, illustrations, drawings, etc.) Contact name and e-mail address (for follow up by Government prior to publication of lesson) Definitions. Refer to NASA LLIS at <a href="http://llis.gsfc.nasa.gov/">http://llis.gsfc.nasa.gov/</a> for definitions of terms used.		

**ATTACHMENT C  
CORE STANDARD SOFTWARE LOAD**

<b>Core Standard Software Load</b>					
				<b>Standard Load</b>	
<i>Application Settings</i>		<i>Windows</i>	<i>Mac</i>	<i>Windows</i>	<i>Mac</i>
ActivClient TBD		X	X	TBD	TBD
Adobe Acrobat Reader	Customized Install (removes updater and EULA)	X X		7.X	7.X
Authorware Web Player	Factory	X	X	2004.0.0.73	7
Entrust Entelligence & required plug-ins	Site INI file	X	X	7.X	7.X
Firefox Web Browser	Customized config file per site	X	X	1.5.X	1.5.X
Flash Player	Factory	X	X	8.X	8.X
Internet Explorer	Factory	X		6.X	
Java run-time environment	Factory	X	X	1.4	1.4
Macintosh Operating System	CIS Template (NASA to define least common denominator - GRC recommended config)		X		10.4.6
Microsoft Office (Professional Edition with Outlook)	Site specific entries customized via Registry entry for AIP	X		2003 SP2	
Microsoft Office for MAC	Factory		X		2004 SP
MS Entourage	Factory		X		2004 SP
Symantec Antivirus	Site GRC.DAT file	X	X	10.X	10.X
PatchLink (Update)	Site configuration for Server info	X	X	Latest Version Provided	Latest Version Provided
Quicktime	Factory	X	X	7	7
Realplayer/RealOne Basic	Factory	X	X	10	10
Shockwave Factor	y	X	X	10.X	10.X
Stuff-It Standard	Factory		X		10
<b>Timbuktu (TBD – if at currently at use at all the centers)</b>	Site Key	X	X		
Windows Media Player	Factory	X		10	
Windows Operating System	CIS Template (NASA to define least common denominator - GRC recommended config)	X		XP Pro sp2	
Windows Messenger	Enterprise LCS Settings	X	X	Communicator 2005 5.1.1	
Winzip Factor	y	X		9.X	9.X
Citrix ICA Client	Factory	x	x		
FileNet Desktop E-Forms	Factory	x	x	4.2	4.2
FetchFTP	Factory		x		5.0.5
Flip4Mac Media Component (media player for Windows Media Player file)	Factory		x		2
Safari Factory			x		
X.509 Root Certificates	Factory	x	x		
Factory under Settings means the application is installed choosing the defaults for all settings. For any item that is not set to factory defaults a site overlay script can be used to deploy the required changes.					
Note: The software listed does not take into account whether the software licenses are provided by the Government or the Contractor and is only for the purposes of establishing core apps and their settings for the load					

**ATTACHMENT D**  
**(RESERVED)**

**ATTACHMENT E**  
**SUMMARY OF SEATS AND SERVICE LEVELS FOR DESKTOPS**  
**(Reference: Master Contract Table E.2.1.1)**

<b>Table</b>	<b>Description</b>	<b>No. of Pages</b>
E-1	Summary of Seats and Service Levels for Computer Seats	4
E-2	Summary of Seats and Service Levels for Desktops	1
E-3	Summary of Seat and Service Levels for Mobile Computing	2
E-4	Summary of Seats and Service Levels for Servers	1
E-5	Summary of Seats and Service Levels for Phone Service	2
E-6	Summary of Seat and Service Levels for Virtual Team Meeting (VTM)	1

**TABLE E-1 SUMMARY OF SEATS AND SERVICE LEVELS FOR COMPUTER SEATS**  
(Reference: Master Contract Table E.2.1.1)

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
<b>Architecture</b>								
Windows	S	S	S					
MAC	O	O	O					
Linux	O	O	O					
HP (UNIX Only)				O				
SUN (UNIX Only)				S				
SGI (UNIX Only)				O				
<b>Platform</b>								
Standard	S	S	S					
Lightweight		O						
Tablet		O						
Entry (UNIX Only)				S				
Mid (UNIX Only)				O				
High (UNIX Only)				O				
<b>Processor</b>								
Regular			S					
Enhanced			O					
<b>Docking Station</b>								
No ODIN Supplied		O						
None		S		S				
Basic		O						
<b>Monitor</b>								
None	O	O	O	O				
Basic	O	O	O	O				
Regular	S	S	S	S				
Premium	O	O	O	O				
Enhanced	O	O	O	O				
Critical	O	O	O	O				
<b>ODIN Application Software</b>								
None	O	O	O	S				S
Standard	S	S	S	O				O
<b>Hardware Maintenance</b>								
None	O	O	O	O				S
Basic	O	O	O	O	O	O		O
Regular	S	S	S	S	S	S		O
Premium	O	O	O	O	O	O		O
Enhanced	O	O	O	O	O	O		O
Critical	O	O	O	O	O	O		O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
<b>System Software Maintenance</b>								
None	O	O	O	O				S
Basic	O	O	O	O				O
Regular	S	S	S	S				O
Premium	O	O	O	O				O
Enhanced	O	O	O	O				O
Critical	O	O	O	O				O
<b>ODIN-Appl Software Maintenance</b>								
None	O	O	O	O				S
Basic	O	O	O	O				O
Regular	S	S	S	S				O
Premium	O	O	O	O				O
Enhanced	O	O	O	O				O
Critical	O	O	O	O				O
<b>Hardware Tech Refresh</b>								
Basic	O	O	O	O				
Regular	O	O	O	O				
Premium	S	S	S	S				
Enhanced	O	O	O	O				
<b>Software Tech Refresh</b>								
Regular	S	S	S	S				
Enhanced	O	O	O	O				
<b>Moves, Adds, Changes</b>								
Regular	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O
<b>LAN Services</b>								
No ODIN supplied network connection	O O O			O	O	O	O	O
Standalone	O	O	O	O	S	S	S	
Basic LAN	S	S	S	S				S
Remote-S LAN access	O O O			O				O
Remote-W LAN access	O							O
Remote-C		O						
Remote-S & Basic LAN	O							O
Remote S & Remote W & Basic LAN	O							O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
access								
Remote S & Remote-W & Remote-C & Basic LAN Access	O							
Fast LAN	O	O	O	O				O
Huge LAN	O		O	O				O
<b>Integrated Customer Support / Help</b>								
Basic	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O
<b>Training</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
<b>System Administration</b>								
Basic	O	O	O	S	S	S	S	S
Regular	S	S	S	O	O	O	O	O
Enhanced	O	O	O	O	O	O	O	O
<b>Shared Peripheral Services</b>								
None	O	O	O	O	S	S	O	S
Basic	S	S	S	S			S	O
Regular	O	O	O	O			O	O
Enhanced	O	O	O	O			O	O
Critical	O	O	O	O			O	
<b>File services</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
Regular	O	O	O	O				O
Enhanced	O	O	O	O				O
<b>Local Data Backup and Restore Services</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
Regular	O	O	O	O				O
Enhanced	O	O	O	O				O
<b>Desktop Conferencing</b>								
None	S	S	S	S	S	S	S	S
Basic	O	O	O	O				

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
Enhanced	O	O	O	O				
<b>Account Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
<b>E-Mail Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
<b>E-mail Storage Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
Regular	O	O	O	O				O
Enhanced	O	O	O	O				O
<b>Laptop Loaner Pool Management</b>								
None		S		S				
Basic		O						
<b>Print Queue Services</b>								
None					S	S	S	
Regular					O	O	O	
<b>Color Services</b>								
None							S	
Regular							O	

**TABLE E-2 SUMMARY OF SEATS AND SERVICE LEVELS FOR DESKTOPS**  
 (Reference: Master Contract Table E.2.1.1)

**(Account Seats)**

Seat Type	ACCOUNT
<b>Account Services</b>	
None	O
Standard	S
<b>E-mail Services</b>	
None	O
Standard	S
<b>E-mail Storage Services</b>	
None	O
Basic	S
Regular	O
Enhanced	O
Premium	O
<b>File Storage Services</b>	
None	S
Basic	O
Regular	O
Enhanced	O
Premium	O

**TABLE E-3 – SUMMARY OF SEATS AND SERVICE LEVELS FOR MOBILE COMPUTING**

<b>Seat Type</b>	<b>MC</b>
<b>Architecture</b>	
MC1 S	
MC2 O	
MC3 O	
<b>Hardware Refreshment</b>	
Basic S	
Regular	
Premium	
Enhanced O	
Critical O	
<b>Service Plan</b>	
Data Only	O
Basic	O
Regular	S
Premium	O
Enhanced	O
Critical	O
<b>Text Messaging</b>	
None	S
Basic	O
Regular	O
Premium	O
Enhanced	O
Critical	O
<b>Voice Mail</b>	
None O	
Basic S	
Regular O	
Premium	
Enhanced	
Critical	
<b>Hardware Maintenance</b>	
Basic O	
Regular O	
Premium S	
Enhanced O	
Critical O	
<b>System Software Maintenance</b>	
Basic O	
Regular O	
Premium S	
Enhanced O	

Critical O	
<b>Software Technology Refreshment</b>	
Basic O	
Regular S	
Premium	
Enhanced	
Critical	
<b>Integrated Help Desk Support</b>	
Basic O	
Regular S	
Premium	
Enhanced O	
Critical	
<b>Calling Plan</b>	
Domestic S	
International O	
<b>Return to Service</b>	
Premium S	
Enhanced O	
Critical O	
<b>Moves, Add, Changes</b>	
Regular S	
Enhanced O	

**TABLE E-4 - SUMMARY OF SEATS AND SERVICE LEVELS FOR SERVERS**  
(Reference: Master Contract Table E.2.2.1)

<b>Server Service Type</b>	<b>WEB1</b>	<b>APP1</b>	<b>FILE1</b>	<b>SERV1</b>	<b>SERV2</b>
<b>Platform Architecture</b>					
None					S
Windows				S	
UNIX				O	
MAC				O	
<b>System Administration</b>					
Regular	O	O	O	S	O
Enhanced	S	S	S	O	S
<b>Maintenance</b>					
Regular	O	O	O	O	O
Premium	O	O	O	O	O
Enhanced	S	S	S	S	S
Critical	O	O	O	O	O
<b>Storage Volume</b>					
None					S
Basic	S	O	O		
Regular	O	S	S		
Premium	O	O	O		
Enhanced	O	O	O	S	
Critical				O	
<b>Data Backup and Restoration</b>					
None	O	O	O	O	O
Basic	O	O	O	O	O
Regular	S	S	S	S	S
Enhanced	O	O	O	O O	
<b>Performance Delivery</b>					
Basic	O	O	O		
Regular	S	S	S	S	
Premium	O	O	O	O	
Enhanced	O	O	O	O	
<b>Security Features</b>					
None	S	S	S	S	S
Basic	O	O	O	O	O
Regular	O	O	O	O	O
Enhanced	O	O	O	O	O
<b>Server Location</b>					
Regular				S	O
Enhanced				O	S

**TABLE E-5 – SUMMARY OF SEATS AND SERVICE LEVELS FOR PHONE SERVICE  
(Reference Master Contract Table E.2.3.1)**

<b>Seat Type</b>	<b>PCell</b>
<b>Instrument</b>	
Regular S	
Premium O	
<b>Hardware Refreshment</b>	
Basic O	
Regular	
Premium	
Enhanced S	
Critical O	
<b>Service Plan</b>	
Basic	O
Regular	S
Premium	O
Enhanced	O
Critical	O
<b>Text Messaging</b>	
None	S
Basic	O
Regular	O
Premium	O
Enhanced	O
Critical	O
<b>Voice Mail</b>	
None O	
Basic S	
Regular O	
Premium	
Enhanced	
Critical	
<b>Hardware Maintenance</b>	
Basic O	
Regular O	
Premium S	
Enhanced O	
Critical O	
<b>Integrated Help Desk Support</b>	
Basic O	
Regular S	
Premium	
Enhanced O	

Critical	
<b>Calling Plan</b>	
Domestic S	
International O	
Moves, Add, Changes	
Regular S	
Enhanced O	

**TABLE E-6 – SUMMARY OF SEATS AND SERVICE LEVELS FOR VIRTUAL TEAM MEETING (VTM)**

<b>Seat Type</b>	<b>VTM</b>
Small	S
Medium	O
Large	O
Extra Large	O
Unlimited	O

End Table

**Part I. ARMD ADMINISTRATIVE DATA:**

**1. Services to be Furnished:**

The matrix below indicates the general scope of ODIN services at each center in the Aeronautics Research Mission Directorate (ARMD.) Unless specifically limited within this document, the scope of these services shall pertain to the full range and extent of services as described under the ODIN Master Contract, and the ODIN Contractor shall assume full responsibility for all facets of the delivery of these services. These services shall also be provided for employees who have ODIN supported equipment with them on travel, for telecommuting requirements, or otherwise checked out for off-Center use.

SERVICE CATEGORY	ARC	DFRC	GRC	LaRC
Desktop Seats	✓	✓	✓	✓
Laptop Seats	✓	✓	✓	✓
Networks	--		✓	✓
Cable Plant Management	-	-	✓	✓
Server Seats	✓	✓	✓	✓
Workstation Seats	✓	✓	✓	✓
Account Services Seat	✓	✓	✓	✓
LAN Seats	-	-	✓	✓
Phone Seats	✓	-	✓	✓
Pager Seats	✓	✓	✓	-
FAX Seats	✓-	✓	✓	✓
Local Video Seat	-	-	✓	✓
Admin Radio Seats	-	✓	✓	-
Remote Communication Seats	✓	-	✓	✓
PDA Seats/Mobile Computing Seats	✓	✓	✓	✓
PCell Seats	✓	✓	✓	✓

Legend: ✓ for those included in Center's scope of ODIN services  
 - for those not included in the Center's scope of ODIN services

**ARC:** Ames Research Center (ARC) Delivery Order will include seats for Contractors with Government Furnished Equipment (GFE). The Government will retain responsibility for the following functions: policy, NASA and Government standards, technical standards/ architectures, Center intrusion detection systems, and all security audits and penetration testing. The Government also considers strategic planning to be a partnership effort between the ODIN Contractor and the Center. NASA reserves the right to have final authority over strategic decisions.

**DFRC:** Dryden Flight Research Center (DFRC) intends to utilize the ODIN Delivery Order to procure various ODIN services as identified in the DFRC Price Model for both civil service and on-site contractor employees. These services shall also be provided to off-site facilities considered part of DFRC.

**GRC:** For Glenn Research Center (GRC), these services shall also be provided to the Plum Brook Station.

**LaRC:** For Langley Research Center (LaRC) these services shall also be provided to off-site facilities considered part of LaRC.

IT Security is an inherently governmental function under the auspices of the Office of the Chief Information Officer (OCIO). Accordingly, certain IT security activities shall be the responsibility of the ODIN Contractor, and some will not.

The Government will retain ownership of the entire LaRC cable plant and the network electronics infrastructure. The cable plant includes the cabling for the telephone system, the Langley Research Center Network (LaRCNET), the video distribution system, and the peripheral circuits used for alarm circuits and monitoring environmental systems. The phone system, fax services for LaRC-owned fax machines, and video distribution, teleconferencing and Integrated Services Digital Network (ISDN) services will be the responsibility of the ODIN Contractor. The Government will also retain responsibility for the following functions: policy, technical & LaRCNET standards/architectures, and planning and advanced development in the areas of IT security, remote communications, video, cable plant, network electronics, network services and LAN interfaces. The term "technical & LaRCNET standards/architectures" refers to the Government's plan to continue to adhere to technical industry and LaRC network standards, and associated architectures for systems that are currently deployed and/or may be deployed at LaRC in the future. The term "planning and advanced development" refers to Government activities directed towards the planning, evaluation, and testing of advanced communications technologies that will enhance LaRC's capabilities and assure LaRC's ability to remain technologically competitive. Joint Government/ODIN activities/endeavors will primarily be associated with the transitioning of new technology in the above technical areas from a state of evaluation and testing to one of production (operations and management).

**2 – 16 Reserved Core**

**17. Authorized Officials:**

The Delivery Order Contracting Officer (DOCOC) and Alternate DOCOC (if applicable) have been appointed in accordance with the Master Contract and are:

Center DO	CO	Alternate DOCOC
ARC Chri	stine Munroe	N/A
DFRC Chivon	ne Everette	N/A
GRC	Leahmarie Stervagi	Nikki Brown
LaRC Sharo	n Hare	N/A

The Delivery Order Contracting Officer's Technical Representative (DOCOTR) and Alternate DOCOTR (if applicable) have been appointed via NASA Form (NF) 1634 entitled "Contracting Officer Technical Representative (COTR)/Alternate COTR Delegation". The Contractor shall refer to the most current NF 1634 for the name of the current appointee(s).

18. **Period of Performance:** The period of performance of this Delivery Order (DO) shall be 36 months from the effective date of this Delivery Order.

19. **Infrastructure Upgrade Proposal (IUP) Submission Requirements – Master Contract**

**C.2.1:** The ARMD Centers anticipate the need to request infrastructure upgrade proposals related to ODIN supported areas to accommodate the need for special or non-standard (i.e., not bundled within the seat) work to be performed. Each IUP submission, per the given response times, shall include the following items:

- a. Prime Contract Effort:
  - i. Identification of proposed labor categories and hours.
  - ii. Application of the appropriate rates in accordance with the clause entitled “Advanced Agreement on IUP Fixed Price Rates.”
  - iii. If a labor category is not currently listed in this clause, the Contractor shall provide the proposed base labor rate and the applicable indirect cost (fringe, overhead, and G&A). If the applied indirect rates are not consistent with those used to establish the rates in this clause, explain. The profit rate [REDACTED] used in calculating the negotiated listed labor category rates shall apply.
  - iv. If proposed, a handling rate shall be applied to materials.
- b. Subcontract Effort: Proposals submitted in response to this Delivery Order shall comply with FAR Part 44 and the following:
  - i. The Contractor shall solicit quotations from at least three sources.
  - ii. Where only one source is available, justification for the sole source shall be documented, including price analysis and technical rationale.
  - iii. This above information is not required to be submitted with proposals, but shall be made available at the request of the Government.
  - iv. The handling rate shall be applied in accordance with the clause entitled “Advanced Agreement on IUP Fixed Price Rates.”
- c. The Contractor shall, for both prime and subcontract efforts, submit a listing of materials/equipment with prices.
- e. The Contractor shall develop a proposal (cost, schedule, and technical approach) for each upgrade in accordance with the following table.
- f. Upon acceptance of an IUP, all hardware, software, and materials (i.e., included as IUP cost by the Contractor) shall be included in the Government-owned infrastructure and shall not be included in the ATV.

Proposal Type	Proposal Maximum Turnaround (working days)	Defining Characteristics	Examples
Rough Order of Magnitude (ROM)	3	Applies to any size project. Typically used for future planning, budgeting, and other similar exercises. Estimates (schedule/dollars) should be sufficiently accurate (“order of magnitude”) to allow for “go/no-go” decisions to proceed with a	- Construction Advocacy - Potential leading edge technology deployment

		request for a more formal proposal. The Contractor is not bound to any estimates provided in this category.	
Short Term	5	Small projects. If funded, it is anticipated that all work can be accomplished through the purchase and implementation of standard COTS technology and/or total time expected to complete is less than 1 month. Can usually be handled within the Contractor's umbrella of responsibility, but may require coordination with another Contractor or organization.	<ul style="list-style-type: none"> <li>- Add macro to existing s/w</li> <li>- Install COTS s/w</li> <li>- Install Extra Phones</li> </ul>
Mid-Term	15	Medium scale. If funded, it is anticipated that work to be performed will require some customization/integration of COTS technology and will require 2-3 months to complete. Can usually be handled within ODIN Contractor's umbrella of responsibility, but may require coordination with another Contractor or organization.	<ul style="list-style-type: none"> <li>- Install/integrate COTS/GOTS technology</li> <li>- Rewire a hallway</li> <li>- Migrate pilot project to production</li> </ul>
Long Term	25	Large scale. If funded, it is anticipated that work will require some original design and development and/or total time expected to complete is 3 to 6 months. May require coordination with another Contractor or organization.	<ul style="list-style-type: none"> <li>- Center wide deployment of a new agency GOTS application</li> <li>- Rewire entire floor of a building</li> </ul>
Very Long Term	35	Long range. If funded, anticipated that work will require a significant amount of original design and development and/or total time expected to complete is greater than 6 months. May require materials lead-time and/or coordination with other Contractor or organization.	<ul style="list-style-type: none"> <li>- Rewire entire building</li> <li>- Center wide deployment of new capability (e.g., PKI)</li> </ul>

**20. Advance Agreement on IUP Fixed Price Rates**

a. Prime Contract Effort: The Contractor shall utilize the following calendar year rates in developing proposals for the Government. Any changes/additions to labor categories and/or rates are subject to DOCO approval prior to use. The Contractor shall propose, prior to the issuance of the Delivery Order any other labor categories deemed necessary, subject to Government evaluation.

**ARC - Labor Hour Burdened Rates**  
**(Includes Escalation, Fringe, Overhead, G&A, and Profit)**

<b>Labor Hour Burdened Rates</b>				
<b>(Includes Escalation, Fringe, Overhead, G&amp;A, and Profit)</b>				
<b>Labor Category</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Program Mgr.				
Project Mgr.				
Quality Assur. Mgr.				
Systems Analyst 1				
Database Admin. 1				
Computer Prgr. 5				
Support Spec. 6				
Engineer 4				
Sr. Comp. Security Sys. Spec.				
Comp. Security Sys. Spec.				
Documentation Spec. - Sr.				
Documentation Coordinator				
Technical Editor/Writer				

**DFRC - Labor Hour Burdened Rates**  
**(Includes Escalation, Fringe, Overhead, G&A, and Profit)**

<b>RFP Labor Category</b>	<b>Year 1 Rates</b>	<b>Year 2 Rates</b>	<b>Year 3 Rates</b>
Program Mgr.			
Project Mgt. & Planning Ops.			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
PC Tech Support Analyst			
Project Engineer			
Computer Sys. Security Analyst I.			
Computer Sys. Security Analyst II.			
Technician			
Network Data Comm. Analyst			
Technical Editor/Writer			

**GRC - Labor Hour Burdened Rates  
(Includes Escalation, Fringe, Overhead, G&A, and Profit)**

<b>Labor Category</b>	<b>Contract Year 1</b>	<b>Contract Year 2</b>	<b>Contract Year 3</b>
Program Manager			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
Computer Sys Security Analyst I			
Network Data Comm. Analyst			
Technical Editor			
Tech Operations Manager			
Network Architect			
Senior Programmer			
Telecommunications Network Engineer			
Sr. Computer Systems Analyst			
Security (HSPD-12) Specialist			
Project Manager			
Technician			

**LaRC - Labor Hour Burdened Rates  
(Includes Escalation, Fringe, Overhead, G&A, and Profit)**

<b>Labor Category</b>	<b>Current</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Program Manager				
Quality Assurance Analyst				
Computer Systems Analyst				
Database Administrator				
Programmer Analyst				
PC Tech Support Analyst I.				
PC Tech Support Analyst II.				
Project Engineer				
Computer Sys. Security Analyst I.				
Technician I.				
Network Data Comm. Analyst				
Network Engineer I.				
Network Engineer II.				
Technical Editor/Writer				
Tech Operations Manager				
Network Architect				
Senior Programmer				
Telecommunications Network Engineer				
Sr. Computer Systems Analyst				
Security (HSPD-12) Specialist				

## IUP LABOR CATEGORY DEFINITIONS (GRC And LaRC ONLY)

### 1. PROGRAM MANAGER

The primary point of contact for the customer and management contracting representatives. Responsible for establishing and implementing work standards and processes, delegating contractor/subcontractor assignments.

### 2. TECHNICAL OPERATIONS MANAGER

Responsible for all aspects of project performance including technical, contractual, administrative, and financial. Manage and supervise personnel involved in all areas of project activity. Organize and assign responsibilities to subordinates, and oversee the successful completion of all assigned tasks.

### 3. QUALITY ASSURANCE ANALYST

Review program documentation to ensure adherence to standards and requirements. Coordinate with the project manager to ensure problem resolution & user satisfaction.

### 4. COMPUTER SYSTEM ANALYST

Apply skills in the interface of software with computer hardware systems. Apply Computer-Aided Software Engineering (CASE) tools to complex software system development.

### 5. DATABASE ADMINISTRATOR

Perform data analysis, database design, development activities, and implementation, as directed, for databases and database conversions. Perform database restructuring activities

### 6. PROGRAMMER ANALYST

Participate in the design of software tools and subsystems to support business use and software implementation. Assist the senior programmer to interpret software requirements and design specifications. Prepare code, integrate and test software components, modules, and the resulting implementation.

### 7. COMPUTER SYSTEM SECURITY ANALYST

Apply function-wide disciplines for the planning, analysis, design, and construction of automated information systems across a major sector of the business. Ensuring all documentation and policies meet FAR security requirements.

### 8. NETWORK DATA COMM ANALYST

Analyze networking and communications operations. Ensure production schedules are met and system resources are used effectively. Coordinate the resolution of production-related problems.

### 9. TECHNICAL EDITOR

Provide documentation and presentation data across multiple media formats. Media can consist of electronic, voice, video, photo, and hard copy

### 10. PROJECT DESIGN ENGINEER

Perform a variety of network management services related to the operation, performance, or availability of data communications networks. Modify command language programs, network start-up files, assign/reassign network device logicals, analyze network performance, and recommend adjustments to a wide variety of complex network management functions. Responsibility for overall performance and availability of networks.

### 11. SENIOR PROGRAMMER

Guide the analysis of business applications and development of design specifications for functional activities. Develop the block diagrams and logic flow for systems development. Translate detailed design requirements into computer software. Test, debug, and refine computer software to produce the required product. Ensure preparation of required documentation, including both program level and user-level documentation.

12. NETWORK/TELECOMM ENGINEER

Evaluate communication hardware and software, troubleshoot LAN/MAN/WAN and other network-related problems, provide technical expertise for performance and configuration of networks

13. SENIOR COMPUTER SYSTEM ANALYST

Design software tools and subsystems to support and manage software systems implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools.

14. SECURITY HSPD-12 SPECIALIST

Security specialist knowledgeable in all current security requirements. Able to guide and coordinate work efforts to meet all necessary security processes and requirements as identified in HSPD-12 and other government security documents.

15. PROJECT MANAGEMENT

Provide coordination and guidance in preparing appraisals of systems and techniques, and in integrating network into the overall functions of processing

16. TECHNICIAN

Responsible for providing telecommunications, networking and/or computer direct support in the areas of e-mail, directories, desktop applications, network connectivity, and telecommunications connectivity.

■ [REDACTED]

■ [REDACTED]

[REDACTED]

- B. MHX4 rate 2.53% CY 2007, 2.53% CY 2008, 2.53% CY 2009, 2.53% CY 2010) - applies to the Material Handling Pool that is used to accumulate costs associated with the acquisition of certain goods and services. Elements of cost subject to this rate include material, supplies, training and purchased services and equipment rentals regardless of dollar value.
- C. Therefore, materials purchases that are less than \$100,000.00 shall apply MHX1 and MHX4 rates.

- (2) General & Administrative Expenses rate (G&A).

General and Administrative expenses associated with the overall business segment are accumulated in a single cost pool and allocated to final cost objectives using a total cost input base. The G&A rate is applied to each cost objective to arrive at their allocation of G&A expenses. The following G&A rates are applicable to expenses:

<u>CY 2007</u>	<u>CY 2008</u>	<u>CY 2009</u>	<u>CY 2010</u>
6.77 %	6.43 %	7.07 %	TBD % (To be proposed and approved via bi-lateral modification prior to January 1, 2010)

- (3) These provisional rates are subject to DCAA audit and may periodically change. A bilateral modification to this Delivery Order Paragraph will be done when rates exceed more than 3% of the above provisional rates. The contractor is instructed to use their current provisional rates up to a 3% cap of the stated rates. The DOCO shall be **notified** prior to the use of any new rate.

- 21. **Due Diligence Adjustment – Master Contract A.1.1:** A Due Diligence Adjustment is not applicable for this Delivery Order.
- 22. **Subcontract Reporting -- Master Contract A.1.2.2(d)(4) and DRD Core-2:** In accordance with Master Contract FAR clause 52.219-9 (Small Business Subcontracting Plan), the Contractor’s proposed subcontracting plan has been reviewed and accepted by the Government. As a result, the Contractor’s subcontracting plan is hereby made a part of this Delivery Order.

The subcontracting goals for the ARMD centers, expressed as a percentage of total Delivery Order dollars, are as follows:

Category %	
Small Business (SB)	30%
Small Disadvantaged Business (SDB)	12%
Woman-Owned Small Business (WOSB)	5%
Historically Black Colleges and Universities (HBCU) and Minority Institutions (MI)	0%
HUB Zone	3%
Veteran Owned	3%
Service-Disabled Veteran Owned	3%

- 23. **Performance Retainage Pool (PRP) – Master Contract A.1.8:** The PRP is 3 percent and will be awarded on a discretionary basis, i.e., all, partial, or none. Any amount not authorized for disbursement will not be carried forward, and the Delivery Order will be unilaterally modified to decrease the order dollar amount. The PRP will be awarded on a semi-annual basis.
- 24. **Transition Bonus – Master Contract A.1.7:** A transition bonus of up to \$100,000 is available for completing a transparent/no disruption in service transition with the Center’s successor Contractor, but is only applicable to the end of this Delivery Order. The transition bonus may be granted if there is a transparent/no disruption in transition from the incumbent to a successor Contractor. Should a transition bonus be granted, the bonus will be disbursed in accordance with the schedule in the Contractor’s transition plan. The Center Director or designee will determine if the transition is smooth and successful and the amount of the bonus, if any. The Center Director’s decision is final and not subject to

the disputes clause. If the incumbent Contractor is the successor Contractor no transition bonus will be granted.

25. **Liability – Master Contract A.1.20 and DRD Core-4:** In the event of asset losses, the Contractor shall conduct the investigations and, if theft is suspected, shall request the assistance of Center security to ascertain pertinent facts and recover lost equipment. The Contractor shall keep accurate records of losses that are not recovered and deliver this information as set forth in **DRD Core-4**. Lost value shall be determined by using lease cost and depreciation. The Contractor shall keep accurate records of losses that are not recovered and shall provide quarterly updates of deductions against the annual \$100,000 asset liability clause for lost and missing equipment.

The Contractor shall investigate as a potentially missing asset all desktop/laptop seats that do not automatically update their asset inventory information for 60 consecutive calendar days, unless waived by the DOCOTR.

The Contractor's investigation shall include contacting the user and following the Center's procedures for reporting lost/stolen/missing assets in order to determine if the asset contained sensitive data. The Contractor shall notify NASA Security by submitting the Center's Lost/Stolen equipment form. Copies of all Loss/Stolen Forms shall be sent to the DOCOTR.

26. **Stevenson-Wydler Act - Master Contract C.3.2.2 and Core DRD-3:** The Contractor shall donate outgoing ODIN hardware for Stevenson-Wydler-type activities as follows: at least 25 percent of all out-going from the Center (i.e., a seat that has been refreshed once by ODIN) upon being refreshed a second, or more, time. ODIN-owned computer hardware shall be provided, at no cost, to eligible organizations. This activity shall be coordinated with the Government and reported in accordance with DRD Core-3.

The Contractor shall make equipment available for pickup at the Government facilities. The responsibility for and any cost associated with pickup or shipment to a receiving organization's location lies with the receiving organization.

27. **Asset Possession Tracking:** The Contractor shall maintain a system for tracking asset possession, including but not limited to, providing a form that the customer and Contractor sign to indicate change in possession of an asset, either from customer to Contractor or Contractor to customer. A copy of the signed form shall be provided to the customer, and the Contractor shall maintain a file of all such forms for the duration of the Delivery Order. In addition, if the property is Government-owned and is to be taken off site, the Center's procedures shall be followed to obtain proper authorization.

28. **Audits, Investigations, and Emergency Corrective Actions:** The Contractor shall provide all necessary support in the event of a Government-initiated investigation involving the Contractor's team or the Contractor's customers, and shall provide all services necessary to properly respond to NASA IT security bulletins or notices from the NASA Incident Response Center (NASIRC), or the NASA Chief Information Officer that apply to any Contractor-supported system or environment. The Contractor shall take necessary and/or immediate corrective actions on ODIN seats in response to these bulletins and notices, and shall notify the Center IT Security Manager (CITSM) or designee of any suspicious activities per Center security procedures. Audits, investigations, and emergency corrective actions may be initiated by the Office of Inspector General (OIG); Office of Management and Budget (OMB); Government Accounting Office (GAO); Federal Bureau of Investigation (FBI); or the Center's IT Security Manager, Chief Information Officer; Chief Counsel; Head of Human Resources, or others as directed by the DOCOTR.

29. **Miscellaneous Deliverables:** While separate DRDs are not created for the following ARMD deliverables, the chart below outlines the various ARMD deliverables required by this Delivery Order for administration purposes. See the respective Delivery Order Paragraph for complete details of these requirements.

Section	Paragraph Title	Item Due	Due Date(s)
II., Section A, ARMD General Requirements	Asset Management Database	Delivery Order Asset Management Database	A complete set of all monthly archives shall be provided to the DOCOTR at Delivery Order completion. (Due March 31, 2010)
II., Section E, ARMD Catalog Services	Volume Discount for Catalog Items	A letter to each ARMD Center DOCO that specifies the volume discounts (cost and percentage savings) that were realized in the previous 6-month period.	Semi-Annually (Due within 30 days after each semi-annual period)

## Part II. ARMD REQUIREMENTS

### Section A. ARMD General Requirements

1-14 Reserved CORE

15. **Homeland Security Presidential Directive 12 (HSPD-12) Support** – See Additional Center Specific Requirements.

16-19 Reserved CORE

20. **Agency Forum Participation:** The Contractor shall participate in Agency IT forums such as IT Security Working Groups, the Postmasters Working Group, Active Directory Working Group, the UNIX Working Group, Enterprise Architecture, NOMAD/COM and other working groups directly related to the services provided under the Center's Delivery Order, as necessary to fully support each center's Delivery Order.
21. **Support of Agency Initiatives:** As NASA continues to evolve its Agency initiatives (e.g. Enterprise Architecture, HSPD-12, NOMAD/COM), the Contractor shall remain cognizant of and committed to these requirements, advising the Government of any conflicts with the proposed initiatives that are directly related to the services provided under this Delivery Order.
22. **Revisions to NASA Directives, Technical Standards, Procedures, or Guidelines:** For any proposed change to NASA Directive, Standard, Procedure, or Guideline (e.g., NASA-STD-2804x, NASA-STD-2805x, NPR 2810.1x, where x is the most current version)

that the Contractor believes will have an impact to the seat costs, the Contractor shall bring forward that impact during the appropriate review period for that proposed change, and shall also notify the DOCOTRs of the impact(s). The Government will not consider any request for cost adjustment after a proposed revision of a standard has been approved. The Government will provide the standards documents to the ODIN Contractor during the review process. The Contractor shall bring forward comments during the review process.

To review directives in their entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: [http://nodis3.gsfc.nasa.gov/Library/main\\_lib.html](http://nodis3.gsfc.nasa.gov/Library/main_lib.html)

23. **Asset Management Database:** A copy of the Delivery Order Asset Management Database shall be archived monthly, on approximately the 15th of each month, for future reconciliation purposes, and this data shall be retained for the life of the Delivery Order. The ODIN Contractor shall update the database on a real-time basis based on Government-approved changes. This database shall include all services, along with quantities and pricing for each, included in the current Delivery Order. The DOCOTR shall have network access to the Delivery Order database. Additionally, a complete set of all monthly archives shall be provided to the DOCOTR at Delivery Order completion.
24. **Asset Management Tool Availability:** The Contractor shall have the ability to assess and report assets (hardware components and software versions and releases) within 24 hours of Government request.
25. **Principle Period of Maintenance (PPM):** For the Critical service level, the principal period of maintenance is 24 hours a day x 7 days a week. For all other service levels, the Principle Period of Maintenance is 6:00 a.m. to 6:00 p.m. Monday through Friday, local time, on Government workdays.
26. **Infrastructure Maintenance Support Hours:** No planned infrastructure maintenance activities shall be scheduled during prime hours (6:00 a.m. - 6:00 p.m. local time on Government workdays) without prior approval by the affected Center's DOCOTR, followed by notification to affected personnel at each Center. Scheduled outages during non-prime hours shall be coordinated with the specific customers, approved by the appropriate Center's DOCOTR, and followed by notification of all affected personnel at each Center.
27. **Infras tructure Support:** All ODIN-supported hardware and software that are part of the institutional IT environment related to desktop and network services shall have applicable software technology refreshment within 1 year after vendor release. This shall include operating systems, services software, and all other associated supporting software.

The institutional IT environment is defined as all ODIN-managed components, (excluding client desktops), hardware, and software required to deliver ODIN seats and services to the end user.

All ODIN-supported hardware and software that is part of the institutional (i.e., infrastructure and back office support) IT environment (e.g., network cable plant components, servers) shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or return to service within 2 contiguous hours during prime hours (6:00 a.m. – 6:00 p.m. local time on Government work days, Monday – Friday) and within 6 hours (for LaRC, within 4 hours) for all other times. Trouble calls may be placed on institutional components at any time by any individual (24 hours a day x 7 days a week). Unless waived by the DOCOTR, all users of the component shall be considered in a “down” state from the time of the failure, regardless of how the problem was reported or detected by the Contractor. In addition, all institutional servers shall have data backup/restoration and software tech refresh services at the “regular” service level.

If software refreshment requires upgrading hardware, the Contractor shall provide the necessary hardware components.

- 28. Infrastructure Technical Documentation:** The Contractor shall completely and accurately record all work performed under the ODIN contract. At a minimum, these records shall contain detailed technical information on the design, installation, maintenance, operation, augmentation, and decommissioning of services. The Contractor shall maintain physical and logical drawings of all systems under the scope of ODIN including major components (e.g., servers, storage devices, switches, routers, hubs, concentrators, repeaters, bridges, media converters) that typically make up the institutional center IT infrastructure. All records shall be in a mutually agreeable format between the Government and the Contractor, and shall be available to the Government.

Physical installations shall be recorded on as-built drawings. The as-built drawings shall identify, at a minimum, the locations of devices, inside and outside cable runs, cable terminations, pair assignments, device and cable types/manufacturers, and labeling conventions for cable, media, devices, patch panels. The Contractor shall give particular attention to concealed work that would be difficult to record at a later date such as cable runs through the Center's manhole system. The Contractor shall coordinate the creation/revision of these drawings with other pertinent Center organizations (e.g., facilities) and contractors as appropriate and/or directed by the DOCOTR.

For each service, the record shall have the information required to allow one to understand and/or operate the service. All documents created and/or revised by the ODIN contractor shall be consistent with existing Center documents and tools.

The Contractor shall maintain an up-to-date master table of contents of all drawings under their control, which shall be made available to the Government in an electronic, searchable form. The Contractor shall also maintain electronic and hardcopies of the latest version of each drawing on file for inspection by the Government at any time. At a minimum, for each drawing table of contents shall contain the title or description, service location (e.g., Building/Room), creation and/or revision date, format (e.g., blueprint), and drawing archival location. All documentation shall be the property of the Government.

- 29. Service Delivery Impacts:** The Contractor shall notify the Government in writing of issues and concerns that are, or have the potential of, hindering the Contractor's ability to deliver ODIN services in accordance with Delivery Order requirements. Items identified shall be classified according to their associated urgency and include a clear description of the impact, along with any proposed recommendations for addressing the situation. In general, the issues should be those that are out of the direct control of the Contractor to change and no reasonable work around appear to exist. Examples of issues or concerns that could be addressed are items related to:

- Negative impacts of new or planned NASA policies (with the exception of those that have undergone formal review process in accordance with Delivery Order Section/ Paragraph II.5), infrastructure, technology solutions, as well as concerns about existing policies, infrastructure or solutions that currently, or may in the future, impact ODIN service delivery.
- Concerns about particular situations involving groups of users with atypical or evolving usage habits that present new support challenges may also be specified.

- Other impacts and concerns as determined by the Contractor.
30. **Service Level Changes:** The ODIN Contractor will activate and implement service level changes within 5 business days upon receipt of government request.
31. **Temporary Seats – Master Contract C.5.9.3:** The Contractor shall provide temporary seats appropriately configured for the requested seat type, including any catalog-ordered augmentation. Pricing for a temporary seat shall be based on the monthly price of a comparably configured full seat. Prior quarter systems may be used for temporary seats provided they meet the users’ performance requirements. If required by the customer and approved by the DOCOTR, current Attachment R systems shall be used. Requests for 5 seats or less to be used for the same function shall be fulfilled within two business days; requests for more than 5 seats shall be fulfilled within 10 business days.
32. **Computer Seat Quality Assurance:** Whenever a seat is repaired, replaced, or refreshed, the Contractor shall ensure that all functionality of the seat, including all hardware, all software, and all externally attached devices, is operating properly in cases where such hardware, software, and externally attached devices are fully compatible with the repaired, replaced, or refreshed seat. The Contractor shall include the cost of this responsibility in the seat cost. The following are clarifications of this requirement:
- a. If requested by the Government, the Contractor shall, in cases where the internal/external component is fully compatible with the new seat, reinstall the existing external and internal devices, including monitors, to the user’s seat in order to maintain existing functionality. This reinstallation shall not be counted in the Center’s allocation of move/add/changes.
  - b. If the Contractor cannot reasonably reinstall the component due to incompatibilities and the user still requires the service, the Contractor shall assist the customer to research potential solutions. It is the user’s responsibility to purchase or acquire the replacement components, however, the installation shall not be counted in the Center’s allocation of move/add/changes.
  - c. The Contractor shall be responsible for ensuring that all seats are restored to the same working functionality that existed before an outage. Upon request of the Contractor the DOCOTR will evaluate the circumstances of the event and determine appropriate consideration, if any.
  - d. To the maximum extent possible, user data, preferences, and settings shall be restored and transferred by the Contractor to a repaired, replaced, or refreshed seat.
  - e. The Contractor shall notify the DOCOTR of outstanding repair issues over 10 business days old.
33. **ODIN Model and Services Training:** The Contractor shall offer ODIN Model and Services training to those who have not been exposed to ODIN, such as temporary staff, or new employees, or new POCs. This training shall be provided using at least two methods:
- a. Information shall be provided on a continuous basis to all Center employees on the ODIN web page about ODIN and the services it provides.
  - b. Instructor-led training shall be provided in a Government-provided training center. Classes shall be available quarterly at no additional cost to the Government.

**Section B. ARMD Computer Seat Services**

**1-40 Reserved CORE**

41. **Semi-Annual Attachment R Configuration Process:** The purpose is to achieve

hardware savings through standardizing the Attachment R configurations for volume hardware buys. The certified and accepted Attachment R configurations for the April and October quarters will remain constant for a six-month period.

All desktop/laptop/workstation hardware delivered shall, at the time of installation, meet or exceed all of the specifications of the current Attachment R unless waived by the DOCOTR.

This process does not change the current schedule for technology refreshment of ODIN seats based on Center-specific technology refresh periods.

The certification of the equipment for technology refreshment based on the performance specifications in Attachment R shall continue to be accomplished on the prescribed quarterly basis. If the submitted configurations fail to meet the performance specifications for the January or July quarters, the Contractor shall offer new configurations that meet or exceed the baseline of submit a request for waiver. If a new configuration or waiver is offered and approved, the Contractor shall either deliver the new configuration in lieu of the April or October configuration, or continue to provide the January and July configurations based on NASA consent.

42. **Shared Printer Infrastructure:** The Contractor shall discuss any plans to move any shared peripheral printers with the DOCOTR in order to provide an opportunity for the Government to appropriately adjust subscription service levels.
43. **Smaller Footprint Printer:** Subject to agreement of the customer(s) using the printer and approved by the DOCOTR, ODIN shall provide an alternative smaller printer of equal or lesser cost in the following cases:
  - a. For a customer who subscribes to critical print service and requires a dedicated printer;
  - b. For customers signed up for shared peripheral print services whose collective print volume is very low or if the “footprint” of the usual printer is too large for the office/facility environment.

The alternate smaller printers are not required to meet the minimum page-per-minute requirements of the Master Contract, but the speed of the substituted printer will be a consideration in the DOCOTR’s concurrence for substitution. If the customer is dissatisfied with the performance of the smaller printer, ODIN shall replace, at no additional cost to the Government, the smaller printer with the larger printer.

44. **Local Peripherals:** Maintenance for existing Government-owned local peripherals (e.g., attached printers, scanners, external hard-drives) shall be accomplished through sign-up of the peripherals as MA seats and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).
45. **Technology Refreshment (Hardware) – Master Contract C.7:**

At the time of technology refresh, if a system has added desktop hardware components that were not part of the initial baseline configuration or that exceed the comparable components of the new hardware being offered, the Contractor shall use best effort to reuse those additional components in the refresh box. These components shall only be used if compatible with the new system and if requested by the user.

Unless waived by the DOCOTR, the Contractor shall not reduce, as compared to the previous version, the size or speed of any Attachment R system configuration item of the purchased ODIN desktop seat (i.e., each succeeding revision shall be of equal or greater than the last). When portable computers are refreshed they must be replaced with

machines of similar functionality with current technology and units of equal to or better physical size and weight.

“Waterfall” hardware shall not be used to satisfy new seat requirements or refreshed seat requirements, unless waived by the DOCOTR.

At the time of refresh, user data shall be maintained for a minimum of 7 days to ensure that all user data has been transferred successfully.

- 46. Technology Refreshment (Software) - Master Contract E.3.1.7:** Master Contract requirements are supplemented with the following:
- a. Software refresh of standard application software suite products shall be completed for all full seats within 90 calendar days of the first seat being upgraded with the software refresh.
  - b. If a Government hold has been issued for refreshment of a standard application software suite product, software technology refresh shall be completed no later than the original scheduled completion date plus the number of days the Government hold was in place for all full seats.
  - c. A new product added to the standard application software suite shall be fully deployed on all full seats within 90 calendar days of Delivery Order mod execution.
- 47. Triage Support for ODIN and Non-ODIN Components - Master Contract C.5.5 and DRD ARMD-05**

Master Contract Requirements are supplemented with the following:

- a. Within 45 calendar days of being made available to the Contractor by written notification from the DOCOTR, updated releases of Triage 1 and 2 software shall be fully deployed to all required desktops.
- b. Within 90 calendar days of Delivery Order mod execution that adds new triage 1 or 2 software, the software shall be fully deployed to all required desktops.
- c. Installation or upgrade of triage 1 or 2 software shall not be counted against the Moves/Adds/Changes quantity.
- d. Upon start of a deployment or upgrade effort for a triage 1 or 2 component, weekly progress reports shall be delivered, in accordance with ARMD-05.

- 48. ODIN Standard Application and Triage Software – Core Attachment C:** For any product in the Core Standard Software Load, the Contractor shall provide the following services within the basic seat cost (i.e., does not require any additional purchases off the CSCC or elsewhere):
- a. Product purchase
  - b. Installation and integration
  - c. Full help desk support including knowledgeable technical user consultation
  - d. Accessible by all “full support” (GP/SE) seats
  - e. Maintenance and refreshment according to the subscribed service levels
  - f. Version and Release upgrades, including installation

For any Triage Level 1 product, the Contractor shall provide the (following services within the basic seat cost (i.e., does not require any additional purchases off the CSCC or elsewhere):

- a. Installation and integration
- b. Full help desk support including knowledgeable technical user consultation
- c. Accessible by all “full support” (GP/SE) seats for any seat that a license is provided

For any Triage Level 2 product, the Contractor shall provide the following services within the basic seat cost (i.e., Does not require any additional purchases off the CSCC or elsewhere):

- a. Installation and integration
- b. Trouble ticket management and redirection to non-ODIN service provider for problem resolution
- c. Accessible by all "full support" (GP/SE) seats for any seat that a license is provided

During technology refresh, the Contractor shall make a best effort to reinstall Triage Level 3 software. No additional purchases (i.e., catalog or other, are required for these services).

49. **Installation of Triage 2 Software:** Individual customer requests for an initial load of, or upgrade to, a triage 2 software component shall be completed on full seats within 2 working days or as negotiated with the DOCOTR. Such installations shall not count against the Moves/Adds/ Changes quantity.

50. **Backup and Restore Service – Master Contract E.3.1.16:** The Contractor shall provide the necessary infrastructure, client applications, and server support to provide center-wide backup and restore for desktops' local disks storage at the subscribed service level. Backups shall be performed in a Center-approved manner so as to not compromise network performance. Additionally, per the Master Contract, this service shall provide the capability to restore files and directories within 4 work hours of request for files and directories changed more than 1 day before and no older than 30 days, unless waived by the DOCOTR.

The ODIN Contractor shall be responsible for configuring systems so that all user data (e.g., email downloads and email attachments (where applicable), user files, user preferences, user settings, and third-party applications) are stored in a common location on the local computer, dependent on Center policy.

For basic and regular service levels, the ODIN Contractor shall be responsible for providing on-going training and outreach so that customers will place user data in the required location. Additionally the ODIN Contractor shall provide outreach to educate the users about their current back-up subscription level and to inform them of other service level options that are available.

The ODIN Contractor shall provide Center-wide backup and restore at the subscribed service level for all ODIN supported seats. At least once semi-annually, the ODIN Contractor shall verify that a restore using the previously obtained backup media, can be successfully executed that both accurately represents the most recent file residency and can be restored within the required timeframe. The verification process should be performed in a test environment using at least 5 randomly selected seats.

Additionally, the backup system shall provide the customer with a notification of whether or not their last scheduled backup was run completely and successfully, instructing them to contact the Help Desk if it did not. The Contractor shall also provide a mechanism for a customer to use at any time to determine when their last successful backup occurred.

If lost, corrupted, or erased data or files cannot be restored due a failure of the backup system, the Contractor shall be responsible and shall pay all costs to recover the data or files from the hard drive using a commercial recovery service.

51. **Remote Control/Seat Management:** No remote seat management shall be performed without the use of Center-provided or Center-approved session security products, and

remote management of desktop seats and servers shall be performed by the Contractor in accordance with Center IT security policy. Implementation of remote access requires coordination with the Center IT Security Manager to ensure the firewall rule set is configured to allow such access. On an exception basis because of the presence of sensitive data or other factors, remote control and/or maintenance of desktop systems and software may not be allowable or possible on certain systems.

52. **IPv 6 Compliance:** Any new or refreshed ODIN-provided or catalog-purchased network device shall be IPv6 compliant unless otherwise approved by the DOCOTR.
53. **Retention of Replaced Hard Drives:** When an internal or external hard drive is not repairable and cannot be verified as properly sanitized, whether the associated CPU is owned by the Government or by the Contractor, the unrepairable hard drive shall become the property of the Government and shall be physically turned over to the DOCOTR's designee. Any costs incurred by the Contractor because unrepairable drives need to go to the Government rather than to the manufacturer/supplier shall be specified separately on monthly invoices.
54. **Software Available for Home Use:** The Contractor shall provide, upon request by any ODIN desktop seat customer, current Center defined software that is designated below as "available for home use". This includes providing software updates when they are supported by the requesting ARMD center. Software shall be provided to the user within 2 workdays of the request. The Contractor shall also develop detailed instructions for home installation and provide a software distribution mechanism. The cost for meeting this requirement shall be included in the standard desktop seat price.

### Section C. ARMD Server Services

RESERVED

### Section D. ARMD Communication Services

RESERVED

### Section E. ARMD Catalog Services

#### 1-3: Reserved CORE

4. **Catalog Maintenance:** For Category 1 and 2 items purchased from the catalog, hardware maintenance is defined as standard ODIN "break-fix" and "return to service." For Category 3 purchases, maintenance is defined as manufacturers' warranty. For software purchased from the catalog, maintenance is defined in accordance with the manufacture's definition and licensing agreements. Service metrics for these maintenance items shall be the same as for the associated desktop seat.

#### 5-7 Reserved CORE

8. **Volume Discount for Catalog Items:** The ODIN Contractor's ARMD volume discount, calculation, and invoicing shall be as follows:

The Contractor shall attempt to consolidate catalog ordering across all supported NASA centers in order to provide the Government with a volume discount procurement of ODIN catalog services. The Contractor shall take the initiative to contact each ARMD center to determine if there is a ARMD Mission interest in obtaining possible candidates for volume buys. The Contractor shall aggressively work with their IT providers to identify and maximize potential opportunities for volume buys. Whatever discount percentage that the Contractor obtains, the same discount percentage shall be provided to the Government.

The Contractor shall provide a letter semi-annually to each ARMD Center DOCO that specifies the volume discounts (cost and percentage savings) that were realized in the previous 6-month period.

### 9-13 Reserved CORE

14. **Continued Use of Catalog Products and Services Acquired during Previous Delivery Order:** Catalog products and services that were acquired under a previous Center Delivery Order may continue to be used by end users throughout this Delivery Order period of performance. For initially purchased items whose 36-months of service has not expired, support for the catalog purchase shall continue at the original maintenance level (i.e., Category 1 or Category 3). For items whose support period has expired as of the effective Delivery Order date or during the term of this Delivery Order, within 30 days prior to service expiration, the Contractor shall notify the customer in writing of their options for continued maintenance support (e.g., sign up for an MA Seat, continue to use product/service without any support, purchase new product/service from catalog that includes 36 months of support). The ODIN Contractor shall continue support of the catalog item until the customer has been notified within the terms described in this paragraph.
15. **Color Network Print Services:** Color print services shall be offered via a catalog one- time charge to upgrade a black and white network printer to color. After the upgrade, the printers shall receive the same level of support as the standard black and white printers.
16. **Ergonomic Keyboard and Mouse:** The catalog shall include a variety of offerings for ergonomic keyboards and mouse devices such as:
  - a. Ergonomic Keyboard/Mouse at Refresh: ergonomic keyboard/mouse service coinciding with a full desktop seat's technology refresh. The catalog cost shall be the difference between the regular keyboard/mouse and the ergonomic keyboard.
  - b. Ergonomic Keyboard/Mouse: ergonomic keyboard/mouse service purchased at any time. The catalog cost shall include the full cost of the ergonomic keyboard because the user's original keyboard/mouse may not be reusable by ODIN.
17. **Dedicated System Administrator Catalog Offerings:** The following catalog offerings shall be available upon the effective Delivery Order date:

Dedicated system administration service for a specific group for 1, 3, 6, or 12 months of full-time or half-time service as coordinated with the DOCOTR. The intent is to provide a dedicated resource for a pre-defined group of users needing enhanced services as defined below. Two levels of service shall be available:

  - a. Intermediate: Frequent use and application of technical standards, principles, theories, concepts, and techniques. Provides solutions to a variety of technical problems of moderate scope and complexity. Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment and overall adequacy. Contributes to the completion of milestones

associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources. Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

- b. Senior: Complete understanding and wide application of technical principles, theories and concepts, in the field. General knowledge of other related disciplines. Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, and practical, and consistent with organization objectives. Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives. Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources. Frequent inter-organizational and outside customer contacts. Provides solutions to difficult technical issues associated with specific projects.

Dedicated system administration services purchased from the catalog shall be priced on a group basis, not on an individual seat or user basis. Purchase assumes the customer will provide office space in close proximity to the users being served for the person performing the dedicated system administration

The dedicated system administrator catalog offerings shall include a pre-negotiated set of the following services:

- a. Network protocol administration.
- b. Email account management.
- c. Access to and management of Center's domain-available peripherals and services (e.g., USENET, time, DNS).
- d. Network security management.
- e. User account management.
- f. Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines where applicable.
- g. Workstation host level security, including information about and access to system/application security patches, network services access control mechanisms and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation.
- h. System software problem resolution.
- i. Hardware procurement configuration consultation.
- j. Local, customized backup, restore, and archive service.
- k. Site specific license management for Triage 3 applications.
- l. Direct on-site user education and assistance.
- m. Site-specific consistent system configurations.
- n. Site-specific system documentation.
- o. Deskside system administration functions to support the installation and effective execution of organizational specific applications.
- p. Daily system monitoring.
- q. System-level performance monitoring, tuning and optimization.
- r. Site-specific client-server and network configuration management.
- s. Deskside per system account management (e.g., create, lock, and remove IDs)
- t. Site-specific peripheral management.
- u. Web server and installation and administration and web site management
- v. Address ongoing and emerging life cycle system administration issues for the installed computing environment.
- w. Perform capacity planning and site architecture to optimize use of information technology resources.

Section F. ARMD Metrics

**1-9 Reserved CORE**

10. **Level 1 Metrics – Master Contract Table F.1.1:** The following are the Level 1 metrics for ARMD that will be used in evaluating the Metric Performance Retainage Pool (MPRP):

**Table F.1.1 – Level 1 Metrics Table**

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
			Code R
<b>Desktop User Services</b>	<b>98.0</b>	<b>98.0</b>	<b>95.0</b>
<b>Phone Service</b>	<b>95.0</b>	<b>99.9</b>	<b>97.0</b>
<b>Fax Service</b>	<b>95.0</b>	<b>99.5</b>	<b>96.0</b>
<b>Local Video Service</b>	<b>95.0</b>	<b>99.5</b>	<b>95.0</b>
<b>Administrative Radio Service</b>	<b>95.0</b>	<b>99.9</b>	<b>95.0</b>
<b>Public Address Service</b>	<b>N/A</b>	<b>N/A</b>	<b>97.0</b>

11. **Refresh Customer Satisfaction Surveys:** The Contractor shall send a customer satisfaction survey to each customer after a hardware technical refresh and software refresh activities, as directed by the DOCOTR. These surveys will be included as part of the monthly customer satisfaction metric calculation.

Section G. ARMD Help Desk

**1-10 Reserved CORE**

11. **Tier One Help Desk Support:** The Tier One Help Desk staff shall attempt to resolve a problem at time of initial call for an average of 6 minutes before referring it to second level support, unless a solution is determined to be imminent. Calls for which it is immediately apparent that the Help Desk cannot resolve shall be immediately forwarded to the next level support. The Tier One Help Desk should serve as the central entity to ensure that customer issues are addressed efficiently and effectively with total customer satisfaction.

**Part III. ARMD IT SECURITY REQUIREMENTS**

**1-20 Reserved CORE**

21. **Anti-Virus Protection:** The Contractor shall provide an automated approach and managed anti-virus capability for both ODIN seats and non-ODIN systems connected to the center network infrastructure. ODIN desktops and laptops shall be configured to receive anti-virus updates at least once a day. The Contractor shall enable real-time file

protection and schedule full virus scans no less frequently than weekly for ODIN servers, and no less frequently than monthly for ODIN desktops unless otherwise defined in Center policies. The Contractor shall provide a Center-approved solution to protect the center from becoming vulnerable when laptop computers are returned to the center after being used off-site.

22. **Shared System Administration:** Shared system administration is permitted only with a written waiver approved by the Center IT Security Manager or designee.
  
23. **Session Security Requirements:** The Contractor shall use Center-provided security products if they are appropriate for the type of session security required. If Center-provided products are not applicable or appropriate for the type of security needed, the ODIN Contractor shall use only Center-approved products or technologies incorporating strong authentication and encryption. At present, NASA utilizes the Entrust product to help meet its IT Security needs. Other security products are likely to be acquired in the future.

#### **Part IV. RESERVED – CENTER TECHNOLOGY INFUSION (Infrastructure Upgrades)**

#### **Part V. ARMD Clauses**

##### **1-7 Reserved CORE**

8. **Safety and Health Plan–DRD ARMD-01:** In accordance with the NFS provision 1852.223-73 (Safety and Health Plan), the Contractor’s proposed Safety and Health Plan has been reviewed and accepted by the Government. As a result, the Contractor’s Safety and Health Plan is hereby made a part of this Delivery Order.
  
9. **Safety and Health Reporting – DRD ARMD-02:** In accordance with the NFS 1852.223-70 Safety and Health, Paragraph (d), the Contractor shall submit reports as described in DRD ARMD-02

#### **PART VI. RESERVED**

**Part VII. ARMD ATTACHMENTS**

<b>Attachment Number</b>	<b>Title Dated</b>		<b>Number of pages</b>
A	PRICE LIST FOR YEARS 1, 2, 3 --- SEE CORE		TBD
B DATA	REQUIREMENT DESCRIPTIONS	-	11
C	CORE STANDARD SOFTWARE LOAD CHANGES NOTE: NO INFORMATION TO DATE RESERVED TBD		
D RESERVED			
E	REVISED SEAT AND SERVICE LEVEL (REF Master Contract Attachment E) NOTE: NO INFORAMTION TO DATE RESERVED TBD		
F (RESERVE D)			
G (RESERVE D)			
H (RESERVE D)			

**ARMD Attachment B – DATA REQUIREMENT DESCRIPTIONS (DRD)**

In addition to Master Contract DRDs, the Contractor shall comply with Core, Mission and Center-specific DRDs.

**ARMD Mission**

<b>DRD NO.</b>	<b>SECTION/REF</b>	<b>DRD TITLE</b>
ARMD-01	See DRD	Safety & Health Plan
ARMD-02	“	Safety & Health Reporting
ARMD-03	“	Mishap Reporting and Close Call
ARMD-04 “		Service Summary
ARMD-05	“	Technology Implementation Plan
ARMD-06	“	Backup Service Status <del>Technology Issue Awareness Back</del>

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p align="center"><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: ARMD-01</p> <p>Page 1 of 1</p>
<p><b>3. TITLE:</b> Safety and Health Plan</p>		
<p align="center"><b>SUBMITTAL REQUIREMENTS</b></p>		
<p><b>4. TYPE:</b> 2</p>	<p><b>5. FREQUENCY OF SUBMISSION:</b> Continually update when necessary.</p>	
<p><b>7. DISTRIBUTION:</b></p> <p>Via Email to:</p> <ul style="list-style-type: none"> <li>- Center DOCO</li> <li>- Center DOCOTR</li> </ul>	<p><b>7. INITIAL SUBMISSION:</b></p> <p>Plan submitted with Delivery Order proposal. This plan, as approved by the DOCO, will be included in any resulting Delivery Order.</p>	
<p><b>8. REMARKS:</b></p> <p>The Safety and Health Plan is critical for performance of this Delivery Order.</p> <p>If the Contractor discovers new or unanticipated hazards, or if existing safeguards have ceased to function effectively, the Contractor shall update the Safety Plan, as necessary, within 30 days.</p> <p>Upon receipt of this Plan, the DOCO/DOCOTR will forward a copy to their respective Center Safety Office for review and comment of any recommended changes.</p> <p>Following approval of the Plan or revisions thereto by the DOCO, this Plan shall be followed completely by the Contractor in the performance of their work.</p>		
<p align="center"><b>DATA REQUIREMENT DESCRIPTION</b></p>		
<p><b>9. USE:</b></p> <p>To monitor safety related issues.</p>	<p><b>10. REFERENCE:</b></p> <ul style="list-style-type: none"> <li>• NFS Provision: 1852.223-73</li> <li>• NFS Clause 1852.223-70 (Ref. Mod to NAS5-98145)</li> <li>• NPR 8715.3</li> </ul>	<p><b>11. INTERRELATIONSHIP:</b></p>
<p><b>13. PREPARATION INFORMATION:</b></p> <p>For outline see NASA Procedural Requirement (NPR) 8715.3: NASA General Safety Program Requirements, Appendix E. Sample Safety and Health Plan for Service or Operations Contracts.  <a href="http://www.hq.nasa.gov/office/codeq/doctree/safeheal.htm#">http://www.hq.nasa.gov/office/codeq/doctree/safeheal.htm#</a></p> <p><b>The Hazard Analysis and Safety Plan shall describe how the Contractor will follow Federal, State, and NASA safety standards.</b></p>		

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p style="text-align: center;"><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: ARMD-02</p> <p>Page 1 of 3</p>
<p><b>3. TITLE:</b> Safety and Health Reporting</p>		
<p style="text-align: center;"><b>SUBMITTAL REQUIREMENTS</b></p>		
<p><b>4. TYPE:</b> 3</p>	<p><b>5. FREQUENCY OF SUBMISSION:</b></p> <p>In accordance with Center Safety Office reporting requirements</p>	
<p><b>8. DISTRIBUTION:</b></p> <p>For DFRC via email in accordance with Block 12 below to:</p> <ul style="list-style-type: none"> <li>- Center DOCO</li> <li>- Center DOCOTR</li> <li>- Center Safety Office</li> </ul> <p>For GRC see "Incident Reporting Information System" (IRIS), at URL: <a href="https://nasa.ex3host.com/iris/newmenu/login.asp">https://nasa.ex3host.com/iris/newmenu/login.asp</a></p> <p>For LaRC see "Contractor Monthly Accident Reporting" (CMAR), at URL: <a href="http://cmar.larc.nasa.gov/">http://cmar.larc.nasa.gov/</a></p> <p>For ARC see "Contractor Monthly Accident Reporting" (CMAR), at URL: <a href="http://cmar.arc.nasa.gov/">http://cmar.arc.nasa.gov/</a></p>	<p><b>7. INITIAL SUBMISSION:</b></p> <p style="text-align: center;">N/A</p>	
<p><b>8. REMARKS:</b></p>		
<p style="text-align: center;"><b>DATA REQUIREMENT DESCRIPTION</b></p>		
<p><b>9. USE:</b></p> <p>To monitor safety related issues.</p>	<p><b>10. REFERENCE:</b></p> <ul style="list-style-type: none"> <li>• DRD ARMD-01 (Safety and Health Plan)</li> <li>• NFS Clause 1852.223-70 Safety and Health, Paragraph (d)</li> </ul>	
<p><b>11. INTERRELATIONSHIP:</b></p>		
<p><b>14. PREPARATION INFORMATION:</b></p> <p>See NFS Clause 1852.223-70 Safety and Health, Paragraph (d).</p> <p>NOTE: This clause has not been updated yet to include the necessary items needed. Therefore, see the next page for the information required if submitting other than web-based reports.</p>		

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: ARMD-02</p> <p>Page 2 of 3</p>
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**3. TITLE:** Safety and Health Reporting

**12. PREPARATION INFORMATION (CONTINUED):**

QUARTERLY REPORTING

CONTRACTOR \_\_\_\_\_

CONTRACT NUMBER \_\_\_\_\_

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

# of Employees \_\_\_\_\_

# of Hours Worked \_\_\_\_\_

# of Lost Work Time Injuries \_\_\_\_\_

# of Lost Work Time Injury Days \_\_\_\_\_

# of Restricted Duty Injuries \_\_\_\_\_

# of Restricted Duty Injury Days \_\_\_\_\_

# of OSHA Recordable Injuries \_\_\_\_\_

# of Lost Work Time Illnesses \_\_\_\_\_

# of Lost Work Time Illness Days \_\_\_\_\_

# of Restricted Duty Illnesses \_\_\_\_\_

# of Restricted Duty Illness Days \_\_\_\_\_

# of OSHA Recordable Illnesses \_\_\_\_\_

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: ARMD-02</p> <p>Page 3 of 3</p>
<p><b>3. TITLE:</b> Safety and Health Reporting</p>		
<p style="text-align: center;"><b>DEFINITIONS</b></p> <p># of Lost Work Time Injuries - Number of injuries incurred by employees, where more than 8 consecutive hours of work were lost.</p> <p># of Lost Work Time Injury Day - Number of days lost by employees as the result of an injury incurred while working.</p> <p># of Restricted Duty Injuries - Number of restricted duty (light duty) injuries incurred by employees while at work.</p> <p># of Restricted Duty Injury Days - Number of days of restricted duty (light duty) incurred by employees as the result of an injury while working.</p> <p># of OSHA Recordable Injuries - Number of injuries that required more than first aid treatment but did not result in lost or restricted time, incurred by employees while working.</p> <p># of Lost Work Time Illnesses - Number of illnesses incurred by employees, where more than 8 consecutive hours of work were lost, while working.</p> <p># of Lost Work Time Illnesses Days - Number of days lost by employees as the result of an illness while working.</p> <p># of Restricted Duty Illnesses - Number of restricted duty (light duty) illnesses incurred by employees while working.</p> <p># of Restricted Duty Illness Days - Number of days of restricted duty (light duty) incurred by employees as the result of an illness while working.</p> <p># of OSHA Recordable Illnesses - Number of illnesses that required more than first aid treatment, but did not result in lost or restricted time incurred by employees while working.</p>		



<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  ARMD	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	<b>1. RFP #:</b> ODIN  <b>2. DRD #:</b> ARMD-04  Page 1 of 2
<b>3. TITLE:</b> Service Summary Report		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly	
<b>10. DISTRIBUTION:</b> Via Email to: - Center DOCO - Center DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 working days after the first month following the Delivery Order effective date.	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  To track service and areas of concern.	<b>10. REFERENCE:</b> NAS5-98145, Paragraph C.5 (Services Required)	
	<b>11. INTERRELATIONSHIP:</b> <ul style="list-style-type: none"> <li>• Delivery Order</li> <li>• NAS5-98145, Paragraph F.1.1 (Level 1 Metrics)</li> </ul>	
<b>16. PREPARATION INFORMATION:</b> The Contractor shall prepare a report which includes the following elements as applicable to the Center's scope of ODIN services: <ol style="list-style-type: none"> <li>1. Detailed explanation and duration of any downtime or reduced functionality time of the Network. Include the number of seats and NADs affected by this event.</li> <li>2. Report that provides detail associated with how service delivery and availability are calculated. Specifically, the report shall indicate the downtime associated with late deployment of patches and software updates.</li> <li>3. Break-out of items (seats or network services) not returned to service within required time frame, including item description, downtime, and rationale. Include price reduction calculations which are also to be included in monthly invoice supporting report.</li> <li>4. Report of phone services, including long distance usage, cellular phone usage, and trunk line utilization and traffic analysis. The Contractor shall perform traffic analysis on telephone system trunk groups for 1 week of every month, including collection of traffic statistics, calculation of actual grades of service, analysis of configurations required to provide targeted grades of service, and generation of monthly and annual usage summaries and traffic analysis reports. Include report of actual phone bills versus Delivery Order price for monthly non-cellular phone services.</li> <li>5. Statement of percentage of Priority Service Seat calls, and Priority Service Problem calls broken out by Center-specific organization.</li> <li>6. Summary, by Center-specific organization, of all Moves, Adds, and Changes (M/A/Cs) completed that month, with cumulative M/A/C's by organization listed for the 12-month year.</li> </ol>		

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: ARMD-04</p> <p>Page 2 of 2</p>
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**3. TITLE:** Service Summary Report

- \* 7. Report of network traffic vs. time for major components of the network, including backbone, isolation ring, segments, and interswitch links. These reports shall be available on a daily, weekly, and monthly basis.
- 8. By seat type, the number of desubscriptions and new subscriptions.

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\* **Electronic Query Only.**

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**AD HOC REQUESTS:**

In addition to the required reporting requirements, ad hoc requests may be issued when:

- 1. The Contractor is the only or primary source for the required information.
- 2. The total time to obtain and prepare (compile/format) the required data is less than 8 person-hours.

Examples of ad hoc requests of this nature may include (but are not limited to):

- Number of hits on a contractor supported web server
- E-mail usage statistics
- Total file storage usage statistics
- Network printer usage statistics
- Hardware and software configurations at the desktop level
- Network utilization over a time period
- Network traffic statistics
- Seat history information.

The contents of the report shall completely address the ad hoc information request. The data shall be compiled and formatted in a concise and easy to understand way including full and summary/rollup formats whenever appropriate.

The Contractor shall submit the reports electronically, via electronic mail or CD-ROM, in a mutually agreeable/interchangeable spreadsheet format.

Data will be reported at a level specified in the request.

Unless otherwise agreed upon for the particular request, the Contractor shall deliver the information/report within 5 working days of the request being submitted by the DOCOTR.

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  ARMD	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	<b>1. RFP #:</b> ODIN <b>2. DRD #:</b> ARMD-05  Page 1 of 2
<b>3. TITLE:</b> Technology Implementation Plan		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b>  Monthly - Due on the 10th business day of each month.	
<b>11. DISTRIBUTION:</b> Via Email or Available Electronically to: - Center DOCO - Center DOCOTR	<b>7. INITIAL SUBMISSION:</b>  April 13, 2007	
<b>8. REMARKS:</b>  This DRD provides NASA with the ODIN Contractor's plan for implementing both hardware and software at each of the centers. The Implementation Plan(s) shall provide sufficient detail of deliverables, milestones, and schedules. The Plan(s) shall clearly identify specifics related to implementation activities and timeframes for the implementation. The Plan shall also identify the technology evaluation activities that are used by the ODIN Contractor to ensure that the technology item is ready for production implementation and that all risk factors have been mitigated. The Plan(s) shall be a rolling plan that consists of a minimum of 12 months of required information, but not to exceed the length of the Delivery Order. Adjustments to the Plan(s) shall require both Government and Contractor concurrence. Within 10 business days of receiving each monthly plan, the DOCOTR will inform the Contractor if changes to the previously approved milestones and deliverables are approved.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  This DRD will provide the Government with sufficient insight into the planned software upgrades, hardware refreshes, infrastructure and tool set improvements, and implementation of previously approved technology infusion projects.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>• NAS5-98145, C.4 (ODIN Operating Model)</li> <li>• Delivery Order</li> </ul>	
<b>11. INTERRELATIONSHIP:</b>		

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>ARMD</p>	<p><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p><b>1. RFP #:</b> ODIN</p> <p><b>2. DRD #:</b> ARMD-05</p> <p>Page 2 of 2</p>
<p><b>3. TITLE:</b> Technology Implementation Plan</p>		
<p><b>17. PREPARATION INFORMATION:</b>  For each implementation item, the Plan shall include at a minimum the following:</p> <ol style="list-style-type: none"> <li>1. Purpose</li> <li>2. Objectives</li> <li>3. Scope</li> <li>4. Implementation approach</li> <li>5. Key roles and responsibilities</li> <li>6. Dependencies (internal, Mission, Agency, Center, Customers, Policy, Vendors, etc.)</li> <li>7. Impacts to end users</li> <li>8. Outreach approach</li> <li>9. Risks</li> <li>10. Risk mitigation for each risk</li> <li>11. Quality assurance approach</li> <li>12. Relevant standards, documentation, policy, etc.</li> <li>13. Milestones and deliverables (listed chronologically in tabular format)</li> <li>14. Change log (for narrative portion of plan)</li> <li>15. Project Schedule with baseline versus changes</li> </ol> <p>Additionally, a consolidated Gantt chart showing the start date, end date, milestones, and deliverables associated with each implementation effort shall be required. The chart shall preserve the baseline for each implementation effort until completed. Updates to the chart shall be easily identifiable and be made in such a way as to facilitate comparison to the baseline. Progress against the most recent version of the Gantt chart is shown each month.</p>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  ARMD	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	<b>1. RFP #:</b> ODIN  <b>2. DRD #:</b> ARMD-06  Page 1 of 1
<b>3. TITLE:</b> Backup Subscription Service Status		

<b>SUBMITTAL REQUIREMENTS</b>	
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Every 2 weeks.
<b>12. DISTRIBUTION:</b> Email electronic copy in Excel Format to Center DOCOTR or Available electronically	<b>7. INITIAL SUBMISSION:</b> N/A
<b>8. REMARKS:</b>	

<b>DATA REQUIREMENT DESCRIPTION</b>	
<b>9. USE:</b> This report will enable the DOCOTR and organization POCs to ensure the backups are properly subscribed for backups and verify that the service is being performed on a regular basis.	<b>10. REFERENCE:</b> <ul style="list-style-type: none"> <li>NAS5-98145, E.3.1.16 (Local Data Backup and Restore Service)</li> </ul>
<b>11. INTERRELATIONSHIP:</b>	

<b>18. PREPARATION INFORMATION:</b>  The report shall contain the following information for seats that have not had a successful backup in 30 days: <ol style="list-style-type: none"> <li>Customer Organization</li> <li>ODIN tag number</li> <li>Customer Last Name</li> <li>Customer First Name</li> <li>Platform type (Mac/PC/Unix)</li> <li>Subscribed backup service level (excluding "none")</li> <li>Confirmation (yes/no) that the customer has been contacted, via email, by the ODIN Contractor to make arrangements for reestablishing the backup service</li> <li>Any applicable comments</li> </ol> Both sections of the report shall be sorted by organization.
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**PART I: LaRC ADMINISTRATIVE DATA**

1- Reserved ARMD  
1-11 Reserved CORE  
12-29 Reserved ARMD

**30. Delivery Order Value – Attachment 1:**

The total estimated value of this Delivery Order is **\$29,596,718**

The unit prices set forth in Attachment 1, **LaRC Price Table dated March 21, 2007**, are applicable to the services ordered under this Delivery Order. The Price Model shall be maintained and made electronically accessible to the Government.

**31. Limitation of Funds, (Fixed-Price Contract) (March 1989), NASA FAR Supplement Clause 1852.232-77:**

- (a) Of the total price of items being procured under this Delivery Order, the sum of **\$1,809,323.00** is presently available for payment and allotted to this Delivery Order. It is anticipated that from time to time additional funds will be allocated to the Delivery Order.
- (b) The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the Delivery Order. The Contractor is not obligated to continue performance of the work beyond that point. The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the Delivery Order, anything to the contrary in the Termination for Convenience of the Government clause notwithstanding.
- (c) (1) It is contemplated that funds presently allotted to this Delivery Order will cover the work to be performed until **June 15, 2007**.
- (2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 85 percent of the total amount then allotted to the Delivery Order.
- (3) (i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.
- (ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds required for the timely performance of the Delivery Order for a further period as may be specified in the Delivery Order or otherwise agreed to by the parties.
- (4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request,

terminate this Delivery Order on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.

- (d) When additional funds are allotted from time to time for continued performance of the work under this Delivery Order, the parties shall agree on the applicable period of Delivery Order performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the Delivery Order shall be modified accordingly.
- (e) If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this Delivery Order, the Contractor incurs additional costs or is delayed in the performance of the work under this Delivery Order, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.
- (f) The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this Delivery Order.
- (g) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of the Master Contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.
- (h) Nothing in this clause shall affect the right of the Government to terminate this Delivery Order pursuant to the Termination for Convenience of the Government clause of the Master Contract.

32. **Sales and Other Applicable Taxes – Master Contract A.1.38:** Applicable taxes shall be included in ODIN prices.

33. **Monthly Invoice Periods – Master Contract Paragraph 1. Contract Terms and Conditions—Commercial Items (52.212-4) (May 1997) (Modified):**

For invoicing and payment purposes, the following guidelines shall also apply:

- a. Seat and service level services installed or in effect by “midnight on” the 15<sup>th</sup> day of the month will be invoiced for the whole month. “In effect” is defined as beginning when the equipment is delivered to the user and completely operational and ending when removed from the user.
- b. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.
- c. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month but will be invoiced beginning with the next month.
- d. Temporary seats are invoiced the same as non-temporary seat and service level services, however, the minimum invoice period for a Temporary Seat is one month. After the first 30 days of use, if the seat and service level services are in effect as of midnight on the 15th of a month, the temporary seat will be invoiced for the whole month. If the seat and service level services are cancelled on or before the 15th of a month, the temporary seat will not be invoiced for that month.

Catalog and other specialized services will be invoiced separately upon customer receipt.

Infrastructure upgrades will be invoiced separately upon completion or as negotiated.

34. **Non-Disclosure – Master Contract C.5.4:** The Contractor shall require each employee with potential access to any information and/or data available to them as a result of the performance of this DO, to sign non-disclosure statement certifications prior to commencing performance of duties, which might result in access to such information and/or data. A signed copy of the non-disclosure statement for all company employees and any subcontractors supporting the subject Delivery Order shall be filed in each of the respective employee’s personnel file, a copy shall be maintained with the Contractor’s Program Management staff, and a copy of all the signed agreements shall also be kept in one single folder, which shall be made available to the Government upon request. The following non-disclosure statement shall be used/obtained:

ODIN Contractor Services  
Under Master Contract NAS5-98145

NON-DISCLOSURE STATEMENT

I certify that I will not disclose any information (e.g., NASA specifications, requirements, data, sensitive information, proprietary information) concerning Delivery Order Contractor fill in specific center DO number and NAS5-98145 made available to me as a result of my performance under this Delivery Order/NASA Contract. This information may not be used for any other purpose.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**PART II LARC REQUIREMENTS**

**Section A: LaRC General Requirements**

**1-14 Reserved CORE**

**15. Homeland Security Policy Directive 12 (HSPD-12) Support** – See Additional Attachment H.

**16-27 Reserved ARMD**

**28. Infrastructure Technical Documentation:** The Contractor shall maintain accurate technical network documentation, including, but not limited to:

- a. Update the LaRC GIS database with locations and jack numbers of all jacks installed or modified during this Delivery Order;
- b. Maintain accurate documentation of which subnetworks are routed on which physical devices;
- c. Maintain accurate drawings of the network infrastructure including drawings showing the physical connectivity of the network devices;
- d. Maintain accurate drawings of LaRCNET in Microsoft Visio format. The drawings shall include all networks managed by ODIN. The drawings shall be made available to the Government. The drawings shall be considered, labeled, and handled as "Sensitive But Unclassified." The drawings shall be used for Langley ODIN and NCSB operations and planning only and shall NOT be distributed outside of the NCSB without the consent of the Center DOCOTR and the NCSB;

**29-33 Reserved ARMD**

**34. LaRC Network:** LaRC's local area network (LaRCNET) is a **critical element** of LaRC's information systems infrastructure; it transports **all** mission and administrative data on the Center. The Network and Computer Systems Branch (NCSB) is the Government entity that defines network policy and architecture at LaRC.

The majority of the access connections to LaRCNET are provided via Ethernet over Category 5e twisted-pair cabling. The ODIN Contractor is fully responsible for Operations, Maintenance, and Monitoring of the network including the cable plant, electronics, configurations, routing, and security.

The Government is responsible for all analysis and for the development/definition of future architectures to which the current implementation of LaRCNET will migrate. No infrastructure device shall be placed on the network without notification and concurrence of the Government.

"Critical LaRCNET Devices" is defined as the collection of devices that make up the isolation network (including connections to NISN and NREN), the core network, the distribution network, the domain name service systems (DNS), the network time protocol systems (NTP), the Cisco ACS systems, and the dynamic host configuration protocol (DHCP) service systems

The ODIN Contractor shall report architectural problems to the Government and shall make suggestions for mitigating problems or improving performance in an effort to provide greater insight into the network and its ability to provide greater NASA mission success

**35. Network Operations and Management:** The ODIN Contractor shall provide full support for the current implementation of LaRCNET. This includes all services and support necessary to operate and maintain the network on a day-to-day basis, including, but not limited to:

- a. Maintain the availability of the Critical LaRCNET Devices at 99.95%.

- b. Removal of inactive network connections via removal of punch-down and/or patch cables;
- c. Acquisition and configuration of physical elements of the network, including Cable Plant and Electronic Infrastructure (e.g., network switches, bridges, routers, end-equipment, test & analysis equipment) in accordance with the equipment standards defined in the paragraph entitled "LaRCNET Approved Equipment and Replacement Matrices;"
- d. Installation and operational checkout of new Electronic Infrastructure equipment and Cable Plant segments;
- e. Analysis, evaluation and repair of any condition which has caused an interruption to network service;
- f. Maintenance and repair of the Cable Plant and Electronic Infrastructure in accordance with the standards documented in the paragraph entitled "LaRCNET Approved Equipment and Replacement Matrices;"
- g. User help/support desk functions;
- h. Maintenance and support for network services, including Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Cisco ACS, and Network Time Protocol (NTP);
- i. Maintenance of IP routing capability within the campus and to wide area peers;
- j. Upgrade of system software and configurations as needed to meet LaRC security and performance requirements;
- k. Maintenance of up-to-date documented disaster recovery procedures for network devices and services;
- l. Providing accounts for NCSB Government employees on network management devices and tools for planning, troubleshooting, and auditing purposes;
- m. Reviewing and responding to system logs and security notices relevant to the network;
- n. Preparing and maintaining the security plan for LaRCNET;
- o. Implementing security measures and controls as defined by NIST and NASA policies.

The ODIN Contractor shall support the maintenance of LaRCNET by replacing failed electronic infrastructure equipment with devices that conform to the standards documented in the paragraph entitled "LaRCNET Approved Equipment and Replacement Matrices." Upgrade support shall include creation and maintenance of sub-networks utilizing the current infrastructure. It shall also include support for small-scale networks of 16 or less that utilize devices that conform to the standards in the LaRCNET Approved Equipment and Replacement Matrices. Large-scale upgrades will be handled by separate contract actions (i.e., Delivery Order modification or other contractual agreement). The Contractor shall provide full connectivity for all LaRCNET connections (for full computer, NAD, and LAN seats), including cabling from the wall plate to the networked device (as limited by Cat 5E specifications.)

Support coverage shall be provided during prime shift (i.e., 6:00 a.m. through 6:00 p.m.). On standard Government workdays, the ODIN Contractor shall initiate immediate corrective maintenance for critical problems and shall initiate corrective maintenance for isolated problems within 2 contiguous hours. During other than prime shift, the ODIN Contractor shall provide corrective maintenance for critical or isolated problems within 4 hours. In instances where prime shift begins before the end of the 4 hour non-prime response time, response time shall be provided within 2 contiguous hours of prime shift start or the expiration of the initial four hour corrective maintenance time, whichever is less. Maintenance and repair of non-critical problems may be delayed until the next prime shift.

During Government-initiated audits, investigations, or emergency corrective actions, the Contractor shall take necessary and/or immediate corrective actions on ODIN-supported systems and the ODIN supported network infrastructure in response to bulletins and notices, and shall notify the Center IT Security Manger or designee of any suspicious activities per Center security procedures.

- 36. Network Monitoring:** The ODIN Contractor shall use software and hardware systems to monitor network performance in near-real time, with special attention to Critical LaRCNET Devices.

Network monitoring of Critical LaRCNET Devices shall include link utilization, traffic type (unicast, multicast, broadcast), and top 20 traffic flow types (for example, http, ftp, voice, and video). The monitor points shall include the link to and between the Critical LaRCNET Devices. It shall also include the interconnections between the border network, the DMZs, and any connection to a non-Langley network (for example, NISN and NREN). Network monitoring shall be performed in a way that will not impact network performance.

The Contractor shall provide automated monitoring wherever possible and provide the Government access and reporting capability in an ad hoc fashion.

The Contractor shall monitor the health of Critical LaRCNET Devices in near-real time. Device health information shall include, but not be limited to, CPU utilization, backplane utilization, memory utilization, and, if the device supports the option, chassis temperature.

The ODIN Contractor shall use network monitoring information to pro-actively address network problems and performance issues before they are noticed by the network users. If the solution is out-of-scope of the delivery order, ODIN should propose network upgrades to the Government.

The ODIN Contractor shall support the permanent capability to capture and analyze network traffic and historic traffic flow information on any LaRCNET network that connects to a non-Langley network (for example NISN and NREN), on networks that connect the backbone network to the campus firewalls, and on distribution networks in buildings 1268, 1268b, 1268c, 1250, 1251, 1236, and 1209.

The ODIN Contractor shall support the capability to capture and analyze traffic on any campus subnetwork. Portable or remote monitoring tools may be used to meet this requirement.

The ODIN Contractor shall maintain and operate the LaRC Network Operations Center (NOC) on-site at LaRC. At a minimum, the NOC shall be staffed from 6:00 a.m. to 6:00 p.m. The operating environment of LaRCNET shall be monitored 24 hours per day x 7 days per week. The operational integrity of the network shall be checked at least once during each of the following timeframes:

- 1:00 a.m. to 5:00 a.m. on Government workdays
- 7:00 p.m. to 11:00 p.m. on Government workdays
- 2:00 a.m. to 6:00 a.m. on non-workdays (i.e., weekends and holidays)
- 8:00 a.m. to 3:00 p.m. on non-workdays
- 4:00 p.m. to 11:00 p.m. on non-workdays

Anomalies shall be reported to an ODIN network technician/analyst for resolution in accordance with Delivery Order requirements.

The NOC shall be maintained as the central managing point of LaRCNET and shall provide full network management and monitoring capabilities during normal operations as well as during network crises. Tools shall be made available in the NOC that will allow at least six simultaneous accesses to the suite of management and monitoring tools at any given time. The network shall be configured to allow for management and monitoring exclusively from the NOC (for example, access lists shall include key NOC devices). Monitors shall be used to display real-time status of the Critical LaRCNET Devices.

**37. LaRCNET Network Laboratory:** The LaRCNET Network Laboratory is used by both NCSB and ODIN to evaluate new products, to production-certify network devices before they are deployed, and to store spare network equipment. The ODIN Contractor shall maintain its functional lab space in an orderly fashion. The ODIN Contractor shall safely stack and store devices and cables not in use, and shall see to the disposal of all trash and empty containers generated during its laboratory activities.

**38. LaRCNET Approved Equipment and Replacement Matrices**

For the identified functional network components, equipment currently installed on LaRCNET is listed in one of two tables below.

In accordance with Master Contract Section C.7.2, Technology Infusion, and other Delivery Order provisions, the Contractor may recommend changes to the LaRCNET architectures and standards as defined in this document and/or other Government documents, in which case the Government will assess the offered recommendation for suitability and/or impact on the strategic direction of LaRCNET. Additionally, this standards document will be reviewed by the Government at least every 6 months so that items can be added or deleted as necessary, based on strategic planning for LaRCNET and commercial availability of equipment. Any changes to this listing will be made effective through the Delivery Order modification process.

a. Table 1:

<p><u>Table 1</u> identifies equipment that is approved for use on LaRCNET and is considered to be commercially available. Equipment listed in Table 1 shall be replaced with same model equipment should any currently-in-service component fail.</p>	
<b>Functionality</b>	<b>Approved Equipment</b>
WAN and Isolation LAN Connection	Catalyst 6509 Switch with a Supervisor 720
LAN Router (within the confines of LaRCNET user nets, e.g., 128.155 or 146.165)	Cisco 7206 Router Approved layer 3 switch Cisco 26XX Router
Edge Router (connection to local off-site contractors)	Approved layer 3 switch
LAN Ethernet / Fast Ethernet / Gigabit Ethernet connection including Layer 3 switches	Cisco 65XX Switch Cisco 40XX Switch Cisco 45XX Switch Cisco 35XX Switch Cisco 37XX Switch Cisco 29XX Switch
Remote Access	Cisco AS5300

b. Table 2:

<p><u>Table 2</u> identifies equipment that is approved for use on LaRCNET, however, the equipment may be obsolete and/or not currently commercially available. Failed equipment of types listed in Table 2 shall be replaced with the same kind of equipment if possible. If the same kind of equipment is not available (i.e., in the spares inventory or available from commercial sources, either new or refurbished,) the Contractor shall install the equipment identified as "GO TO" equipment for the functional component, and the Contractor shall so notify the DOCOTR. When a "GO TO" piece of equipment is installed, the Contractor shall fully support the new equipment, including, but not limited to, maintaining spares and providing vendor maintenance.</p>
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<b>Functionality Legacy</b>	<b>Equipment</b>	<b>"GO TO" Equipment</b>
LAN Router	Cisco 7206	Approved layer 3 switch
	Cisco 25XX	Cisco 26XX Router or an approved layer 3 switch
LAN Ethernet connection (IEEE 802.3 10BASE-T)	Synoptics 3000 Hub	Cisco Catalyst 40XX, 45XX, 35XX, 37XX, or 29XX (depending on number of connections)
	Synoptics 3030 Hub	
	Synoptics 2813 Hub	
	Asante 10T Hub/24	
LAN Switch	Cisco Catalyst 28XX	Cisco Catalyst 29XX or 35XX

39. **Special Purpose Networks:** The scope and technical breadth of LaRC's mission is such that unpredictable requirements arise for special purpose networks to support new mission requirements. As with LaRC's local area network, the responsibility for responding to such requirements will be divided between the Government and the ODIN Contractor (i.e., the Government will be responsible for the analysis of requirements and the architectural design of the associated special purpose network). Because of the ODIN Contractor's expertise and day-to-day LaRCNET operations experience, it is expected that the ODIN Contractor may be involved with analyzing requirements and designing special networks. Once the Government approves the network design, the implementation, day-to-day operations, and maintenance of the new special purpose network shall become the responsibility of the ODIN Contractor. Since the number of these networks and the subsequent scope of the associated network support services are not known in advance, the provision of these services may be addressed by a Delivery Order modification if/when special purpose network requirements develop.

40. **Wireless and Guest Network Support:** The Contractor shall provide support for the wireless network as part of the fixed seat prices. Support shall include, but not be limited to, maintaining and managing the infrastructure devices, user authentication, connection accountability, and appropriate data confidentiality.

For ODIN full computer seats, the appropriate wireless network interface device and wireless support shall be provided as part of the Regular, Fast, or Huge, or Public LAN service levels. For NADs, end users will obtain the appropriate wireless network interface device for their client, and they may use the wireless network as part of their subscription to the Regular, Fast, Huge, or Public LAN service level. The Contractor shall offer wireless network interface devices in the ODIN catalog consistent with Center networking standards.

Temporary visitor services will utilize the Public Network described in the section "Public Network Support". The Contractor shall provide user support including assistance in connecting from client computers to the Contractor-supported access points as well as assistance with user accounts and authentication.

41. **Public Network Support:** The Public Network is intended to support wired and wireless guest access requirements as well as wireless requirements for LaRC personnel, and will also allow connectivity for special security enclaves or DMZs. Due to security considerations, all connections, aside from the pre-approved guest wireless devices, are subject to Government concurrence. Installation of the public network infrastructure will be performed via the infrastructure upgrade process.

Regular, Fast, and Huge LAN service levels shall include access to the wireless part of the Wireless and Guest Network. Users who are authorized to use the Public Network but not LaRCNET will subscribe to the "Public" LAN service level on a full seat or NAD. The Contractor shall then provide support for the Public Network as part of the fixed seat prices. Support shall include maintaining and managing the infrastructure devices, connection accountability, user authentication in the case of wired guest and visitor connections, and written user instructions suitable for posting at the connection jack.

ODIN shall review Public and Wireless network operations for unauthorized usage and shall notify the Government of suspected unauthorized use so that users either discontinue unauthorized use or subscribe appropriately to ODIN-provided network services. "Unauthorized usage" is defined by the Government as use for more than 10 business days without subscription to an ODIN seat or NAD.

42. **Dynamic Host Configuration:** In accordance with LaRC's network architecture, the Contractor shall manage dynamic host configuration via the dynamic host configuration protocol (DHCP) services. The system will provide redundant capabilities with at least one back-up machine. The system shall be consistent with the LaRCNET database.
43. **Domain Name Service (DNS):** As part of ODIN network services, the ODIN Contractor shall maintain central domain name service (DNS) for the network and windows infrastructure that is compatible with the current network naming and addressing scheme and provides the most efficient routing of traffic.
44. **Network Time Protocol (NTP):** As part of ODIN network services, the ODIN Contractor shall maintain central network time service via the network time protocol (NTP). All network and network support devices shall have their clocks synchronized via the NTP system.
45. **CISCO ACS:** As part of ODIN network services, the ODIN Contractor shall maintain the LaRCNET Cisco Access Control System (ACS) devices, software, and configurations for the authentication and authorization of users on the Langley Remote Access system and to the LaRCNET network infrastructure devices.
46. **Infrastructure to Support New Users:** For this Delivery Order there are two measures that are used to define the requirements: "Capability" and "Capacity". For the purposes of this requirement, infrastructure is defined as "the active and passive components used to transfer information between two points." Infrastructure includes, but is not limited to, cable plant, premise wiring, phone switch, routers, hubs, concentrators, ethernet switches, and antennae.

**The Government is responsible for providing the capability while the ODIN Contractor is responsible for ensuring the capacity to meet the seat requirements.**

For this Delivery Order, the terms "capability" and "capacity" are defined as follows:

- a. Capability is the state of being able to provide an ODIN service such as a network or telephone.
- b. Capacity refers to the volume of a particular service that can be provided by the capability that is in place.

- c. If a capability exists within a facility, the Contractor is responsible for expanding the capacity to fulfill associated seat requirements, up to the maximum capability that is in place. If the infrastructure has reached maximum capacity or if the requirement cannot be handled by reconfiguration of existing equipment, the Government is responsible for augmenting the infrastructure to provide the capability necessary to provide additional service.

**47. Cable Plant Management:** The ODIN Contractor shall be responsible for the Center's cable plant management and associated services, including providing configuration drawings and providing full maintenance and operations of the cable plant and infrastructure. The Government will retain ownership of the entire cable plant, including all existing cable plant infrastructure and all items that are later replaced, added, or modified. No changes shall be made to the cable plant without the DOCOTR's approval. The Contractor shall provide sufficient connections to all end devices and networks.

The Contractor shall maintain the existing infrastructure in order to at least maintain existing LAN services. The cost for meeting these service levels shall be bundled into the seats that include network connectivity (i.e., SP, SE, NAD, and LAN seats).

The entire network infrastructure, including all cabling and electronic equipment, is considered part of the cable plant. Regardless of the approach that is used by the contractor to add, replace, or modify the cable plant, the entire cable plant infrastructure is completely owned by the Government and there shall be no asset transition value charge for any of the cable plant items.

**48. LaRC Login Domain Services:** As part of ODIN network services, the ODIN Contractor shall provide LaRC Forest and Domain services including, but not limited to, support for authorized users requiring access to Government data, electronic mail access, trust establishment and maintenance, and management and maintenance of all Domain-related infrastructure, e.g., domain controllers and the windows cluster, SQL, and WINS servers. Additionally, the ODIN Contractor shall perform routine checks to proactively maintain accounts, e.g., disable accounts that are no longer necessary and deleting accounts of employees no longer employed at LaRC, in accordance with LaRC policy for maintaining LaRC Domain accounts.

**49. Asset Tracking and Management:** Government-owned property (i.e., computer seats) which are to be maintained by the ODIN Contractor will be provided to the ODIN Contractor, along with all other available pertinent information for each seat, including any available warranty information including that for MA seats. These assets are to be maintained by the ODIN Contractor and ultimately replaced via refresh activities for GP/SE seats.

**50. Support for Excess of Government-Owned Property:** The Government will maintain property records for all Government-owned property. The ODIN Contractor shall pick-up all ODIN supported Government-owned equipment identified for excess by end-user organizations.

For desktop systems, prior to pickup, the ODIN Contractor is required to verify that user data is properly dispositioned. After pickup, the hard disk must be sanitized in accordance with existing policies and procedures. After sanitizing disks and prior to excessing, the ODIN Contractor shall install an operating systems on the computer equipment in accordance with existing policies and procedures.

Items shall be turned over to the Center Property Disposal Officer's representative at the on-Center location that the Center Property Disposal Officer delegates.

51. **Addition of New Seats – Master Contract A.1.18:** The Contractor shall provide new seats appropriately configured for the seat type according to the table below. For new desktop seats, the platform delivered shall meet or exceed the Contractor's appropriate baseline ranking using the Government's approved Independent Verification and Validation (IV&V) third party vendor rankings that are current at the time the new seat request notification is received.

Type	Delivery Requirement after receipt of valid order
Standard Seat (no augmentation)	10 working days
Standard Seat locally augmented	10 working days
Standard Seat with special order augmentation (i.e., system will be special ordered from vendor)	20 working days
UNIX Seats	45 working days

52. **Maintenance of IUPs from the Previous Delivery Order:** For IUPs that were completed during the previous ODIN Delivery Order, the costs for any related ongoing maintenance or operations activity shall be included in ODIN seat prices.

53. **Computer Seat Subscriber Volume Discount:** The Contractor shall provide volume discount for increased computer seat subscriptions in excess of the estimated quantities for this Delivery Order. In order to establish the baseline quantities, the ordered quantities on the December, 2006 invoice shall be used.

The Contract shall reduce the monthly seat price of all computer seats by the dollar reductions below if the computer seat subscribership under this Delivery Order increases by the volume increases in the table below.

The seat price reduction shall become effective when the increased quantity is maintained for a minimum of twelve (12) continuous months. At the end of the continuous twelve-month period, the Contractor shall provide a total credit amount equal to the previous twelve months' difference between the negotiated seat prices and the reduced seat prices. The Contractor shall continue to provide a monthly credit for the difference between the negotiated seat prices and the reduced seat prices.

If Delivery Order computer seat subscribership drops below the seat volume threshold, the reduction will stop, and the original seat prices will apply beginning with the month that the quantity decreased below the threshold.

Center Volume Threshold (Increased Quantity over Baseline)	Reduction (Per Seat Reduction to Computer Seat Prices at Baseline Quantities)
Increase of <b>500</b> seats	
Increase of <b>1000</b> seats	
Increase of <b>1500</b> seats	
Increase of <b>2000</b> seats	
Increase of <b>2500</b> seats	
Increase of <b>3000</b> seats	
Increase of <b>3500</b> seats	
Increase of <b>4000</b> seats	
Increase of <b>4500</b> seats	
Increase of <b>5000</b> seats	

Full Seats include PC and MAC Desktops, Laptops and Workstations. This is based on a minimum starting quantity of 1650 computer seats.

- 54. **Return to Service (RTS):** The Contractor shall implement "return to service" such that a user has access to functionally-equivalent software and hardware as prior to the failure, including Triage level 1, 2, and 3 software and Category 1 and 2 catalog items (provided valid licenses and media exist). The services for LAN Services, Shared Peripheral Service, File Service, and Desktop Conferencing on all seats shall adhere to the return to service metric subscribed in the seat's Hardware Maintenance service. Any of the above-noted bundled services not functioning within the seat shall result in the seat being defined in a down condition.
  
- 55. **Notice of Violation (NOV) Response:**  
The Contractor shall respond to any NOV issued for safety violations to the prime itself or its' subcontractors within three working days of issuance. The response should include cause for violation; mitigation of impact, if applicable; planned prevention of recurrence. Response shall be submitted to the issuer of the NOV.
  
- 56. **Border Network Upgrade:** The Contractor shall complete the implementation of the upgrade to the LaRCNET border network by May 1, 2007, including, at a minimum, completing and verifying the build-out in accordance with the project's Critical Design Review, documenting a thorough test plan, successful conduct of the Operational Readiness Review, completion of Government acceptance testing, and communication with the user community on impact and schedule.
  
- 57. **Completion of LaRCNET Subnetting:** The Contractor shall complete the full conversion of LaRCNET to a subnetted schema by June 1, 2007, including provisioning of 18 computer systems for managing and troubleshooting the LaRCNET subnetted infrastructure, and resolution of outstanding connections as listed in the document entitled " LaRCNET Connections for Subnetting."

**Section B: LaRC Desktop Services**

**1-22 Reserved Core**

- 23. The Contractor shall provide account seats for up to 100 summer interns at no additional cost for the period of time from the last week of May through the last week of August. If an account seat and associated services are required for other than this period, the Government will subscribe to an account seat for the extra period of time.

**24-40 Reserved Core**

**41-44 Reserved ARMD**

**45. Technology Refreshment (Hardware) – Master Contract C.7:**

Desktop Computer seat mass refresh shall be scheduled over a 4-month period of time (i.e., July through October) in years 1 and 2, and over a 3-month period of time (July through September) in year 3 and shall be based on the April Attachment R as long as the minimum seat performance level exceeds the current quarter performance ratings.

**The percentage of seats that shall be refreshed a year are:**

	<b>Year 1</b>	<b>50%</b>
<b>Year</b>	<b>2</b>	<b>40 %</b>
<b>Year</b>	<b>3</b>	<b>10 %</b>

#### 46-54 Reserved ARMD

55. **X.500 Directory Service:** The Contractor shall provide support, operation, and maintenance for the Center's X.500 Directory Service infrastructure in accordance with the current version of NASA-STD-2807 (The NASA Directory Service - Architecture, Standards, and Products). At a minimum, the Contractor shall update the Center's X.500 directory daily. Upon request by the DOCOTR or designee, the Contractor shall perform additional updates as required. The Contractor shall perform daily backup and provide the capability to restore all data (e.g., digital certificates). The Contractor shall make the X.500 data electronically available to DOCOTR or designee upon request.

56. **Email Service:** In accordance with Master Contract Section E.1 that defines desktop services including bundled network services, the ODIN Contractor is responsible for LaRC's e-mail service. The ODIN Contractor will provide all services and functions required to operate and maintain the Center's e-mail service. These include:

- a. Electronic mail services for NASA-supported projects and missions, including Civil Servants, Contractors, University Personnel, etc.
- b. E-Mail accounts
- c. Distribution lists (managed by the ODIN Contractor or authorized Government personnel)
- d. Off-site accounts added to the global address list
- e. Operation and maintenance of the e-mail servers (the Government is responsible for acquisition of these systems)
- f. Refinement/Development of the existing post office, including, but not limited to:
  - i. Program support for email administrative tools, including providing information on the addition or deletion of accounts.
  - ii. Program support for agency initiatives such as the inclusion of the UUPIC numbers, Agency ePayroll initiative and/or additional OneNASA Email changes as approved by the DOCOTR.
  - iii. Program support for changes due to enhanced feature sets.

57. **LAN Services – Master Contract E 2.3.7 and E.3.1.9:**

- a. The desktop LAN service levels are revised from Master Contract E.3.1.9 to read as follows:
  - i. Regular: 10/100MBPS
  - ii. Fast: 1GPBS
  - iii. Huge: 10GPBS
- b. Additionally, in accordance with the Master Contract, the Contractor shall ensure the following guaranteed throughput capability within the confines of the existing infrastructure:
  - i. 3 megabit per second for files 1 megabyte or less in size in facilities with IEEE 802.3 10BaseT wiring.
  - ii. 30 megabit per second for files 10 megabyte or less in size in facilities with single standard Fast Ethernet (typically 100BaseT) or FDDI connection.
  - iii. 155 megabit per second for files 50 megabyte or less with "Quality of Service" characteristics, e.g., bandwidth reservation, in facilities equipped with ATM.

58. **Service Levels for LAN Services:** The service levels for LAN Services for full computer seats and for NADs are defined as follows:

Service Levels	Typical Service Characteristics
Standalone	No network connection; system is standalone
Basic	10/100MBPS network access using existing infrastructure, access using a wireless interface (802.11), and for laptops, access using a standard modem.
Basic Cellular	Access to 10/100MBPS existing infrastructure, access using a wireless interface (802.11), access using cellular broadband, and for laptops, access using a standard modem.
Fast	1GBPS network access, access using a wireless interface (802.11), and for laptops, access using a standard modem.
Fast Cellular	1GBPS network access, access using a wireless interface (802.11), access using cellular broadband, and for laptops, access using a standard modem.
Huge	10 GBPS network access, access using a wireless interface (802.11), and for laptops, access using a standard modem.
Huge Cellular	10 GBPS network access, access using a wireless interface (802.11), access using cellular broadband, and for laptops, access using a standard modem.
Public LAN	Wired network access to the LaRC Public LAN

59. **Mac OS X Applications:** For full ODIN systems, the Contractor shall provide the required software applications in Native OS X (or subsequent) versions where they are available from vendors so that Macintoshes do not have to revert to Classic Mode unless no Native version exists.
60. **Installation of User-Requested Software and Hardware:** Future Center IT Security policy may restrict customer privileges for installing, configuring, and uninstalling non-standard software, hardware, and peripherals. The Contractor shall, upon customer request and subject to Center policy, either perform the requested action or temporarily adjust the customer's privileges to allow them to complete that requested action on their own. The Contractor shall respond to the customer request within 8 business hours. The Contractor may use Remote Control technology to address this requirement.
61. **LaRC-Specific Software Overlay and Triage Software:** In addition to the Core Standard Software Load, the Contractor shall provide and maintain the LaRC-specific software overlay as defined in Attachment C on all ODIN computer systems. Attachment C also lists LaRC Triage Software.
62. **Marimba Desktop/Mobile Manager:** If the Contractor chooses to continue its use of the Marimba Desktop/Mobile Manager in order to meet the requirements of this Delivery Order, the Contractor shall be fully responsible for operations, maintenance, and security support for the Marimba servers, and all costs shall be included in seat prices. The Contractor may coordinate with the Government to continue to use the previously-provided Marimba licenses and associated server hardware, however, the Contractor is fully responsible for all license maintenance, vendor maintenance support, and/or server hardware maintenance or upgrade.
63. **Informed Filler:** Informed Filler is a component of the LaRC Standard Load, and is currently

served via the LaRC key server. The Contractor shall continue to support the current key server infrastructure so that concurrent-use licenses can continue to be utilized by all full seats, or the Contractor shall provide single-user licenses for all full seats. All costs shall be bundled into the desktop seat prices. Additionally, an ODIN catalog item shall offer Informed Filler to non-ODIN systems.

- 64. Back Office Support:** At a minimum, the following components shall be included as part of what is defined as "back office" products and services: central calendar, email service, network time service, directory services (LDAP and Active Directory), network name/address resolution (both DNS and WINS), network device and remote access authentication (CISCO ACS), central Network File Systems (NFS) namespace, usernames, and the central LaRC MS Windows Active Directory Forest. The Contractor shall include back office support as part of the NAD service, however calendaring and email service require the NAD to be appropriately subscribed. Additionally, all NADS shall receive the same anti-virus protection (client and server) provided to full ODIN seats. The ODIN help desk shall provide users assistance for email, internet browsing, and calendaring to all ODIN seats, including NADS, in accordance with the Center required and supported software.
- 65. Computer Seat File Services – Master Contract E.3.1.15:** The amount of server file space per user associated with the file services service level is: None = 0 MB; Basic = 200 MB; Regular = 500 MB; Enhanced = 1 GB, however at LaRC, the Contractor is not responsible for expanding the necessary infrastructure to support this service.
- 66. Computer Seat Type Changes:** Computer seat type changes shall be supported in the following ways:

In addition to Core Section B, Item 9c:

- d. Upon DOCOTR request, the Contractor shall support seat changes without additional charge for up to      of the total number of desktop, laptop, and workstation seats per year.

The Contractor shall obtain DOCOTR approval for user requests to desubscribe computer seats in order to prevent the desubscription of an existing seat followed by a subscription to a new seat as a means to receiving a seat change outside of the above-listed methods.

**67. Local Peripherals:**

- a. Maintenance for Government-owned color printers (and any other hardware devices agreed upon) will be accomplished through sign-up as MA-MISC seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).
- b. The following variations, revisions, and clarifications to the Desktop Service Model, Master Contract Section E, are applicable:
- c. For MA-MISC seats, Hardware Maintenance is the only applicable maintenance service. (ODIN Application Software Support System and Software Maintenance are not applicable.)
- d. For MA-MISC Hardware Maintenance seats:
- (a) Premium is the standard service level.
  - (b) Regular is an option.
  - (c) Basic is not an option.
  - (d) Enhanced is not an option.
  - (e) Critical is not an option.

**68. NAD Limited System Administration Services:** Two additional system administration service levels shall be available for NAD seats, Limited System Administration 1 and Limited System Administration 2, LSA1 and LSA2, respectively:

a. The LSA1 optional service level shall include, at a minimum:

- i. Installation of Center-managed version of Symantec anti-virus client
- ii. Installation and management of PatchLink agent (including version upgrades and ensuring continuous operation) using Marimba or equivalent
- iii. Installation/implementation of LaRC/NASA OS configuration (CIS) templates (Active Directory Group Policy)
- iv. OS firewall configuration per ITSM center-wide guidance
- v. Migration to, if necessary, and maintenance of the system in the LaRC Domain and if necessary, in an OU (ODINs access to Active Directory)
- vi. Installation of critical patches as required by the ITSM for continued network access (Windows XP and Windows 2000) using WSUS
- vii. System is covered by an ODIN IT Security Plan

The LSA1 service level does not include providing OS or application software licenses or upgrades, installation of OS or application software or upgrades, hardware installation or maintenance, performance maintenance (e.g., drive defragging, event log monitoring)

b. The LSA2 optional service level shall include, at a minimum:

- i. Installation of Center-managed version of Symantec anti-virus client
- ii. Installation and management of PatchLink agent (including version upgrades and ensuring continuous operation) using Marimba or equivalent
- iii. Installation/implementation of LaRC/NASA OS configuration (CIS) templates (Active Directory Group Policy)
- iv. OS firewall configuration per ITSM center-wide guidance
- v. Migration to, if necessary, and maintenance of the system in the LaRC Domain and if necessary, in an OU (ODINs access to Active Directory)
- vi. Installation of critical patches as required by the ITSM for continued network access (Windows XP and Windows 2000) using WSUS
- vii. System is covered by an ODIN IT Security Plan

The LSA2 service level includes providing OS license and maintenance, installation of OS and upgrades, and system-level performance monitoring, tuning and optimization as requested by user.

Application software licenses or installation, or hardware installation or maintenance are not included in the LSA1 or LSA2 service levels.

**69. ENHANCED WORKSTATION SEAT DESCRIPTION:**

**Functionality:** The Workstation is, at a minimum, a two processor socket capable system intended for application development and execution of 32 and 64 bit higher performance scientific and engineering programs, making it a top performance system capable of supporting specialized resource intensive applications. The computer, and all associated services, are capable of meeting a wide range of scientific and engineering needs. Functionality includes the capability of running commonly used applications and/or office automation applications which require higher levels of performance than those at the Desktop seat level.

Typical functionality includes:

- a. Desktop publishing: advanced 2D graphics acceleration, large system bandwidth, cross- platform capability and superior display technology with color calibration capabilities.

- b. Modeling: graphics horsepower, memory, ultra-fast I/O, and bandwidth to render complex 2D/3D models and images with large polygon counts in real time.
- c. Image processing: bandwidth and memory capabilities to let visual professionals load, pan, zoom, view and edit large images such as detailed photographs and maps at interactive speeds.
- d. Video editing: an integrated analog video interface and wide system bandwidth combine to produce professional video editing capabilities at interactive speeds.
- e. Simulation: extraordinary throughput for visualization of large, complex databases and models---from architectural walk-through to flight simulations to 3D environments.
- f. S/W developer: accelerated 2D, 3D, imaging, and I/O capabilities—plus specialized software that leverages the OpenGL extensions integrated into the system.

**Platform:**

Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

<b>Service Levels</b>	<b>Typical Service Characteristic</b>
Standard PC/Linux	functionality

**Standard Services:**

<b>Service Type</b>	<b>Service Level</b>	<b>Typical Service Characteristics</b>
Platform	Standard	Linux functionality
Monitor	Regular	17" Flat Panel LCD
Architecture	Windows	32 or 64 bit architecture
Application Software	Regular	Standard Core S/W
HW Maintenance	Premium	Restore to service within 8 working hours
Systems S/W Maint	Premium	Restore to service within 8 working hours
Application S/W Support	Premium	Restore to service within 8 working hours
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Regular LAN	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as - identified in MC 3.5.2)
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Loaner Pool Management	None	No loaner pool management services

**Section C: LaRC Server Services**

**RESERVED CORE**

**Section D: LaRC Communication Services**

**1-8 Reserved CORE**

- 9. General:** The ODIN Contractor is fully responsible for operations and maintenance of LaRC's local area network (LaRCNET), LaRC's telephone system (LaTS), and LaRC's main videoconference system, and three roll-about videoconference systems. The Contractor also supports an increasing number of fax seats.
- 10. LAN Interface Connection Service Levels – Master Contract E.3.3.5:** The LAN seat service levels are revised from Master Contract E.3.3.5 to read as follows:
- Regular: 10/100MBPS
  - Fast: 1GPBS
  - Huge: 10GPBS
- 11. LAN3 Seats - Master Contract E.2.3.7.3:** LAN3 description is revised to be Gigabit Ethernet. For the purpose of this Delivery Order, regular LAN is defined as 10/100 Ethernet (the highest service that the current infrastructure allows.) FAST LAN is defined as 1GPBS Ethernet, and HUGE LAN is 10GPBS.
- 12. Fax Technology Refresh:** Fax seats shall be refreshed with fax systems that meet or exceed the capabilities of the seat's service characteristics as defined in the Master Contract. Refreshment of a fax seat shall occur when a given fax machine cannot be repaired and/or maintained to be compliant with the applicable service characteristics of the fax service level definitions. Refresh costs shall be bundled into fax seat costs. The Contractor shall support retrieval/reloading of user-supplied data (e.g., location, distribution lists, phone numbers).
- 13. LaRC Fax Services:** LaRC-owned fax machines that require ODIN fax support at effective Delivery Order date but do not align to the functionality of standard FAX1, FAX2, or FAX3 seats, will be signed up as FAX3 seats. The ODIN Contractor shall provide full fax maintenance and support services for these systems, including supporting the advanced functionality. Tech refresh of these fax systems shall provide a fax system that meets the functionality of the standard ODIN FAX3 seat. The ODIN Contractor's tech refresh activities shall include providing sufficient notice to users such that if the higher functionality is still required, the user may purchase an appropriate catalog item to upgrade from the standard FAX3 seat to the advanced featured fax system.
- 14. Remote Communication (RC) Seats:** RC service shall be provided for through purchases of RC seats and seat subscriptions to Remote S LAN Service. RC1 and RC2 seats will be based on the total number of requests for RC service of this type, which is presently defined by the number of

active Remote Access Service (RAS) accounts; the number of seats subscribed to Remote S LAN Service; and the capacity of the RAS system. Regardless of the number of RC1 and RC2 seats purchased, the ODIN contractor shall provide sufficient connection means for Remote S LAN services subscribed through GP3 or other seats. The Contractor shall include the following service elements in the RC seats.

- a. Provide security and log monitoring.
- b. Perform backups on authentication server(s).
- c. Administer RAS user accounts.
- d. Manage the archiving of Remote Access User Account Request forms.
- e. Generate statistical information.
- f. Create, distribute, and maintain RAS user manuals and related software.
- g. Maintain the content of the RAS web site.
- h. Troubleshoot user network connection anomalies.
- i. **Investigate the need for software upgrades due to changes or new versions of applications and their associated integration issues.**
- j. **Actively investigate the need for system upgrades and implement Government-approved changes.**
- k. Maintain RAS adherence to security procedures set forth by the Government for issuing accounts, resetting passwords, terminating inactive connects, and addressing unauthorized attempts to access the system.
- l. Provide continual documentation including, but not limited to, maintaining the RAS user profile documentation, RAS technical drawings, maintenance records, equipment manuals, operational manuals.
- m. Support and generation of report of usage statistics or other report required for criminal investigations.

**15. Phone System/Service Infrastructure:** The Contractor shall support, operate, and maintain the Center's system/service infrastructure for telephone, voicemail, and related services. Examples of functional areas considered part of the infrastructure are: training and consultation services, special phones (e.g., conference phones, digital phones with headset adapters), devices (e.g., data communications modules), peripherals (e.g., headsets, volume control handsets), configurations (e.g., data lines, call processing mailboxes, interfaces to external conference systems), system recordings, bypass telephones, Emergency Announcement System, and the Call Accounting System. Additionally:

- a. Phone-related peripherals and similar items shall be made available in the ODIN Catalog of Services and Commercial Components.
- b. The Contractor shall perform traffic analysis on telephone system trunk groups for 1 week of every month, including collection of traffic statistics, calculation of actual grades of service provided by the then current configurations, analysis of configurations required to provide targeted grades of service, and generation of monthly and annual usage summaries and traffic analysis reports.
- c. The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of telephone services, being vigilant to detect any potential fraud or abuse, both internal and external, including responding to requests from NASA management for detailed telephone usage reports.
- d. The Contractor shall coordinate with on-site contractors and others to extend privately procured telephone company services from the Center's service demarcation point to required work sites on the Center.

**16. ISDN Service:** The ODIN Contractor is responsible for providing ISDN service at LaRC, including:

- a. Day-to-day operation and maintenance of the Madge ISDN switch including diagnostics, trouble-shooting, and repair and/or replacement of BRI and PRI port cards; software and firmware updates; BRI line assignment; BRI line provisioning in accordance with end-user equipment; trouble-shooting of BRI lines; and trouble-shooting of incoming and outgoing PRI lines
- b. Installation of new BRI lines and relocation of existing BRI lines from Madge ISDN switch to the end-user's telecommunications jack locations
- c. Maintaining a current database containing information on all ISDN BRI circuit assignments, line provisioning, jack locations, end-user equipment and user names.

The Contractor shall support the currently installed and operational ISDN lines. Additional lines or the relocation of existing lines will be ordered via the ODIN catalog.

**17. PH1 through PH4 Seats - Master Contract 2.3.2:** The Contractor shall include the following service elements in the PH1 through Ph4 seats.

- a. Engineering, configuration, operation, and maintenance of the telephone switch and voice mail systems including maintenance contracts.
- b. Circuits connecting the center PBX to the local telephone company providing dial tone for access external to the center.
- c. An analog or digital (as appropriate to the service level ordered) port on a line card in the telephone switch.
- d. The cable pair(s) (copper circuit) extending the telephone switch port to the location of the telephone instrument. Cabling is provided as a part of a new seat installation up to the capability of the current switch configuration. Building remodeling or the addition of new facilities will be handled as an IUP. Movement of existing seats that require cabling will be assessed as a M/A/C where existing service exists.
- e. Set-up and testing.
- f. Documentation.
- g. Corrective and preventative maintenance on existing circuits.
- h. A telephone instrument as appropriate to the service level ordered.
- i. Telecommunications billing administration.
- j. Maintenance of voice processing applications.
- k. All corrective and preventive maintenance of the telephone cable plant infrastructure, and repair of cables damaged by nature shall be negotiated with the DOCO.
- l. Support testing of the UPS system including batteries, the back-up generator, and transfer switch.

**18. Central Communications Center:** The Contractor shall include the following in the Central Communications Center. The cost of performing these services shall be included in the telephone seat costs

- a. Administration, maintenance, and operation.
- b. Staffed during business hours, Monday through Friday.
- c. Provide directory assistance, assistance with establishing conference calls, and, as requested, assistance with placing long distance or international calls.

**19. Telecommunications Coordination and Service Administration:** The Contractor shall provide coordination and service administration for telecommunications services from other vendors such as Verizon, AT&T, etc. The Contractor shall also coordinate telecommunication services for other DOCOTR-approved requirements, e.g., phone service for off-site conferences or expositions, or special on-site circuits. The cost of performing these services shall be included in the telephone seat costs.

**20. Commercial Telephone Service:** The Contractor shall support local trunk service, international service, and long distance overflow service for the LaRC Telephone System, and shall have full responsibility and accountability for these services. The Government will receive and pay the monthly invoice for the Center's GSA/Verizon services, and the Contractor shall receive and pay the monthly invoices for AT&T International and ISDN services. At the start of each ~~Government fiscal~~ Delivery Order year, the Government will pay the projected yearly service costs for the AT&T services, and at the end of each ~~Government fiscal~~ Delivery Order year, the telephone service account will be reconciled as follows unless otherwise documented in the Delivery Order:

- a. If actual service costs are less than the projected yearly service costs, the Contractor shall issue a credit to LaRC (i.e., the Government) for the difference between the projected and actual costs. The credit shall be applied to the next year's annual cost projection amount. For the final year of the delivery order, the credit shall be applied to the final basic monthly invoice.
- b. If actual telephone service costs are more than the projected yearly service costs, the Contractor shall invoice LaRC (i.e., the Government) for the difference between the projected and actual costs.

Commercial Telephone Service						
Year	Projected Service Cost	Handling / G&A	Fixed Fee	Total Projected Cost	Actual Cost	*Reconciled Difference

**21. Internet Service Provider (ISP) Services:** The Contractor shall provide ISP services as follows:

- a. Management and engineering support of the LaRCNET to NISN Internet connection
- b. Monitoring and service restoration through the LaRC Network Operations Center (NOC).

**22. Voicemail Limit:** Master Contract Section E.3.3.1 is revised to be standard 30 minutes of storage, and the enhanced service level shall include 60 minutes of storage.

**23. Call Detail Recording and Reporting:** The Contractor shall support, operate, and maintain the Call Accounting System that uses the LaRC telephone system's call detail recording (CDR) and provides reporting and querying capability.

**24. Communication Seats/Service Model Variations:** The following variations, revisions, and clarifications to the Communication Seat/Services Service Model, Master Contract Section E, are applicable to this Delivery Order:

- a. Moves/Adds/Changes (M/A/C): Enhanced is not an option.
- b. Restore to Service: Basic is not an option; Regular is an option; Premium is the standard.
- c. For PH1 seats, "None" is an instrument option. No phone instrument shall be provided when the None instrument service level is selected. This service level is intended for use with special or customer-provided equipment that utilizes a phone line.

- d. The following seat definitions are applicable to the Langley Telephone System (LaTS):
- e. PH1 is an analog phone line. "None" is the standard instrument service level (no instrument), and Single-line instrument is an option.
- f. PH2 is a digital line. Single-line is the standard instrument (ROLMPPhone 120)
- g. PH3 is a digital line. Dual is the standard instrument type (ROLMPPhone 240), and Multi-24 (ROLMPPhone 400) is an option.
- h. LaRC Attachment B documents PH seat service level standards and options.

**25. Remote Communication Service:** The ODIN Contractor shall provide operations support and maintenance for the remote communications infrastructure, including, but not limited to, support for protocols such PPP and IP, and provision of real time usage reporting. Additionally, the Contractor shall:

- a. Manage the archiving of Langley Remote Access (LaRA) User Account Request forms.
- b. Generate statistical information on the usage of the remote communications infrastructure.

**26. RC1 Seats:** In Master Contract Section E.2.3.8.1, the functionality of an RC1 seat is revised to be: "Provide analog dial-in service that supports transfer rates up to 56Kbps/v.90 standards and digital dial-in ISDN service that supports transfer rates up to 128Kbps."

RC1 seats shall be available to any and all authorized users (i.e., all LaRC employees may request and shall be provided user accounts if so authorized). The Government will procure additional RC1 seats when and/or if additional remote communications capacity is required, i.e., when an increase in the number of simultaneous connections is required.

**27. RC3 Seats:** The Government currently utilizes T-1 LAN interfaces to provide network connectivity to near-site Contractor locations and intends to purchase RC3 seats to continue this functionality. For these RC3 seats, the ODIN Contractor shall provide, maintain, and support the T-1 LAN interface equipment at both ends of the T-1 circuit, but the ODIN Contractor is not responsible for providing the leased line(s) between the off-site location and the Government's demarcation point.

When T-1 circuits are used to provide network connectivity to on-site buildings, they are part of the LaRCNET infrastructure and shall be supported by the Contractor without the Government purchase of RC3 Seats.

The Government utilizes wide area network (WAN) connections that terminate on Ethernet and Fast Ethernet interfaces. In cases where the far-end facility is considered an extension of the LaRC campus, the Contractor shall maintain the equipment at both ends of the wide area connection and treat the facility as an extension of LaRCNET. In cases where the far-end facility is a non-LaRC facility, the Contractor shall maintain and manage the local network equipment and, on a case-by-case basis, the Government will make the determination as to whether the Contractor will manage the far-end equipment.

**28. Video Systems Engineering Support:** The LaRC video system is currently primarily analog, but is moving towards being a digital facility by Fiscal Year 2009. The Contractor shall support the current analog equipment and technology and shall also provide qualified expertise of RF video systems to design, operate, and maintain an RF distribution system on the Center, including providing engineering and consultation on analog and digital video/audio theory and operation, video servers, computer controlled video/audio routing systems, fiber optic audio/video distribution, and IP video distribution.

29. **Local Video System Services:** The Contractor shall support the existing video services infrastructure for video distribution and video teleconference services at the Center, specifically:
- a. Providing preventative and corrective maintenance and operation of the Center headend and all related equipment, including VHF, UHF, and satellite antennas; cable plants; all cable plant hardware; and distribution of video services to the Center's TVs and monitors. The Contractor shall provide management and support for the number and type of video system drops active at the start of the Delivery Order period of performance. Relocation or reassignment of existing connections and addition of new video connections to TVs and monitors shall be available in the catalog.
  - b. Receiving, videotaping, and distributing satellite downlinks and TV newscasts and other video programs, and for supporting satellite uplinks and other TV broadcasts.
  - c. Monitoring of all channels to ensure correct programming.
  - d. Review and schedule all requests to broadcast programming.
  - e. Broadcast programming at scheduled times included prerecorded video, live video, and conferencing as appropriate and/or requested.
  - f. Test all equipment regularly to comply with the Center's ISO/Quality Management System
  - g. Coordinate all equipment repairs and maintenance.
  - h. Provide maintenance contracts for the Concerto Router and supporting subsystems, and the Profile Video Server and supporting subsystems.
  - i. Perform all work as per relevant safety and electrical codes.
  - j. Maintain documentation.
30. **LaRC Video System Services:** In addition to the requirements for Local Video System Services enterprise requirements, the following shall be performed by the Contractor:
- a. Cleanup and removal of old coax cable throughout the Center.
  - b. Routine inspection of the outside distribution plant.
  - c. Routine signal level monitoring and adjustment.
  - d. Routine signal leakage monitoring.
  - e. Maintain current system engineering drawings.
  - f. Installation of new fiber optic transmitters and receivers for the baseband video distribution system. Hardware will be Government-provided.
  - g. Upon failure, replacement of amplifiers and taps with "smart" amplifiers and taps, or replacement of the existing coax cable, amplifiers, and taps with a fiber optic distribution system.
  - h. Replacement of the LNBS on the Simulsat satellite dish. The hardware will be Government-provided.
  - i. Installation of equipment for distribution of digital TV channels on the CATV system.
31. **Video Teleconference System (ViTS) Coordinator, Operator, and Scheduler Services:** For LaRC's main ViTS located in Bldg. 1201 and for three ViTS Roll-About (VRA) systems located in Bldg. 1268/rm 2033, Bldg. 1219/rm 225, and ~~in a third location to be determined~~ [Mod 4, 6/30/04] Bldg. 1219/rm 118, the Contractor shall fulfill ViTS Operator Services responsibilities comprised of, at a minimum, the following:
- a. Schedule conferences, search for rooms and times to schedule conferences between participants at LaRC and at other Centers, and make changes to times and locations for scheduled conferences.
  - b. Make changes to conferences on short notice to accommodate a conference for the Center Director or other senior manager.

- c. Track telephone calls and emails related to conference scheduling.
- d. Prepare for and connect to the conference bridge at the designated time (usually one half hour before the start of the conference) and resolve any technical problems.
- e. Remain present in the main ViTS room and connected to the conference's order wire for communications among all operators involved in each conference.
- f. Resolve any technical problems and operational issues that arise before or during a conference.
- g. Provide for and assist in the on-site verification process of non-NISN resources that use the NISN Bridge and subsystem.

**Section E: LaRC Catalog Services**

**1-17 Reserved CORE**

**18. Catalog Ordering:** All customer orders shall be placed within 1 business day of receipt of a Government-approved order. Similarly, the time from the Contractor's receipt of the ordered product from the supplier to the time of delivery and installation may not exceed 72 hours (3 business days) unless the delay is agreed upon or requested by the customer. The overall requirement is for 10 business days; the 1-day and 3-day requirements are subsets of the 10 business days.

**19. Previously-Purchased Communications Circuits:** The Contractor shall continue to provide maintenance and support for Communications Circuits that were previously purchased from the ODIN catalog during previous Delivery Orders. The catalog items would have been for dry circuit cable pair installation for a single, twisted pair (2-conductor) circuit.

Section F: LaRC Metrics

**1-9 Reserved CORE**

**10-11 Reserved ARMD**

**12. Calculation of Local Video Service Availability Metric:** Local video service is comprised of two subcomponents: video connections and video systems. The Contractor shall meet or exceed the goal metric of 99.5% for each of the subcomponents independently in order to be considered as having successfully met the overall local video service availability.

The Availability Metric for each of the subcomponents shall be calculated in accordance with the following:

$$\text{Video Connections Availability Metric} = 1 - \left[ \frac{\text{Total Down Time (hours) of all Connections}}{\text{Possible Hours}} \right]$$

and Possible Hours = (# of connections) x 12 hours/day x (# work days/month)

The calculation for the video connections availability metric shall reflect 75% for prime-time use and 25% for nonprime-time use.

$$\text{Video Systems Availability Metric} = 1 - \left[ \frac{\text{Total Down Time (hours) of the 3 Video Systems}}{\text{Hours of Scheduled Video Usage per Month}} \right]$$

Section G: LaRC Help Desk

**1-11 Reserved CORE**

**12. Help Desk:**

- a. The Contractor shall provide integrated customer support/help desk services 24 hours a day, seven days a week, to record service requests and trouble calls.
- b. The Contractor shall record after-hours trouble calls when the user places the calls. The restore to service timer, however, begins at 6am on the next business day unless the user has subscribed to the critical service level for Restore to Service, in which case the restore to service timer begins when the service call is received.

**13. Priority Service:** The need for priority service will be based on the urgency expressed by the customer when they call the help desk or during their discussion with the help desk. DOCOTR approval to grant the request for priority service is not required, however, DOCOTR approval to deny the request is required.

**14. Access to Remedy for Non-ODIN Service Providers:** The Contractor shall provide direct access to Remedy for the ConITS Help Desk, which supports business applications, including IFM.

**15. Help Desk Support Using LaRC Virtual Private Network (VPN):** The ODIN Help Desk will be provided with remote access to LaRCNET through the Center's Virtual Private Network (VPN) in order to provide the following services to Langley users:

- a. Reset Personal Identification Number (PIN) for RSA SecurID Authentication.
- b. Emergency Password Creation for VPN Access when RSA SecurID Token/Fob is in failure mode (e.g., flashing 8's on the LED).
- c. Reset MeetingMaker and Post Office passwords.
- d. Reset passwords for the Langley Windows 2000 domain.

These services shall be available to all LaRC users 24 hours a day x 7 days a week, however, none of these services shall be provided unless the user satisfactorily responds to on-line challenges to verify his/her identity. The help desk shall use at least two of the three challenges for every reset. If no on-line challenges/responses exist, the help desk shall transfer the trouble ticket to the appropriate ODIN or ConITS personnel at Langley. In all cases, the help desk shall notify [computer-security@larc.nasa.gov](mailto:computer-security@larc.nasa.gov) of each action (not including password resets) and the Langley user who requested the action.

## PART III CENTER IT SECURITY REQUIREMENTS

1-17 Reserved CORE

18-23 Reserved ARMED

**24. Information Technology (IT) Security Roles and Responsibilities:** IT security (ITS) is an inherently governmental function under the auspices of the Langley Chief Information Officer. IT security includes the operations, configuration, maintenance and monitoring of all devices connected to LaRCNET for the purposes of intrusion detection, vulnerability scanning, monitoring on-going IT security incidents (sniffers), penetration testing, two-factor authentication services, virtual private networks and firewalls, including project firewalls that are not on the perimeter of LaRCNET. Accordingly, these specific activities will not be the responsibility of the ODIN Contractor. These ITS devices are an integral part of the operation of LaRCNET; LaRCNET cannot be operated without these infrastructure devices in place. The Contractor shall provide network connectivity for all ITS infrastructure devices at no additional charge.

The Government also specifies the policies and configurations to be used on devices on the perimeter of LaRCNET to include, but not be limited to, border routers, servers for Langley Remote Access (LaRA) authentication, routers for the Atmospheric Sciences Data Center, DECNET, Langley Air Force Base, local Contractors, and ~~Cox-Internet~~ NISN. These configurations may not be changed without the explicit permission of the CITSM, except in an emergency situation, in which case the CITSM will be notified at the earliest possible moment to ratify the emergency action or to direct that it be modified.

Other services such as the X.500 Directory, the LaRC E-mail Post Office, and Domain Name Service (DNS) are critical to IT security. In particular, the X.500 Directory supports both the E-mail Post Office and the Public Key Infrastructure (PKI). A non-ODIN contractor will operate the Registration Authority for the PKI through the LaRC Security Office. The configuration of these systems will be based on policy given by the CITSM and will receive extensive scrutiny which may include specific direction to institute particular protective measures, possibly on short notice. Additionally, the E-Mail Post Office shall scan both incoming and outgoing e-mail for viruses and other hostile code.

The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise the remainder of LaRCNET. These components include, but are not be limited to, the Isolation Local Area Network (ISOLAN), the LaRCNET Backbone, all Ethernet segments within Langley buildings, and any LaRCNET segments that may be external to the Center firewall. The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise Langley-owned sub-networks outside the firewall. The ODIN Contractor shall comply with all NASA and Langley IT security policies. It shall not permit any system to remain connected to LaRCNET if it is physically connected to another network or to has an active modem, without explicit written authorization from the CITSM.

The ODIN Contractor shall report anomalous network behavior to the appropriate Langley Offices or designee. The ODIN Contractor shall configure, operate and manage all devices (such as sniffers) that are designed to monitor the performance of the network, but only to isolate performance or configuration problems. If these devices do uncover any suspicion of unauthorized utilization, suspected IT security incident (as defined in NPR 2810.1) or non-compliance with Langley minimum IT security configuration (LAPD 2810.1), the anomaly shall be immediately reported to the CITSM.

Under the guidance of the CITSM, the ODIN Contractor shall take action to isolate specific systems from the remainder of LaRCNET as the result of a suspected incident or severe vulnerability. The ODIN Contractor shall reconnect systems that have been so isolated only at the direction of the CITSM. Additionally, the ODIN Contractor shall be responsible for prompt, efficient and

professional coordination with the non-ODIN contractor for all suspected IT security incidents, including facilitating the installation of devices such as sniffers by the non-ODIN contractor to investigate and monitor these incidents. The ODIN Contractor shall not perform any IT security vulnerability scanning or monitoring without the explicit written direction of the CITSM.

The ODIN Contractor shall not permit any system with known high-risk vulnerabilities or vulnerabilities identified by the NASA or Langley CIO to be or to remain connected to the network, without the explicit written permission of the CITSM. When such vulnerabilities are discovered on ODIN managed seats, the ODIN Contractor shall notify the CITSM in writing within 2 business days and take corrective action as defined by the CITSM within 2 weeks.

The ODIN Contractor shall procure Center-wide licenses and maintenance for Symantec's anti-virus software and shall ensure that it is installed on all full ODIN seats and made available to non-ODIN systems by providing download, installation, and configuration information. The anti-virus software shall be kept current through frequent, periodic, automatic updates. The ODIN Contractor shall provide the only authorized managed version of Symantec's anti-virus software to the entire Center, including non-ODIN systems.

Similarly, the ODIN Contractor shall procure Center-wide licenses and maintenance for the Entrust PKI certificates and plug-in software, and shall ensure that it is installed, operational, and current on every full ODIN seat, and available for download/installation by non-ODIN systems.

The ODIN Contractor shall also provide customer support for anti-virus and PKI software for all Langley systems. The ODIN Contractor shall facilitate IT security plans for any systems that contain primarily ODIN seats. It shall also support audits and risk assessments conducted by the Government or its representatives for any systems or devices connected to LaRCNET. The ODIN Contractor shall facilitate the escalation of any activity that may impact performance and availability or cause non-compliance with NASA or LaRC policy or procedures.

The non-ODIN contractor will be available to assist the ODIN Contractor in the identification, isolation, and development of resolution strategies for anomalous internal LaRCNET behavior.

**25. IP Address Management:** The Contractor shall make available to the Government all applicable IP address information, and IP addresses shall be included in ODIN seat data that is provided to the ODIN user community. The data will be used to support investigations and audits, develop IT system security plans, and perform network monitoring and moves. The Contractor shall maintain accurate data for all IP addresses used with ODIN-managed assets and seats. All changes shall be reflected in the data within 24 hours, and a history of all IP changes occurring over the previous 12 months shall be maintained.

**26. Patchlink :** Patchlink is a CEI component for which the Government will provide all licenses. The Government intends to use a Patchlink Update system for, at a minimum, reporting for agency and other inquiries on the status of computer systems.

At LaRC, a non-ODIN contractor will be responsible for maintenance and operations of the Patchlink server and will provide Patchlink client installation and configuration instructions to ODIN for ODIN systems. If the ODIN Contractor chooses to use the full capabilities of the Patchlink Patch Distribution System to deploy and/or track software patches and updates to its computer seats, the ODIN Contractor shall coordinate with the DOCOTR to either interface to the non-ODIN contractor for system administration privileges on the Patchlink Update server or provide their own Patchlink update server at no additional cost to the Government.

**27. LaRC Core Standardization Efficiencies:** The CONTRACTOR has provided NASA savings based on Core standardization efficiencies. These efficiencies include the following; Core Security Plan, Core Common Load, adherence to Agency Security guidelines, and certification and accreditation of all ODIN products at the Agency level. Based on these efficiencies, the Contractor's service delivery model reflects this standardized approach. The CONTRACTOR shall be entitled to an equitable adjustment to the extent that these standardized approaches and guidelines are not followed based on the Core document guidelines. (Mod 1)

**PART IV. RESERVED – CENTER TECHNOLOGY INFUSION (Infrastructure Upgrades)**

**PART V LaRC CLAUSES**

1-7 Reserved Core  
8-9 Reserved ARMD

**10. LARC 52.211-98 – Places of Performance (Oct 2002)**

The places of performance shall be:

NASA, Langley Research Center, Hampton, Virginia and other sites as may be designated by the DOCTOR with concurrence of the DOCO.

**11. Data Rights:** The following clauses are applicable to this Delivery Order:

**A. FAR 52.227-14, RIGHTS IN DATA-GENERAL (JUNE 1987)** is hereby incorporated by reference.

**B. OWNERSHIP AND RIGHTS TO DATA AND DATA FILES:** The Contractor has no rights to any data and data files that Government personnel place onto any system provided or supported by the Contractor. The Government retains complete ownership and all rights to such data and data files. Subject to the provisions of this Delivery Order and Master Contract, the Contractor shall not read, record, or otherwise retain any such data or data files. In addition the Contractor shall, at the end of this Delivery Order, either destroy any such data and data files that it might have or return all copies of such data and data files to the Contracting Officer.

**C. HANDLING OF DATA (LaRC 52.227-28) (MAY 2003)**

- (a) "DATA," as used in this clause, means recorded information, regardless of the form, the media on which it may be recorded, or the method of recording. The term includes, but is not limited to, models, photographs, lab notebooks, diagrams, drawings, information subject to the Privacy Act, information of a scientific or technical nature, computer software and documentation thereof, and information of a commercial or financial nature.
- (b) In the performance of this Delivery Order the Contractor will have access to, be furnished, generate, or use one or more of the following categories of DATA:
  - (1) DATA of third parties that the Government has agreed to handle under protective arrangements;
  - (2) Government DATA, the use and dissemination of which the Government intends to control or is required to control by law; or

- (3) DATA that the Contractor will create or assist in creating under this Delivery Order that the Government has agreed to handle under protective arrangements or indicates that it intends to control.
- (c) In order to protect the interests of the Government and the owners, licensors and licensees of such DATA, the Contractor agrees, with respect to any of the types of DATA identified in paragraph (b), above, that is either marked with a restrictive legend, specifically identified to the Contractor as DATA being generated and to be marked with a restrictive legend, or otherwise identified in writing by the Contracting Officer or his or her representative as being subject to this clause, to:
    - (1) Use, disclose, and reproduce such DATA only to the extent necessary to perform the work required under this Delivery Order;
    - (2) Allow access to such DATA only to those of its employees that require access for their performance under this Delivery Order;
    - (3) Preclude access and disclosure of such DATA by the Contractor's personnel outside of that portion of the Contractor's organization needed for the performance of the Contractor's duties under this Delivery Order; and
    - (4) Return or dispose of such DATA, as the Contracting Officer or his or her representative may direct when the DATA is no longer needed for Delivery Order performance.
  - (d) In the event that DATA includes a legend that the Contractor deems to be ambiguous or unauthorized, the Contractor shall inform the Contracting Officer of such condition. Notwithstanding the ambiguous or unauthorized nature of such a legend, as long as the legend provides an indication that a restriction on the use or disclosure was intended, the Contractor shall treat such DATA pursuant to the requirements of this clause unless otherwise directed, in writing, by the Contracting Officer.
  - (e) Subject to the notice requirements in (f), below, the Contractor shall not be restricted in the use, disclosure, and reproduction of DATA that:
    - (1) Is, or becomes, generally available or public knowledge without breach of this clause by the Contractor or its employees;
    - (2) Is known to the Contractor at the time of disclosure; has been disclosed to the Contractor without restriction from the Government; or has been independently developed by the Contractor outside of the Contractor's activities under this Delivery Order;
    - (3) Has become known to the Contractor without similar restrictions from a source other than the Government or any party having work performed under this Delivery Order, that source having the right to disclose such DATA; or
    - (4) The Contractor is required to produce such DATA pursuant to a court order or similar Government action.
  - (f) If the Contractor believes that any event or condition removes the restrictions on their use, disclosure, or reproduction of DATA, the Contractor shall promptly notify the Contracting Officer in writing of such belief before acting on such belief, and, in any event, shall give written notice to the Contracting Officer before unrestricted use, disclosure, or reproduction of such DATA.

- (g) Before the Contractor has access to DATA identified in paragraph (b), above, the Contractor shall provide the Contracting Officer an acceptable written plan by which it intends to assure that its personnel who have or might reasonably have access to any such DATA, will honor the Contractor's obligation to safeguard such DATA. Should the Contracting Officer consider the proposed plan inadequate, the Contractor will be advised of the inadequacy and the Contractor will provide a revised plan. The Contracting Officer may suspend work under this Delivery Order, at no cost to the Government, until such time as the written plan of the Contractor is considered acceptable to the Contracting Officer.
- (h) The Contractor agrees to inform and instruct its employees of its and their obligations under this clause and to appropriately bind its employees contractually to comply with the access, use, disclosure, and reproduction provisions of this clause.

**12. Government Property Clauses:** The following Government Property clauses are applicable to this Delivery Order:

**A. FAR 52.245-2, GOVERNMENT PROPERTY (FIXED PRICE CONTRACTS) (JUNE 2003)** is hereby incorporated by reference.

**B. NFS 1852.245-71, INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (JUNE 1998), ALTERNATE 1 (MARCH 1989)**

- (a) The Government property described in the clause at 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge, non-interference basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

The Contractor shall not indirectly use or allow the use of Government property of any kind, including property leased to the Government, for other than officially approved activities. The Contractor has an affirmative duty to protect and conserve Government property, including equipment, supplies, and other property entrusted to the Contractor. Additional responsibilities of the Contractor include:

- (1) Notifying the cognizant property custodian, supervisor, DOCOTR, DOCO, and the Installation Security Officer immediately if theft of Government Property is suspected.
- (2) Ensuring that such equipment is used only in pursuit of approved NASA programs and projects.
- (3) Identifying equipment not being actively used in pursuit of approved NASA programs and projects.
- (4) Ensuring that equipment is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. Under no circumstances will the Contractor throw away Government equipment.
- (5) At Installation with full-time property custodians, assigned users retain all responsibilities including notifying cognizant property custodians of all activity associated with the user's assigned equipment.

- (6) *Per specific Delivery Order requirements, provide maintenance, repair, upgrade, enhancement, refresh, and coordination with Government personnel of physical location, status, and condition of Government property for which the Contractor provides purchased support. Use of Government property listed as available for use at clause 1852.245-77 is permitted in the performance of this Delivery Order on an as-available and as-is basis.*
- (7) *Should any item listed as available therein either not be available for use or else no longer be fit for use to meet the needs of the Contractor in the performance of this Delivery Order, the Contractor shall promptly notify the DOCOTR and, as required for its performance, the Contractor shall provide the replacement item for their own use. Any such replacement item shall be the property of and the full responsibility of the Contractor.*

The Contractor shall establish and adhere to a system of written procedures for compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

- (b) (1) The official accountable record keeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the Contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:
  - (i) The Contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;
  - (ii) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area;
  - (iii) The Contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all Contractor-acquired property until the property is transferred to the Government's accountability.
  - (iv) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the contracting officer and notification of the SEMO. The Contractor shall assume accountability and financial reporting responsibility for such property. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.
- (2) After transfer of accountability to the Government, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the contracting officer.
- (3) The Contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a quarterly basis, to the Contracting Officer and the Supply and Equipment Management Officer.

**C. FINANCIAL REPORTING OF NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (NFS 1852.245-73) (OCT 2003)**

(a) The Contractor shall submit annually a NASA Form (NF) 1018, NASA Property in the Custody of Contractors, in accordance with the provisions of 1845.505-14, the instructions on the form, subpart 1845.71, and any supplemental instructions for the current reporting period issued by NASA.

(b)(1) Subcontractor use of NF 1018 is not required by this clause; however, the Contractor shall include data on property in the possession of subcontractors in the annual NF 1018.

(2) The Contractor shall mail the original signed NF 1018 directly to the cognizant NASA Center Deputy Chief Financial Officer, Finance, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(3) One copy shall be submitted (through the Department of Defense (DOD) Property Administrator if contract administration has been delegated to DOD) to the following address: [Insert name and address of appropriate NASA Center office.], unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(c)(1) The annual reporting period shall be from October 1 of each year through September 30 of the following year. The report shall be submitted in time to be received by October 15. The information contained in these reports is entered into the NASA accounting system to reflect current asset values for agency financial statement purposes. Therefore, it is essential that required reports be received no later than October 15. Some activity may be estimated for the month of September, if necessary, to ensure the NF 1018 is received when due. However, contractors procedures must document the process for developing these estimates based on planned activity such as planned purchases or NASA Form 533 (NF 533 Contractor Financial Management Report) cost estimates. It should be supported and documented by historical experience or other corroborating evidence, and be retained in accordance with FAR Subpart 4.7, Contractor Records Retention. Contractors shall validate the reasonableness of the estimates and associated methodology by comparing them to the actual activity once that data is available, and adjust them accordingly. In addition, differences between the estimated cost and actual cost must be adjusted during the next reporting period. Contractors shall have formal policies and procedures, which address the validation of NF 1018 data, including data from subcontractors, and the identification and timely reporting of errors. The objective of this validation is to ensure that information reported is accurate and in compliance with the NASA FAR Supplement. If errors are discovered on NF 1018 after submission, the contractor shall contact the cognizant NASA Center Industrial Property Officer (IPO) within 30 days after discovery of the error to discuss corrective action.

(2) The Contracting Officer may, in NASA's interest, withhold payment until a reserve not exceeding \$25,000 or 5 percent of the amount of the contract, whichever is less, has been set aside, if the Contractor fails to submit annual NF 1018 reports in accordance with 1845.505-14 and any supplemental instructions for the current reporting period issued by NASA. Such reserve shall be withheld until the Contracting Officer has determined that NASA has received the required reports. The withholding of any amount or the subsequent payment thereof shall not be construed as a waiver of any Government right.

(d) A final report shall be submitted within 30 days after disposition of all property subject to reporting when the contract performance period is complete in accordance with (b)(1) through (3) of this clause.

**D. NFS 1852.245-77, LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997)**

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

- (a) Office space and work area space as described below, and utilities. Government telephone lines, for both local and long distance purposes, are available for official purposes only; pay telephones are available for Contractor employees for unofficial calls.

LaRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, on-site floor space up to the quantities indicated as follows and other identified office space agreed to with the DOCOTR: 4,000 sq. ft. of space in Building 1268 complex currently used for servers, the Help Desk, desktop operations, and Network Control Center, 3,300 sq. ft. in Building 1201 currently used for Network Operations, and 400 sq. ft. of Conex storage located behind Building 1201. The facilities/space includes custodial, security, and utilities. Seats for ODIN on-site personnel (e.g., telephones and computers, are not included in the Government seat count and will need to be provided by the ODIN Contractor). Other personnel space is provided in buildings with large user population to house distributed support personnel. There are several other buildings/rooms that are provided and used exclusively for network and telephone equipment. The Government offers the above-described on-site space at no charge.

- (b) General- and special-purpose equipment, including office furniture.
- (1) Equipment/items to be made available for use to the Contractor is listed in Attachment (N/A). The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location. Additionally, Government-owned items requiring Contractor maintenance coverage are defined in the Master Contract and herein.
  - (2) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records as required by the clause at 1852.245-71, Installation-Accountable Government Property.
  - (3) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval. However, advance approval is not required for items listed in the Contractor's asset management database and provided for the Government's use under this contract.

- (c) Installation -provided services:

- (1) Publications and blank forms stocked by the installation.
- (2) Janitorial services for provide office space.
- (3) On-Center mail services for official ODIN use.
- (4) Use of the Center's existing Internet service for official ODIN use.
- (5) Safety and fire protection for Contractor personnel and facilities.
- (6) Installation service facilities: Conference and training facilities as required for customer interface activities or training, as available and as scheduled and coordinated with Points of Contact and/or facility coordinators.

- (7) Medical treatment of a first aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
- (8) Cafeteria privileges for Contractor employees during normal working hours.
- (9) Building maintenance for facilities occupied by Contractor personnel.
- (10) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.
- (11) The following are additional installation-provided services at LaRC only:
  - a. Diesel fuel for ODIN-supported Government-owned generators
  - b. Use of LaRC facility 1268 LaRCNET Development Lab (room 2215 of Building 1268B), upon scheduling and as available
  - c. Existing infrastructure hardware items necessary for performing assigned tasks

(d) Software licenses as available and needed for support

**13. OBSERVATION OF SAFETY STAND DOWN EVENT BY CONTRACTOR EMPLOYEES (LaRC 52.223-92) (May 2006)**

The Langley Research Center (LaRC) Safety Stand Down Event is an annual event dedicated to learning best practices for a safe work environment. When the LaRC Director designates the Safety Stand Down event, the Contractor shall require all onsite and nearsite employees to participate in Safety Stand Down activities at LaRC. “

**14. OBSERVATION OF REGULATIONS AND IDENTIFICATION OF CONTRACTOR'S EMPLOYEES (LaRC 52.211-104) (FEB 2007)**

(a) Observation of Regulations--In performance of that part of the contract work which may be performed at Langley Research Center (LaRC) or other Government installation, the Contractor shall require its employees to observe the rules and regulations as prescribed by the authorities at LaRC or other installation including all applicable Federal, NASA and Langley safety, health, environmental and security regulations.

(b) Identification Credentials--At all times while on LaRC property, the Contractor shall require its employees, subcontractors and agents to wear credentials issued by NASA LaRC. Contractors will be held accountable for these credentials, and may be required to validate its active employees on an annual basis with the NASA LaRC Security Office. Immediately upon employee termination or contract completion, badges shall be returned to the NASA LaRC Badge and Pass Office. It is agreed and understood that all NASA identification badges remain the property of NASA and the Government reserves the right to invalidate such badges at any time.

(c) Employee Out Processing--The Contractor shall ensure that all employees who are terminated or no longer connected with work being performed under this contract are out processed through the LaRC Badge and Pass Office. Badges and keys must be accounted for and returned.

**NOTE:** The Contractor's employee outprocessing process shall also include notification to the DOCOTR.

**15. SECURITY PROGRAM/NON-U.S. CITIZEN EMPLOYEE ACCESS REQUIREMENTS (LaRC 52.204-91) (FEB 2007)**

Access to the LaRC by non-U.S. citizen employees, including those in permanent resident alien status, shall be approved in accordance with NPR 1371.2A, " Requirements for Processing Requests for Access to NASA Installations or Facilities by Foreign Nationals or U.S. Citizens Who are Reps of Foreign Entities". Processing requires advance notice of a minimum of 20 days depending on the nationality of the non-U.S. citizen or foreign representative. Access authorization shall be for a maximum of one year and must be re-evaluated annually. Non-U.S. citizen employees or foreign representatives must be under escort at all times while on Center (by a NASA Civil Servant or permanently badged contractor) unless otherwise approved by the International Visitors Coordinator (IVC).

16. **UNESCORTED ACCESS BY U.S CITIZEN CONTRACTOR EMPLOYEES (LaRC 52.204-102) (NOV 2002)** Visits by U.S. citizen contractor employees that are expected will exceed 90 days will require the employee to undergo a Background Investigation. All Contractor employees must, as a minimum, have a favorably adjudicated NASA Agency Check (NAC). However, a NAC is not required if the Contractor can certify that an employee has an active United States Government Security Clearance, (IAW requirements of Executive Order #12968), or has been the subject of a prior favorable NAC investigation.

For contractor employees requiring a NAC, the Contractor shall require its employees to submit a "Name Check Request" (NASA Form 531), an "Authorization for Release of Credit Reports" (NASA Form 1684), and a completed FD-258, "Applicant Fingerprint Card" to the LaRC Badge and Pass Office, Mail Stop 232. Fingerprint cards will be completed at the Badge and Pass Office only. Normal processing time for a NASA NAC is approximately 60 days.

17. **On and Near-Site Staffing Report:** The contractor shall submit a report which includes the number of on-site and near-site Work Year Equivalents (WYE's) performing work on the contract, broken down by skill category. An initial report shall be submitted by January 1, 2006 and shall be updated quarterly, on April 1, July 1, October 1, and January 1 of each year.

These reports shall be e-mailed to the following: [contractorwye@larc.nasa.gov](mailto:contractorwye@larc.nasa.gov) and to the DOCOTR. The subject line for the e-mail should be "Contractor WYE".

"On-site" WYE's include the time worked by prime contractor and subcontractor employees on this contract whose primary duty station is on-site at Langley Research Center, whether such employees charge direct or indirect in the contractor's or subcontractor's accounting systems (e.g., management and administrative staff may charge their time to an "indirect" account, but the time worked by such individuals shall still be counted in the on-site WYE).

"Near-site" WYE's include the time worked by prime contractor and subcontractor employees on this contract whose primary duty station is within 50 miles of LaRC. Work performed on local college campuses shall not be considered "near site" WYE's.

The contractor shall break out the On-site and Near-site WYE by skill category using the following categories: Scientist, engineer, technician, administrative professional, and clerical.

The information in these reports will be for internal government use only.

**18. OMBUDSM AN (NFS 1852.215-84) (OCT 2003)**

- (a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and contractors during the preaward and postaward phases of this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman is not to diminish the authority of the contracting officer, the Source Evaluation Board, or the selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source

selection process, or the adjudication of formal contract disputes. Therefore, before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution.

- (b) If resolution cannot be made by the contracting officer, interested parties may contact the installation ombudsman, Cynthia C. Lee, direct inquires to Mary Jane Yeager, NASA Langley Research Center, Mail Stop 134, Hampton, VA 23681-2199; phone (757) 864-2473; facsimile (757) 864-8541; email [Mary.J.Yeager@nasa.gov](mailto:Mary.J.Yeager@nasa.gov).

Concerns, issues, disagreements, and recommendations which cannot be resolved at the installation may be referred to the NASA ombudsman, the Director of the Contract Management Division, at 202-358-0445, facsimile 202-358-3083, e-mail [james.a.balinskas@nasa.gov](mailto:james.a.balinskas@nasa.gov). Please do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the contracting officer or as specified elsewhere in this document.

**PART VI      RESERVED**

**PART VII      LARC SPECIFIC CENTER ATTACHMENTS**

<b>Attachment Number</b>	<b>Title Dated</b>		<b>Number of pages</b>
A	PRICE LIST FOR YEARS 1,2,3,4 --- (RESERVED SEE CORE)		
B	LARC DATA REQUIREMENT DESCRIPTIONS (DRD)		
C	LARC CENTER OVERLAY TO CORE STANDARD SOFTWARE LOAD		
D	RESERVED		
E	SUMMARY TABLE OF LARC DEVIATIONS FROM CORE COMPUTER SEATS AND SERVICE LEVELS AND GRC COMMUNICATION SEATS AND SERVICES LEVELS		
F	LIST OF INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (RESERVED)		
G	LIST OF GOVERNMENT-FURNISHED PROPERTY		
H	NATIONAL SECURITY INFORMATION REQUIREMENTS (DD-254) RESERVED		
I	PERSONAL IDENTITY VERIFICATION		

**ATTACHMENT B**

**DATA REQUIREMENT DESCRIPTIONS (DRD)**

**Master Contract DRDs:** The following Master Contract DRDs are applicable to LaRC and shall be provided in accordance with Master Contract requirements:

<b>DRD NO.</b>	<b>DRD TITLE</b>	<b>COMMENT</b>
ODIN-1 Asset	Reporting Requirements	
ODIN-1A	Asset Transition Value Report	
ODIN-2 Perform	ance Metrics	
ODIN-3 Sensitive	Information Report	
ODIN-4	Emergency Preparedness Plan	
<del>ODIN-5 Teleph</del>	<del>one Directory</del>	Not Applicable to LaRC
<del>ODIN-6</del>		Not Applicable to LaRC
<del>ODIN-7</del>	<del>Small Business Subcontract Reporting</del>	Not Applicable to LaRC

**LaRC-Specific DRDs:** In addition to Master Contract and Core DRDs, the Contractor shall comply with LaRC-specific DRD requirements:

<b>DRD NO.</b>	<b>DRD TITLE</b>
LaRC-01	Invoice Supporting Documentation
LaRC-02	Software Technology Refresh Status & Schedule
LaRC-03 Network	Reporting

The following data descriptions are applicable to the type code set forth in the DRD documents identified above.

**TYPE DESCRIPTION**

- 1 Data requiring written approval by the procuring activity prior to formal release for use or implementation.
- 2 Data submitted to procuring activity for review not later than 45 days prior to release for use or implementation. Data shall be considered approved unless the contractor has been notified of disapproval prior to target release date.
- 3 Data submitted to the procuring activity for coordination, surveillance, or information.
- 4 Data produced or used during performance of the contract and retained by the contractor to be made available to the procuring activity upon request. The contractor shall furnish a list to the procuring activity when requested to do so.
- 5 Data incidental to contract performance are to be retained by the contractor and reviewed by NASA upon request.

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  NASA Langley Research Center (LaRC)	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	<b>1. RFP #:</b> ODIN  <b>2. DRD #:</b> LaRC-01  Page 1 of 1
<b>3. TITLE:</b> Invoice Supporting Documentation		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> <ul style="list-style-type: none"> <li>• Monthly, due on the 10<sup>th</sup> business day of each month.</li> <li>• Ad hoc, subset, or related ancillary data reports shall be delivered to DOCO within 5 working days of request by DOCO</li> </ul>	
<b>13. DISTRIBUTION:</b> Original and 1 copy, (attached to the Monthly Services Invoice) to Center's Payment Office at Address shown on Delivery Order Cover Page (SF 1449, Block 18a.)  Email electronic copy in Excel format to DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 business days after the first month following the effective date of the Delivery Order.	
<b>8. REMARKS:</b> Data provided shall match the invoice for the same time period.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  Verifying invoices and tracking overall Delivery Order and customer usage.	<b>10. REFERENCE:</b>  NAS5-98145, Paragraph (g) of Contract clause 1. CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (52.212-4) (May 1997) (Modified)  <b>11. INTERRELATIONSHIP:</b>	
<b>19. PREPARATION INFORMATION:</b>  The Contractor shall prepare a report which includes the following elements:  <u>Catalog Invoices:</u> N/A  <u>Infrastructure Upgrade Proposal (IUP) Invoices:</u> N/A  <u>Monthly Service Invoices:</u> <ol style="list-style-type: none"> <li>1. Adequate financial information to support/verify invoices (i.e., reconciliation of invoice amounts including a list, with quantities (including separate line item for temporary seats), of each item purchased and supported for that month by center-specific organization, less any performance subtractions), and retainage pool amounts (PRP and MPRP) for the month.</li> <li>2. Break-out of catalog dollars spent by center-specific organization.</li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  NASA Langley Research Center (LaRC)	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	<b>1. RFP #:</b> ODIN  <b>2. DRD #:</b> LaRC-02  Page 1 of 1
<b>3. TITLE:</b> Software Technology Refresh Status and Schedule		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly, due on the 10 <sup>th</sup> business day of each month.	
<b>14. DISTRIBUTION:</b> Via Email to: - Center DOCO - Center DOCOTR	<b>7. INITIAL SUBMISSION:</b> 10 business days after the first month following the effective date of the Delivery Order.	
<b>8. REMARKS:</b>  This report will enable the DOCOTR to maintain a responsible awareness of currently deployed software versions and releases to ensure the Software Technology Refresh requirements in the Delivery Order are being met for ODIN system and application software. The report will also help the Center plan for regular application of software updates in accordance with the Delivery Order.		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  To ensure software technology refresh requirements are being met.	<b>10. REFERENCE:</b>  NAS5-98145, Paragraph E.3.1.7 (Software Technology Refreshment)	
	<b>11. INTERRELATIONSHIP:</b>	
<b>12. PREPARATION INFORMATION:</b>  For each software component listed as Standard Load and Triage 1 provide the following information: <ol style="list-style-type: none"> <li>1. Software product/component name</li> <li>2. Platform (Macintosh, PC, Unix)</li> <li>3. Currently installed version/release and percentage of total seats at this software version/release</li> <li>4. Latest version/release available from vendor (or NASA if Triage 1)</li> <li>5. Date latest version/release became available from vendor (or NASA if Triage 1)</li> <li>6. Planned version/release refresh start date</li> <li>7. Planned version/release refresh completion date</li> <li>8. If not completed by planned date, percentage of seats still requiring refresh</li> <li>9. If not completed by planned date, revised completion date</li> <li>10. Refresh Status: planning/testing, in progress, or on hold (with reason)</li> </ol> <p>Note 1: For purposes of this report, applicable Microsoft products to be reported at the service pack level.  Note 2: For refreshes that are in progress, report on both the version/release being replaced and the replacement version/release.</p>		

<p><b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b></p> <p>NASA Langley Research Center (LaRC)</p>	<p align="center"><b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b></p>	<p>1. RFP #: ODIN</p> <p>2. DRD #: LaRC-03</p> <p>Page 1 of 1</p>
<p><b>3. TITLE:</b> Network Reporting</p>		
<p align="center"><b>SUBMITTAL REQUIREMENTS</b></p>		
<p><b>4. TYPE:</b> 3</p>	<p><b>5. FREQUENCY OF SUBMISSION:</b></p> <ul style="list-style-type: none"> <li>• Monthly, due on the 10<sup>th</sup> business day of each month.</li> <li>• Ad hoc, subset, or related ancillary data reports shall be delivered to DOCO within 5 working days of request by DOCO.</li> </ul>	
<p><b>15. DISTRIBUTION:</b></p> <p>Via Email:</p> <ul style="list-style-type: none"> <li>- Center DOCOTR and alternate</li> <li>- Center Chief Architect</li> </ul>	<p><b>7. INITIAL SUBMISSION:</b></p> <p>10 business days after the first month following the effective date of the Delivery Order.</p>	
<p><b>8. REMARKS:</b></p>		
<p align="center"><b>DATA REQUIREMENT DESCRIPTION</b></p>		
<p><b>9. USE:</b></p> <p>To monitor LaRCNET utilization, health, and availability.</p>	<p><b>10. REFERENCE:</b> LaRC Delivery Order</p> <p><b>11. INTERRELATIONSHIP:</b></p>	
<p><b>20. PREPARATION INFORMATION:</b></p> <p>“Critical LaRCNET Devices” is defined herein as the collection of devices that make up the isolation network (including connections to NISN and NREN), the core network, the distribution network, the domain name service systems (DNS), the network time protocol systems (NTP), the Cisco ACS systems, and the dynamic host configuration protocol (DHCP) service systems.</p> <p>The Contractor shall prepare a report which includes, at a minimum, the following elements:</p> <ol style="list-style-type: none"> <li>1. Monthly statistics as well as statistics for the most recent 12 months for the following: <ol style="list-style-type: none"> <li>a. Bandwidth utilization of Critical LaRCNET Device connections;</li> <li>b. Average and maximum utilization of CPU, backplane, and memory of Critical LaRCNET Devices;</li> <li>c. The top 20 traffic flow types crossing the LaRCNET border.</li> </ol> </li> <li>2. List unscheduled and scheduled downtime of Critical LaRCNET Devices for the previous month.</li> <li>3. The availability of Critical LaRCNET Devices as a percentage over a period of one year prior to the reporting date or the period from the beginning of the delivery order to the reporting date, which ever is shortest.</li> <li>4. Written summary for each Critical LaRCNET Device, addressing at a minimum, utilization, health, and availability of the overall network. In cases where the data demonstrates potential problems, the ODIN contractor should provide mitigation suggestions.</li> </ol>		

**ATTACHMENT C  
LARC SOFTWARE REQUIREMENTS**

**CORE STANDARD SOFTWARE LOAD**

The following table identifies whether the ODIN Contractor is responsible for providing the licenses for Core Software or whether the licenses will be provided by the Government.

<i>Application Window</i>	<i>s</i>	<i>Mac</i>	<i>ODIN Provides Licenses and Full Support</i>	<i>Government Provides Licenses; ODIN Provides Full Support</i>
ActivClient X		X	X	
Adobe Acrobat Reader	X	X	X	
Authorware Web Player	X	X	X	
Entrust Entelligence & required plug-ins	X	X		X
Firefox Web Browser	X	X	X	
Flash Player	X	X	X	
Internet Explorer	X		X	
Java run-time environment	X	X	X	
Macintosh Operating System		X	X	
Microsoft Office (Professional Edition with Outlook)	X		X	
Microsoft Office for MAC		X	X	
MS Entourage		X	X	
Symantec Antivirus	X	X	X	
PatchLink (Update)	X	X		X
Quicktime X		X	X	
Realplayer/RealOne Basic	X	X	X	
Shockwave X		X	X	
Stuff-It Standard		X	X	
Timbuktu (TBD – if at currently at use at all the centers)	X	X	X	
Windows Media Player	X		X	
Windows Operating System	X		X	
Windows Messenger	X	X	X	
Winzip X			X	
Citrix ICA Client	X	X		X
FileNet Desktop E-Forms	X	X		X
FetchFTP		X	X	
Flip4Mac Media Component/Freeware* -media player for Windows Media Player file		X	X	
Safari		X	X	
X.509 Root Certificates	X	X	X	

\*The Contractor shall provide the Freeware Version of Flip4Mac. If there is ever a cost for the freeware then the Government shall negotiate that additional expense.

## LARC SOFTWARE OVERLAY

The following table identifies software that, in addition to the Core Standard Load Software, shall be installed on all LaRC full seats.

<b>LaRC Software Overlay – To be installed on all full seats</b>								
<i>Application Vendor</i>		<i>Win</i>	<i>Mac</i>	<i>ODIN Provides Licenses and Full Support</i>	<i>Government Provides Licenses; ODIN Provides Full Support (Triage 1)</i>	<i>Government Provides Licenses; ODIN Installs (Triage 2)</i>	<i>Triage 2 POC</i>	<i>Comments</i>
Eudora Pro	Qualcomm	X	X					
Meeting Maker		X	X					
WebEx Plug-Ins		X	X	X				
VPN Client	Cicso	X	X			X		Laptops Only
ICE	Entrust	X						
FileVault Entrus	t		X					

## LARC TRIAGE SOFTWARE

The following table identifies software that the Contractor shall install on LaRC full seats upon user-initiated request. The level of support the Contractor shall provide for each software package is also defined.

<b>LaRC Software – To be installed individually upon request</b>								
<i>Application Vendor</i>		<i>Win</i>	<i>Mac</i>	<i>ODIN Provides Licenses and Full Support</i>	<i>Government Provides Licenses; ODIN Provides Full Support (Triage 1)</i>	<i>Government Provides Licenses; ODIN Installs (Triage 2)</i>	<i>Triage 2 POC</i>	<i>Comments</i>
MS Project	Microsoft	X			X			
SAP GUI	SAP	X	X			X	TDB	
SecureFX VanDyke		X			X			
SecureCRT VanDyke		X			X			
Adobe Acrobat – Full Suite	Adobe	X	X		X			
Flowcharter Micrograhx		X			X			
Norton Utilities	Symantec	X	X		X			
Palm Utilities	various	X	X		X			
X11	Open Source		X		X			
4 <sup>th</sup> Dimension Client	ACI US	X	X			X TDB		
AutoCAD Autodesk		X				X	TDB	
AutoCAD Viewer	Autodesk	X				X	TDB	
BASIC	HP	X	X			X	TDB	
C/C++	Borland	X	X			X	TDB	
Data Explorer	IBM	X				X	TDB	
Exceed Hummi	ngbi	X				X	TDB	

	rd							
Fortran Compiler	NAG	X				X	TDB	
IDL/ENV1	Research Systems	X	X			X TDB		
IEMP	GOTS	X	X			X	TDB	
JAVA Developers Kit	IBM	X	X			X TDB		
LabView	National Instruments	X	X			X TDB		
Lview Pro	M Media Research	X				X TDB		
Maple	Waterloo	X	X			X	TDB	
MathCAD Maths	oft	X				X	TDB	
Mathematica	Wolfram Research	X				X TDB		
MathLab	Math Works	X				X	TDB	
Maximo PSDI		X				X	TDB	
NASTRAN	MSC Software	X				X TDB		
Patran	MSC Software	X				X TDB		
PhotoShop Adobe		X				X	TDB	
Primavera Project Planner	Primavera	X				X TDB		
Pro Engineer Family, includes Pro/Engineer, Pro/Mechanica, Pro/Interlink, Pro/Application Manager	Parametric Tech.	X				X TDB		
PV Wave	Visual Numerics	X				X TDB		
Quick Basic	Microsoft	X				X	TDB	
SQL Plus	Oracle	X	X			X	TDB	
SQL Server	Microsoft	X				X	TDB	
TecPlot 360	Amtec	X	X			X	TDB	
Visio Standard	Visio Corp	X	X			X	TDB	
Visio Basic	Microsoft	X				X	TDB	
Visual C++	Microsoft	X				X	TDB	
Wavefront	Alias/Wavefront	X				X TDB		

## Attachment E

The following tables define LaRC Standard Service Levels for applicable seats, where LaRC standards deviate from the Core standards.

<b>Table Des</b>	<b>cription</b>
E-1 Comp	uter Seats
E-2 PH	Seats
E-3	Server Services Seats
E-4 FAX	Seats
E-5 LVID	Seat
E-6 RC	Seats

In all tables:

S = Standard Service Level

O = Optional Service Level

**TABLE E-1: COMPUTER SEATS**

Seat Types	DESKTOP	LAPTOP	WORK-STATION	MA1	MA MISC	NAD
<b>Architecture</b>						
Windows	S	S	S			
MAC	O	O	O			
Linux	O	O	O			
<b>Platform</b>						
Standard	S	S	S			
Lightweight		O				
Tablet		O				
<b>Processor</b>						
Regular			S			
Enhanced			O			
<b>Docking Station</b>						
None		S				
Basic		O				
<b>Monitor</b>						
None	O	S	O			
Basic 15"	O	O	O			
Regular 17"	S	S	S			
Premium 19"	O	O	O			
Enhanced 21"	O	O	O			
Critical 24"	O	O	O			
<b>ODIN Application Software</b>						
None						S
Standard	S	S	S			O
<b>Hardware Maintenance</b>						
None					O	S
Basic 3 work days	O	O	O	O	O	O
Regular next COB	O	O	O	O	O	O
Premium 8 bus hrs	S	S	S	S	S	O
Enhanced 4 bus hrs	O	O	O	O	O	O
Critical 2 contig hrs	O	O	O	O	O	O
<b>System Software Maintenance</b>						
None					O	S
Basic 3 work days	O	O	O	O	O	O
Regular next COB	O	O	O	O	O	O
Premium 8 bus hrs	S	S	S	S	S	O
Enhanced 4 bus hrs	O	O	O	O	O	O
Critical 2 contig hrs	O	O	O	O	O	O
<b>ODIN-Appl Software</b>						

Seat Types	DESKTOP	LAPTOP	WORK-STATION	MA1	MA MISC	NAD
<b>Maintenance</b>						
None	O	O	O			S
Basic 3 work days	O	O	O			O
Regular next COB	O	O	O			O
Premium 8 bus hrs	S	S	S			O
Enhanced 4 bus hrs	O	O	O			O
Critical 2 contig hrs	O	O	O			O
<b>Hardware Tech Refresh</b>						
Basic 5 yrs	O	O	O			
Regular 4 yrs	O	O	O			
Premium 3 yrs	S	S	S			
Enhanced 1.5 yrs	O	O	O			
<b>Software Tech Refresh</b>						
Regular	S	S	S			
Enhanced	O	O	O			
<b>Moves, Adds, Changes</b>						
Regular	S	S	S	S	S	S
Enhanced						
<b>LAN Services</b>						
Standalone/No ODIN-supplied network conn.	O O O			S	S	
Regular LAN (Includes Wireless & Public)	S S S					S
Regular Cell (includes Cell Broadband, Regular, Wireless, & Public)	O O O					O
Fast LAN (Includes Wireless & Public)	O O O					O
Fast Cell (Includes Cell Broadband, Fast, Wireless, Public & Cell Broadband)	O O O					O
Huge LAN (Includes Huge, Wireless & Public)	O O O					O
Huge Cell (Includes Cell Broadband, Huge, Wireless & Public)	O O O					O
Public LAN (Includes Wireless)	O O O					O
<b>Integrated Customer Support / Help</b>						
Basic				O	O	O
Regular	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O
<b>Training</b>						
None	O	O	O	S	S	S
Basic	S	S	S			O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	MA1	MA MISC	NAD
<b>System Administration</b>						
Basic	O	O	O	S	S	S
Regular	S	S	S	O	O	O
Enhanced	O	O	O	O	O	O
Limited SA 1						O
Limited SA 2						O
<b>Shared Peripheral Services</b>						
None	O	O	O	S	S	O
Basic 150 ft	O	O	O		O	O
Regular 60 ft	S	S	S		O	S
Enhanced 30 ft	O	O	O		O	O
Critical Within office	O O O				O	O
<b>File services</b>						
None	S	S	S	S	S	S
Basic 200MB	O	O	O			O
Regular 500MB	O	O	O			O
Enhanced 1GB	O	O	O			O
<b>Local Data Backup and Restore Services</b>						
None	O	O	O	S	S	S
Basic Incremental Weekly User Data	O O O					O
Regular Incremental Daily User Data	S S S					O
Enhanced Daily Hard Drv	O O O					O
<b>Desktop Conferencing</b>						
None	S	S	S	S	S	S
Basic	O	O	O			
Enhanced	O	O	O			
<b>Account Services</b>						
None	O	O	O			O
Basic	S	S	S			S
<b>E-Mail Services</b>						
None	O	O	O			O
Basic	S	S	S			S
<b>E-mail Storage Services</b>						
None	O	O	O			O
Basic	S	S	S			S
Regular	O	O	O			O
Enhanced	O	O	O			O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	MA1	MA MISC	NAD
<b>Laptop Loaner Pool Management</b>						
None		S				
Basic		O				
<b>Print Queue Services</b>						
None				S	S	
Regular				O	O	
<b>Color Services</b>						
None					S	
Regular					O	

**TABLE E-2: PH SEATS**

Phone Type	PH1 (Analog)	PH2 (RP120)	PH3 (RP240/400)	PH4
<b>Instrument</b>				
Single	O	S		
Dual			S	
Multi-12				
Multi-24			O	
None	S			
<b>Line Type</b>				
Digital		S	S	
Analog	S			
<b>Voice Mail</b>				
None	S	O	O	
Standard	O	S	S	
Enhanced	O	O	O	
<b>Feature set</b>				
Standard	S	S	O	
Speaker	O	O	S	
Enhanced	O	O	O	
<b>Moves/Adds/Changes</b>				
Regular	S	S	S	
<b>Restore to Service</b>				
Basic 3 business days	O	O	O	
Regular Next COB	O	O	O	
Premium 8 business hours	S	S	S	
Enhanced 4 business hours	O	O	O	
Critical 2 business hours	O	O	O	

**Table E-3: SERVER SERVICE SEATS**

Server Service Type	WEB1	APP1	FILE1	SERV1	SERV2
<b>Platform Architecture</b>					
None					S
Windows				S	
UNIX				O	
MAC				O	
<b>System Administration</b>					
Regular	S	S	S	S	O
Enhanced	O	O	O	O	S
<b>Maintenance</b>					
Regular	O	O	O	O	O
Premium	O	O	O	O	O
Enhanced	S	S	S	S	S
Critical	O	O	O	O	O
<b>Storage Volume</b>					
None					S
Basic	S	O	O		
Regular	O	S	S		
Premium	O	O	O		
Enhanced	O	O	O	S	
Critical				O	
<b>Data Backup and Restoration</b>					
None	O	O	O	O	O
Basic	O	O	O	O	O
Regular	S	S	S	S	S
Enhanced	O	O	O	O O	
<b>Performance Delivery</b>					
Basic	O	O	O		
Regular	O	S	S	S	
Premium	S	O	O	O	
Enhanced	O	O	O	O	
<b>Security Features</b>					
None	S	S	S	S	S
Basic	O	O	O	O	O
Regular	O	O	O	O	O
Enhanced	O	O	O	O	O
<b>Server Location</b>					
Regular				S	O
Enhanced				O	S

**TABLE E-4: FAX SEATS**

<b>FAX Type</b>	<b>FAX1</b>	<b>FAX2</b>	<b>FAX3</b>
<b>Unit</b>			
Standard	S		
Portable		S	
Enhanced			S
<b>Moves/Adds/Changes</b>			
Regular	S	S	S
Enhanced	O	O	O
<b>Restore to Service</b>			
Basic	O	O	O
Regular	O	O	O
Premium	S	S	S
Enhanced	O	O	O
Critical	O	O	O
<b>Option set</b>			
Secure	O	O	O
Mission Critical	O	O	O

**TABLE E-5: LVID SEAT**

<b>Video Type</b>	<b>LVID1</b>
<b>Connection</b>	
Standard	S
<b>Restore to Service</b>	
Basic	O
Regular	O
Premium	S
Enhanced	O
Critical	O
<b>Option set</b>	
Cable TV services	O
Video Connection	O
Cable feed select	O

**TABLE E-6: RC SEATS**

<b>Remote Comm Type</b>	<b>RC1</b>	<b>RC 2</b>	<b>RC 3</b>	<b>RC 4</b>
<b>Communications</b>				
Standard	S			O
ISDN		S	O	O
MAN		O	S	
Wireless				S
<b>Moves/Adds/Changes</b>				
Regular	S	S	S	S
Enhanced	O	O	O	O
<b>Restore to Service</b>				
Basic	O	O	O	O
Regular	O	O	O	O
Premium	S	S	S	S
Enhanced	O	O	O	O
Critical	O	O	O	O

## Attachment I

### PERSONAL IDENTITY VERIFICATION

Personal Identity Verification (PIV) Card Issuance Procedures In Accordance With Far Clause 52.204-9 (Jan 2006), Personal Identity Verification Of Contractor Personnel, And Pic 06-03 (January 18, 2006), Personal Identity Verification Of Contractors

Federal Information Processing Standard (FIPS) 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

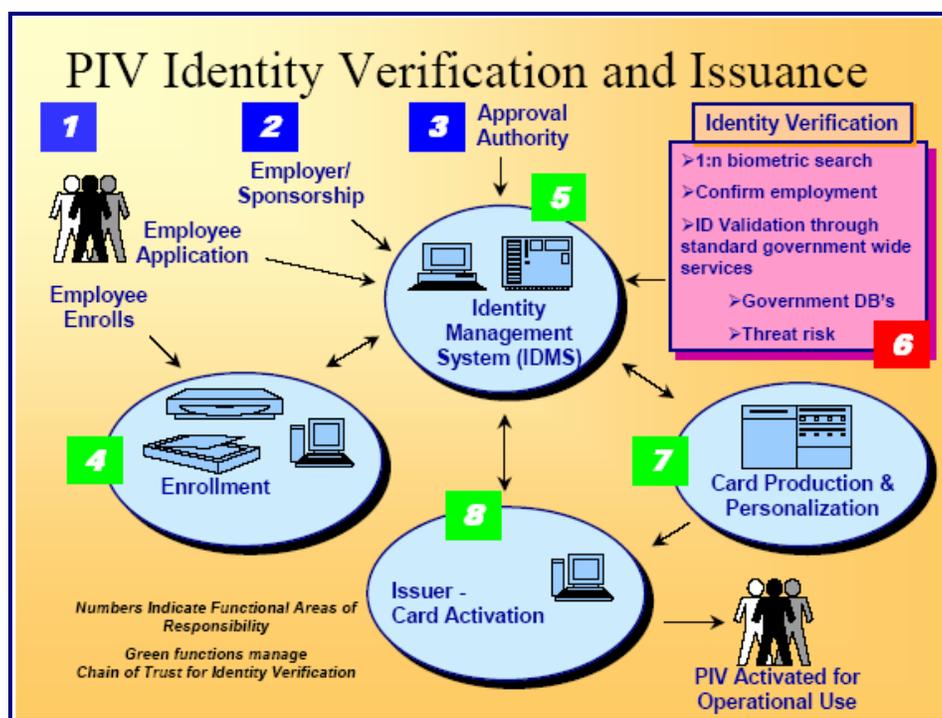


Figure A-1, FIPS 201, Appendix A

The following steps describe the procedures for the NASA Personal Identity Verification Card Issuance (PCI) of a PIV credential:

**Step 1:** The Contractor's Corporate Security Officer (CSO), Program Manager (PM), or Facility Security Officer (FSO) submits a formal letter that provides a list of contract employees (applicant) names requesting access to the NASA Contracting Officer's Technical Representative (COTR). In the case of a foreign national applicant, approval through the NASA Foreign National Management System (NFNMS) must be obtained for the visit or assignment before any processing for a PIV credential can take place. Further, if the foreign national is not under a contract where a COTR has been officially designated, the foreign national will provide the information directly to their visit/assignment host, and the host sponsor will fulfill the duties of the COTR mentioned herein. In each case, the letter shall provide notification of the contract or foreign national employee's (hereafter the "applicant") full name (first, middle and last), social security number (SSN) or NASA Foreign National Management System Visitor Number if the foreign national does not have a SSN, and date of birth. If the contract employee has a current satisfactorily completed National Agency Check with Inquiries (NACI) or an equivalent or higher degree of background investigation, the letter shall indicate the type of investigation, the agency completing the investigation, and date the investigation was completed. Also, the letter must specify the risk/sensitivity level associated with the position in which each applicant will be working (NPR 1600.1, §4.5 is germane) Further, the letter

shall also acknowledge that contract employees may be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication.

After reviewing the letter for completeness and concurring with the risk/sensitivity levels, the COTR/host must forward the letter to the Center Chief of Security (CCS). The CCS shall review the OPM databases (e.g., DCII, PIP, et al.), and take appropriate steps to validate the applicant's investigation status. Requirements for a NACI or other investigation shall be initiated only if necessary.

Applicants who do not currently possess the required level of background investigation shall be directed to the e-QIP web site to complete the necessary background investigation forms online. The CCS shall provide to the COTR/host information and instructions on how to access the e-QIP for each contract or foreign national employee requiring access.

**Step 2:** Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal<sup>1</sup> or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

When the applicant appears, the registrar will electronically scan the submitted documents; any document that appears invalid will be rejected by the registrar. The registrar will capture electronically both a facial image and fingerprints of the applicant. The information submitted by the applicant will be used to create or update the applicant identity record in the Identity Management System (IDMS).

**Step 3:** Upon the applicant's completion of the investigative document, the CCS reviews the information, and resolves discrepancies with the applicant as necessary. When the applicant has appeared in person and completed fingerprints, the package is electronically submitted to initiate the NACI. The CCS includes a request for feedback on the NAC portion of the NACI at the time the request is submitted.

**Step 4:** Prior to authorizing physical access of a contractor employee to a federally-controlled facility or access to a Federal information system, the CCS will a National Crime Information Center (NCIC) with an Interstate Identification Index check is/has been performed. In the case of a foreign national, a national check of the Bureau of Immigration and Customs Enforcement (BICE) database will be performed for each applicant. If this process yields negative information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

**Step 5:** Upon receipt of the completed NAC, the CCS will update IDMS from the NAC portion of the NACI and indicate the result of the suitability determination. If an unsatisfactory suitability determination is rendered, the COTR will advise the contractor that the employee is being denied physical access to all federally-controlled facilities and Federal information systems.

Based on a favorable NAC and NCIC/III or BICE check, the CCS will authorize the issuance of a PIV federal credential in the Physical Access Control System (PACS) database. The CCS, based on information provided by the COTR/host, will determine what physical access the applicant should be granted once the PIV issues the credential.

**Step 6:** Using the information provided by the applicant during his or her in-person appearance, the PIV card production facility creates and instantiates the approved PIV card for the applicant with an activation date commensurate with the applicant's start date.

**Step 7:** The applicant proceeds to the credential issuance facility to begin processing for receipt of his/her federal credential.

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<sup>1</sup> A non-PIV government identification badge, including the NASA Photo Identification Badge, MAY NOT BE USED for the original issuance of a PIV vetted credential.

The applicant provides to the credential issuing operator proof of identity with documentation that meets the requirements of FIPS 201 (DHS Employment Eligibility Verification (Form I-9) documents. These documents **must** be the same documents submitted for registration.

The credential issuing operator will verify that the facial image, and optionally reference finger print, matches the enrollment data used to produce the card. Upon verification of identity, the operator will locate the employee's record in the PACS database, and modify the record to indicate the PIV card has been issued. The applicant will select a PIN for use with his or her new PIV card. Although root data is inaccessible to the operator, certain fields (hair color, eye color, et al.) may be modified to more accurately record the employee's information.

The applicant proceeds to a kiosk or other workstation to complete activation of the PIV card using the initial PIN entered at card issuance.

**ALTERNATIVE FOR APPLICANTS WHO DO NOT HAVE A COMPLETED AND ADJUDICATED NAC  
AT THE TIME OF ENTRANCE ON DUTY**

Steps 1 through 4 shall be accomplished for all applicants in accordance with the process described above. If the applicant is unable to appear in person until the time of entry on duty, or does not, for any other reason, have a completed and adjudicated NAC portion of the NACI at the time of entrance on duty, the following interim procedures shall apply.

**Interim Procedure 1:** If the documents required to submit the NACI have not been completed prior to EOD, the applicant will be instructed to complete all remaining requirements for submission of the investigation request. This includes presentation of I-9 documents and completion of fingerprints, if not already accomplished. If the applicant fails to complete these activities as prescribed in NPR 1600.1 (Chapters 3 & 4), it may be considered as failure to meet the conditions required for physical access to a federally-controlled facility or access to a Federal information system, and result in denial of such access.

**Interim Procedure 2:** Based on favorable results of the NCIC, the applicant shall be issued a temporary NASA identification card for a period not-to-exceed six months. If at the end of the six month period the NAC results have not been returned, the agency will at that time make a determination if an additional extension will be granted for the temporary identification card.

**Interim Procedure 3:** Upon return of the completed NAC, the process will continue from Step 5.