SOLICITATION, OFFER AND AWARD

RATING: NONE		PAGE 1 OF PAGES 151	
2. CONTRACT NUMBER: NNH12CF39C	3. SOLICITATION NUMBER: NNH11351229R	5. DATE ISSUED: 04/08/2011	6. REQUISITION/PURCHASE NUMBER: 4200440221

7. ISSUED BY — CODE: HQ

NASA/Goddard Space Flight Center
Headquarters Procurement Office
Greenbelt MD 20771

SOLICITATION

1400 ET (Hour) — 05/09/2011 (Date)

10. FOR INFORMATION CALL:

A. NAME	AREA CODE	NUMBER	EXT	C. E-MAIL ADDRESS
Ricarda Mason	301	286-6718		Ricarda.E.Mason@nasa.gov

11. TABLE OF CONTENTS

(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
		PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES	
X	A	SOLICITATION/CONTRACT FORM	1	X	I	CONTRACT CLAUSES	39
X	B	SUPPLIES OR SERVICES AND PRICES/COSTS	9			PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.	
X	C	DESCRIPTION/SPECS./WORK STATEMENT	18	X	J	LIST OF ATTACHMENTS	51
X	D	PACKAGING AND MARKING	19			PART IV - REPRESENTATIONS AND INSTRUCTIONS	
X	E	INSPECTION AND ACCEPTANCE	20	X	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	52
X	F	DELIVERIES OR PERFORMANCE	22				
X	G	CONTRACT ADMINISTRATION DATA	23	X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	57
X	H	SPECIAL CONTRACT REQUIREMENTS	33	X	M	EVALUATION FACTORS FOR AWARD	64

OFFER (Must be fully completed by offeror)

14. ACKNOWLEDGMENT OF AMENDMENTS

AMENDMENT NO.	DATE	AMENDMENT NO.	DATE
00005	4-30-2012		
00006	4-30-2012		

15A. NAME AND ADDRESS OF OFFEROR — CODE: 3EDL8 — FACILITY:

Digital Management Inc.
6701 Democracy Boulevard, Suite 500
Bethesda, MD 20817

16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)

Ms. Tyler Brooks-Craft
Vice President
Contracts, Subcontracts and Compliance

15B. TELEPHONE NUMBER — AREA CODE: 240 — NUMBER: 223-4832 — EXT:

17. SIGNATURE: Tyler Brooks-Craft — 18. OFFER DATE: 5/7/2012

AWARD (To be completed by government)

19. ACCEPTED AS TO ITEMS NUMBERED — 20. AMOUNT — 21. ACCOUNTING AND APPROPRIATION

10 U.S.C. 2304(c)( ) — 41 U.S.C. 253(c)( )

CODE

28. NAME OF CONTRACTING OFFICER (Type or print)

Ricarda Mason

29. UNITED STATES OF AMERICA — (Signature of Contracting Officer)

30. AWARD DATE: 6/22/2012

SOLICITATION, OFFER AND AWARD

[illegible]

NASA/Goddard Space Flight Center
Headquarters Procurement Office
Greenbelt, MD 20771

SOLICITATION

[illegible]

Ricardia Harper [illegible]

11. TABLE OF CONTENTS

[illegible]

OFFER

[illegible]

[illegible]	[illegible]	[illegible]	[illegible] 2011
[illegible]	[illegible]	[illegible]	[illegible] 2012

Digital Management Inc.
6701 Democracy Boulevard, Suite [illegible]
Bethesda, MD 20817

Mr. Tyler Nelson Crate
Vice President
Contracts, Agreements and Compliance

[illegible] 657-4[illegible]

Tyler Broucraft [signature]

5/3/2012

AWARD

[illegible]

Ricardia Harper

[illegible]

INDEX OF CLAUSES FOR NNH12CF39C

SECTION B--SUPPLIES OR SERVICES AND PRICE/COST

SECTION C--DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

SECTION D—PACKAGING AND MARKING

SECTION E--INSPECTION AND ACCEPTANCE

SECTION F--DELIVERIES OR PERFORMANCE

SECTION G--CONTRACT ADMINISTRATION DATA

SECTION H--SPECIAL CONTRACT REQUIREMENTS

SECTION I--CONTRACT CLAUSES

INDEX OF CLAUSES FOR NNH12CF39C

I.29 52.216-8 FIXED FEE (JUN 2011)
I.30 52.216-18 ORDERING (OCT 1995) Fill in: (a) Contract effective date through the end of the Contract period of performance.
I.31 52.216-19 ORDER LIMITATIONS (OCT 1995) Fill in: (a) $10,000; (b)(1) $20,000,000; (b)(2) $20,000,000, (b)(3) 3 calendar; (d) 3 calendar
I.32 52.216-22 INDEFINITE QUANTITY (OCT 1995)
I.33 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999) Fill in: 30 days of the Contract end date.
I.34 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000) Fill in: (a) 30 days of the Contract end date; 60 days; (c) 5 years
I.35 52.219-6 NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE
I.36 52.219-8 UTILIZATION OF SMALL BUSINESS CONCERNS. (JAN 2011)
I.37 52.219-14 LIMITATIONS ON SUBCONTRACTING (NOV 2011)
I.38 52.219-28 POST-AWARD SMALL BUSINESS PROGRAM REPRESENTATION (APR 2009)
I.39 52.222-1 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)
I.40 52.222-3 CONVICT LABOR. (JUN 2003)
I.41 52.222-19 CHILD LABOR - COOPERATION WITH AUTHORITIES AND REMEDIES. (JUL 2010)
I.42 52.222-21 PROHIBITION OF SEGREGATED FACILITIES. (FEB 1999)
I.43 52.222-26 EQUAL OPPORTUNITY. (MAR 2007)
I.44 52.222-35 EQUAL OPPORTUNITY FOR VETERANS. (SEP 2010)
I.45 52.222-36 AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES (OCT 2010)
I.46 52.222-37 EMPLOYMENT REPORTS ON VETERANS. (SEP 2010)
I.47 52.222-50 COMBATING TRAFFICKING IN PERSONS. (FEB 2009)
I.48 52.223-5 POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION. (MAY 2011)
I.49 52.223-6 DRUG-FREE WORKPLACE. (MAY 2001)
I.50 52.223-10 WASTE REDUCTION PROGRAM. (MAY 2011)
I.51 52.223-14 TOXIC CHEMICAL RELEASE REPORTING. (AUG 2003)
I.52 52.223-18 CONTRACTOR POLICY TO BAN TEXT MESSAGING WHILE DRIVING. (AUG 2011)
I.53 52.224-1 PRIVACY ACT NOTIFICATION. (APR 1984)
I.54 52.224-2 PRIVACY ACT. (APR 1984)
I.55 52.225-1 BUY AMERICAN ACT - SUPPLIES. (FEB 2009)
I.56 52.225-13 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (JUN 2008)
I.57 52.227-1 AUTHORIZATION AND CONSENT. (DEC 2007)
I.58 52.227-2 NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT. (DEC 2007)
I.59 52.227-3 PATENT INDEMNITY (APR 1984) - ALTERNATE I (APR 1984)
I.60 52.227-11 PATENT RIGHTS--OWNERSHIP BY THE CONTRACTOR (DEC 2007)
I.61 52.227-14 RIGHTS IN DATA--GENERAL. (DEC 2007)
I.62 52.227-16 ADDITIONAL DATA REQUIRMENTS (JUN 1987)
I.63 52.228-7 INSURANCE - LIABILITY TO THIRD PERSONS. (MAR 1996)
I.64 52.232-17 INTEREST. (OCT 2010)
I.65 52.232-18 AVAILABILITY OF FUNDS. (APR 1984)
I.66 52.232-22 LIMITATION OF FUNDS. (APR 1984)

INDEX OF CLAUSES FOR NNH12CF39C

SECTION J -- LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS
NNH12CF39C

B.1 SUPPLIES AND/OR SERVICES TO BE PROVIDED

The Contractor shall provide all resources (except as may be expressly stated in the Contract as furnished by the Government) necessary to deliver and/or perform the items below in accordance with the Description/Specifications/Statement of Work incorporated in clause C.1 and the following deliverables.

Item	Description	Reference	Schedule
1	Services in accordance with the Performance Work Statement (PWS) and Task Orders Issued	As defined in PWS and individual task orders issued	As specified in each task order
2	Task Order Deliverables/Reports	As defined in individual task orders issued.	As specified in each task order
3	NASA Financial Management Reports	See Clause G.6	Monthly (NLT 10th working day of the month after the month being reported) Quarterly (NLT 15TH working day preceding the quarter being reported)
4	NF1018 – NASA Property in the Custody of Contractors	See Clause G.14	Annual Report due no later than October 15; Final Report within 30 days after disposition of all property subject to reporting.
5	Request for Government Property	See Clause G.12	At least 30 days prior to date item to authorized, acquired or begin fabrication
6	DD Form 1149, Requisition and Invoice/Shipping Document	See Clause G.13	NLT 5 working days after receipt of the property
7	Safety & Health Reporting	See Clauses H.8	Corrective Actions as required
8	Task Plans	See Clauses B.4 and H.7	Within 14 calendar days of receipt of request for Task Plan
9	Personal Identity Verification (PIV) Documentation and PIV System Reporting	See Clauses H.4 and I.14	Notify COTR of Contractor's designated PIV requestor within 15 days after Contract award
10	Organizational Conflicts of Interest Avoidance Plan	See Clause I.108	To be submitted within 30 days of award
11	IT Security Management Plan	See Clause I.104	To be submitted within 30 days of award
12	Notification of Estimated Cost Increases	See Clause B.6	As soon as possible, but NLT 115 days before the incurred costs are expected to exceed the estimated cost.
13	New Technology Reporting	See Clause G.11	When applicable

(End of text)

B.2 OPTION TO EXTEND

In accordance with FAR clause 52.217-9, "Option to Extend the Term of the Contract" of this Contract, the

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS
NNH12CF39C

Contracting officer may exercise the following option by issuance of a unilateral Contract modification. Options exercised shall be in accordance with the following:

Option	Period	Amount
1	July 25, 2013 – July 24, 2014	Target Cost: b(4) Target Fee: b(4) Minimum Fee: b(4) Maximum Fee: b(4) The cost sharing for cost underruns is: Government b(4) percent Contractor b(4) percent The cost sharing for cost overruns is: Government b(4) percent Contractor b(4) percent **FEE*** **Min Target Maximum** **Incentive Fee Pool** b(4) **Cost** **Technical**
2	July 25, 2014 – July 24, 2015	Target Cost: b(4) Target Fee: b(4) Minimum Fee: b(4) Maximum Fee: b(4) The cost sharing for cost underruns is: Government b(4) percent Contractor b(4) percent The cost sharing for cost overruns is: Government b(4) percent Contractor b(4) percent **FEE*** **Min Target Maximum** **Incentive Fee Pool** b(4) **Cost** **Technical**

3	July 25, 2015 – July 24, 2016	Target Cost: b(4) Target Fee: Minimum Fee: b(4) Maximum Fee: The cost sharing for cost underruns is: Government b(4) percent Contractor b(4) percent The cost sharing for cost overruns is: Government b(4) percent Contractor b(4) percent **FEE*** **Min** **Target** **Maximum** **Incentive Fee Pool** **Cost** **Technical** b(4)
4	July 25, 2016 – July 24, 2017	Target Cost: b(4) Target Fee: Minimum Fee: b(4) Maximum Fee: The cost sharing for cost underruns is: Government b(4) percent Contractor b(4) percent The cost sharing for cost overruns is: Government b(4) percent Contractor b(4) percent **FEE*** **Min** **Target** **Maximum** **Incentive Fee Pool** **Cost** **Technical** b(4)

***NOTE: In accordance with Attachment K, Cost pool shall be 30% and Technical pool shall be 70% of the incentive fee proposed in Clause B.11.**

(End of text)

B.3 MINIMUM/MAXIMUM AMOUNT OF SUPPLIES OR SERVICES (COST REIMBURSEMENT)(GSFC 52.216-90) (APR 2008)

NOTE: The following applies only to the IDIQ portion of the Contract

(a) The minimum amount of supplies or services that shall be ordered during the effective period of this Contract is **$10,000**. The maximum amount of supplies or services that may be ordered during the effective period of this Contract is **$97,000,000**. All orders placed under this Contract will be applied to the minimum and maximum specified in this paragraph.

(b) The minimum amount is reached when the sum of the dollar amounts of all ordered supplies or services, except for any adjustments made pursuant to the Limitation of Cost or Limitation of Funds clause, equals or exceeds the minimum amount stated in paragraph (a).

(c) The maximum amount is reached when the sum of the dollar amounts of all ordered supplies or services, except for any adjustments made pursuant to the Limitation of Cost or Limitation of Funds clause, equals the maximum amount stated in paragraph (a).

(d) The maximum amount, if reached, precludes the issuance of further orders for supplies or services under this Contract. However, reaching the maximum amount does not preclude adjustments to the dollar amounts of existing placed orders, for actions that are within the scope of the placed orders, and which are made pursuant to existing Contract authority, such as the Changes clause.

(e) The maximum amount may be adjusted unilaterally by the Government on an as needed basis. Historic, current, and/or projected workload requirements will be used to determine the amount of upward adjustment. In no event will the adjusted maximum amount exceed **0%** of the original maximum amount.

(End of clause)

B.4 SUPPLEMENTAL TASK ORDERING PROCEDURES (COST REIMBURSEMENT) (GSFC 52.216-91) (APR 2010)

NOTE: The following applies only to the IDIQ portion of the Contract.

(a) When the Government issues a request for a "task plan" to the Contractor in accordance with the Clause entitled "Task Ordering Procedure" of this Contract, the Contractor shall prepare its estimate of the labor hours, labor categories, indirect costs, and other direct costs required to perform the task order requirements. The Contractor shall use only those appropriate labor and indirect cost rates, which may be less than but shall not exceed the rates found in Attachment B, to calculate the proposed estimated costs for all task orders issued in accordance with the "Task Ordering Procedure" clause of this Contract.

(b) The Contractor's proposed approach/pricing of the representative tasks set forth in its proposal for award of this Contract shall be used as reference by the Contracting Officer in negotiating tasks with the Contractor which are issued under this Contract, but only to the extent portions of a representative task are relevant to portions of a task actually issued.

(c) The Government and Contractor agree that the incentive fee percentages and share ratios specified in **Clause B.10 and Attachment B** shall be used to calculate the target, minimum, and maximum incentives fees and determine the incentive fees earned on all Cost-Plus-Incentive-Fee task orders issued in accordance with the "Task Ordering Procedure" clause of this Contract.

(d) The Government and Contractor agree that the fixed fee percentage specified in **Attachment B** shall be used to calculate the fixed fee dollars on all Cost-Plus-Fixed-Fee task orders issued in accordance with the "Task Ordering Procedure" clause of this Contract.

(End of clause)

B.5 NONPROPOSED COSTS (GSFC 52.216-94) (FEB 1991)

NOTE: The following applies only to the Core portion of the Contract.

(a) The total estimated cost of the "Core" portion of this Contract includes the following estimated non-proposed costs:

Cost Element	Basic	Option 1	Option 2	Option 3	Option 4
Travel	b(4)				
Training					
Maint. Agreements					
HITSS Catalog Purch					
Life Cycle Refresh					
Tactical Plan					
Miscellaneous					

*Note: Miscellaneous ODCs are included as Nonproposed Costs in the amounts listed above, and cover required expenditures for information technology tools and peripheral services that are required to execute the core requirement. Examples include software products, cabling, mobile communications, and periodic temporary support.

(b) These costs are the Government's best estimate of what the actuals will be. There will be no adjustment in the fee(s) of the Contract should the actuals be different than these estimates, unless additional effort is added to the Contract or there is a change to the Contract under the Changes clause of this Contract which impacts these estimates.

(End of clause)

B.6 ESTIMATED COST INCREASES (GSFC 52.232-94) (DEC 2005)

(a) The Contractor shall notify the Contracting Officer in writing when the Contractor has reason to believe that the total cost for performance of this Contract, or any individual task order, exclusive of any fee, will be either greater or substantially less than the total estimated cost stated in this Contract or in the task order. Notification shall not be delayed pending preparation of a proposal.

(b) A proposal is required to support a request for an increase in the estimated cost of the Contract or the task order. The proposal should be submitted as soon as possible after the above notification but no later than 115 days before the incurred costs are expected to exceed the estimated cost. This will allow adequate time for the Government to evaluate the proposal and to mutually establish any increase in estimated cost with the Contractor.

(c)(1) The proposal shall be submitted in the following format unless some other format is directed or approved by the Contracting Officer:

Incurred costs to date
Projected cost to completion
Total cost at completion
Current negotiated estimated cost
Requested increase in estimated cost

(2) The "projected cost to completion" shall consist of the following "other than cost or pricing data" unless the Contracting Officer requests or approves the submittal of a greater or lesser amount of information:

(i) Elements of cost with supporting detail for estimated direct labor hours, direct and indirect rates, materials and subcontracts, and other elements.

(ii) Supporting explanation for the increases and projections, sufficient for the Government to understand the reasons for the increased estimated cost.

(End of clause)

B.7 INCENTIVE FEE POOLS

NOTE: The following applies to the Core portion of the Contract.

Minimum, Target and Maximum fees for each fee pool, Cost and Technical, described in Attachment K (Incentive Fee Plan) are:

	FEE		
Pool	**Minimum**	**Target**	**Maximum**
Cost	b(4)		
Technical			
Total			

(Note that in accordance with Attachment K, Cost pool shall be 30% and Technical pool shall be 70% of each of the incentive fees (Minimum, Target, and Maximum) proposed in Clause B.11.)

(End of text)

B.8 INCENTIVE FEE (FAR 52.216-10) (JUN 2011)

(a) *General.* The Government shall pay the Contractor for performing this contract a fee determined as provided in this contract.

(b) *Target cost and target fee.* The target cost and target fee specified in the Schedule are subject to adjustment if the contract is modified in accordance with paragraph (d) of this clause.

(1) "Target cost," as used in this contract, means the estimated cost of this contract as initially negotiated, adjusted in accordance with paragraph (d) of this clause.

(2) "Target fee," as used in this contract, means the fee initially negotiated on the assumption that this contract would be performed for a cost equal to the estimated cost initially negotiated, adjusted in accordance with paragraph (d) of this clause.

(c) Withholding of payment.

(1) Normally, the Government shall pay the fee to the Contractor as specified in the Schedule. However, when the Contracting Officer considers that performance or cost indicates that the Contractor will not achieve target, the Government shall pay on the basis of an appropriate lesser fee. When the Contractor demonstrates that performance or cost clearly indicates that the Contractor will earn a fee significantly above the target fee, the Government may, at the sole discretion of the Contracting Officer, pay on the basis of an appropriate higher fee.

(2) Payment of the incentive fee shall be made as specified in the Schedule; provided that the Contracting Officer withholds a reserve not to exceed 15 percent of the total incentive fee or $100,000, whichever is less, to protect the Government's interest. The Contracting Officer shall release 75 percent of all fee withholds under this contract after receipt of an adequate certified final indirect cost rate proposal covering the year of physical completion of this contract, provided the Contractor has satisfied all other contract terms and conditions, including the submission of the final patent and royalty reports, and is not delinquent in submitting final vouchers on prior years' settlements.

The Contracting Officer may release up to 90 percent of the fee withholds under this contract based on the Contractor's past performance related to the submission and settlement of final indirect cost rate proposals.

(d) *Equitable adjustments*. When the work under this contract is increased or decreased by a modification to this contract or when any equitable adjustment in the target cost is authorized under any other clause, equitable adjustments in the target cost, target fee, minimum fee, and maximum fee, as appropriate, shall be stated in a supplemental agreement to this contract.

(e) Fee payable.

(1) The fee payable under this contract shall be the target fee increased by 20 cents for every dollar that the total allowable cost is less than the target cost or decreased by 20 cents for every dollar that the total allowable cost exceeds the target cost. In no event shall the fee be greater than b(4) percent or less than b(4) percent of the target cost.

(2) The fee shall be subject to adjustment, to the extent provided in paragraph (d) of this clause, and within the minimum and maximum fee limitations in paragraph (e)(1) of this clause, when the total allowable cost is increased or decreased as a consequence of—

(i) Payments made under assignments; or

(ii) Claims excepted from the release as required by paragraph (h)(2) of the Allowable Cost and Payment clause.

(3) If this contract is terminated in its entirety, the portion of the target fee payable shall not be subject to an increase or decrease as provided in this paragraph. The termination shall be accomplished in accordance with other applicable clauses of this contract.

(4) For the purpose of fee adjustment, "total allowable cost" shall not include allowable costs arising out of—

(i) Any of the causes covered by the Excusable Delays clause to the extent that they are beyond the control and without the fault or negligence of the Contractor or any subcontractor;

(ii) The taking effect, after negotiating the target cost, of a statute, court decision, written ruling, or regulation that results in the Contractor's being required to pay or bear the burden of any tax or duty or rate increase in a tax or duty;

(iii) Any direct cost attributed to the Contractor's involvement in litigation as required by the Contracting Officer pursuant to a clause of this contract, including furnishing evidence and information requested pursuant to the Notice and Assistance Regarding Patent and Copyright Infringement clause;

(iv) The purchase and maintenance of additional insurance not in the target cost and required by the Contracting Officer, or claims for reimbursement for liabilities to third persons pursuant to the Insurance Liability to Third Persons clause;

(v) Any claim, loss, or damage resulting from a risk for which the Contractor has been relieved of liability by the Government Property clause; or

(vi) Any claim, loss, or damage resulting from a risk defined in the contract as unusually hazardous or as a nuclear risk and against which the Government has expressly agreed to indemnify the Contractor.

(5) All other allowable costs are included in "total allowable cost" for fee adjustment in accordance with this paragraph (e), unless otherwise specifically provided in this contract.

(f) *Contract modification*. The total allowable cost and the adjusted fee determined as provided in this clause shall be evidenced by a modification to this contract signed by the Contractor and Contracting Officer.

(g) *Inconsistencies*. In the event of any language inconsistencies between this clause and provisioning documents or Government options under this contract, compensation for spare parts or other supplies and services ordered under such documents shall be determined in accordance with this clause.

(End of clause)

B.9 ESTIMATED COST AND FIXED FEE (1852.216-74) (DEC 1991)

NOTE: The following applies only to CPFF task orders issued under the IDIQ portion of the Contract.

The estimated cost is to be negotiated under the individual CPFF orders issued under this Contract, exclusive of the fixed fee, which is also to be negotiated under the individual CPFF orders issued under this Contract. The total estimated cost and fixed fee is to be negotiated under the individual CPFF orders issued under this Contract.

(End of clause)

B.10 ESTIMATED COST AND INCENTIVE FEE (1852.216-84) (OCT 1996)

NOTE: The following applies only to CPIF task orders issued under the IDIQ portion of the Contract.

The target cost of the CPIF IDIQ portion of this Contract is to be negotiated under the individual CPIF Task Orders issued under this Contract. The target fee of the CPIF IDIQ portion of this Contract is to be negotiated under the individual CPIF Task Orders issued under this Contract. The total target cost and target fee of the IDIQ portion of this Contract as contemplated by the Incentive Fee clause is to be negotiated under the individual CPIF Task Order issued under this contact.

The maximum fee is to be negotiated under the individual CPIF Task Orders issued.

The minimum fee is to be negotiated under the individual CPIF Task Orders issued.

The cost sharing for cost underruns is:

Government b(4) percent Contractor b(4) percent.

The cost sharing for cost overruns is:

Government b(4) percent Contractor b(4) percent.

(End of clause)

B.11 ESTIMATED COST AND INCENTIVE FEE (1852.216-84) (OCT 1996)

NOTE: The following applies only to the Core portion of the Contract.

The target cost of the Core portion of this Contract is b(4). The target fee of the Core portion of this Contract is b(4). The total target cost and target fee of the Core portion of this Contract as contemplated by the Incentive Fee clause of this Contract are ***$17,077,646.***

The maximum fee is b(4).

The minimum fee is b(4).

The cost sharing for cost underruns is:

Government b(4) percent Contractor b(4) percent.

The cost sharing for cost overruns is:

Government b(4) percent Contractor b(4) percent.

(End of clause)

B.12 PROVISIONAL PAYMENT OF FEE

The Contractor may bill for provisional payment of the Cost incentive fee pool up to the Cost minimum established in Clause B.7 INCENTIVE FEE POOLS of the Contract. Billings shall be no less than monthly based on the minimum incentive fee of b(4) applied against cost incurred up to the fee reserves specified in Clause B.8, INCENTIVE FEE, paragraph (c).

(End of text)

B.13 CONTRACT FUNDING (1852.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this Contract is b(4). This allotment is for the performance of work in accordance with clause B.1 and covers the following estimated period of performance: Contract effective date through October 24, 2012.

(b) An additional amount of b(4) is obligated under this Contract for payment of fee.

*NOTE: $10,000.00 of these funds will be allocated IDIQ task orders.

(End of clause)

B.14 TECHNICAL PERFORMANCE INCENTIVE

A technical performance incentive applies to the services being delivered under the Core and CPIF task orders issued under this Contract. The Core technical performance incentive will measure Contractor performance against the performance criteria identified in **Attachment K, Incentive Fee Plan.** The Government will assess Contractor performance against the stated performance criteria on a periodic basis, as defined in the Incentive Fee Plan, over the 1 year base period and 4 one-year option periods, if exercised. The technical performance incentive includes a standard performance level where the target fee is earned, a performance level that exceeds the standard where the maximum fee is earned, and a minimum performance level where the minimum fee is earned. The technical performance incentives for CPIF task Orders will be specified under each individual order.

(End of Text)

SECTION C – DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK
NNH12CF39C

C.1 SCOPE OF WORK

The Contractor shall provide all resources (except as may be expressly stated in the Contract as furnished by the Government) necessary to perform the requirements set forth in the Performance Work Statement (PWS) incorporated in Section J as **Attachment A** and the Contract schedule.

(End of text)

C.2 LIMITED RIGHTS DATA OR RESTRICTED COMPUTER SOFTWARE (GSFC 52.227-90) (MAR 2008)

In accordance with the delivery requirements of this Contract, all software data rights shall be delivered in accordance with the Rights in Data – General clause, specified elsewhere in this Contract, except for the following:

NONE

(End of clause)

SECTION D – PACKING AND MARKING
NNH12CF39C

D.1 1852.211-70 PACKAGING, HANDLING, AND TRANSPORTATION (SEP 2005)

D.2 CLAUSES INCORPORATED BY REFERENCE -- SECTION D

Clause(s) D.1 at the beginning of this Section are incorporated by reference, with the same force and effect as if they were given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

SECTION E – INSPECTION AND ACCEPTANCE
NNH12CF39C

E.1 52.246-3 INSPECTION OF SUPPLIES – COST-REIMBURSEMENT (MAY 2001)

E.2 52.246-5 INSPECTION OF SERVICES – COST-REIMBURSEMENT (APR 1984)

E.3 ACCEPTANCE—LOCATION(S) (GSFC 52.246-93) (APR 2008)

The Contracting Officer or authorized representative will accomplish acceptance at the following location(s):

Item	Location	Authorized Representative
Clause B.1: Item 1 (Core Services)	**NASA Headquarters**	**Contracting Officer/COTR**
Clause B.1: Item 1 (IDIQ Services)	**NASA Headquarters**	**As specified in individual task orders**
Clause B.1: Items 3-7 and 9-13	**NASA Headquarters**	**Contracting Officer/COTR**
Clause B.1: Items 2 and 8	**NASA Headquarters**	**As specified in individual task orders**

The Contracting Officer reserves the right to designate other Government agents as authorized representatives. The Contractor will be notified by a written notice or by a copy of the delegation letter if other agents are authorized.

(End of clause)

E.4 INSPECTION SYSTEM RECORDS (GSFC 52.246-102) (OCT 1988)

The Contractor shall maintain records evidencing inspections in accordance with the Inspection clause of this Contract for **3 years** after delivery of all items and/or completion of all services called for by the Contract.

(End of clause)

E.5 MATERIAL INSPECTION AND RECEIVING REPORT (1852.246-72) (AUG 2003)

(a) At the time of each delivery to the Government under this Contract, the Contractor shall furnish a Material Inspection and Receiving Report (DD Form 250 series) prepared in 3 copies and one (1) original.

(b) The Contractor shall prepare the DD Form 250 in accordance with NASA FAR Supplement 1846.6. The Contractor shall enclose the copies of the DD Form 250 in the package or seal them in a waterproof envelope, which shall be securely attached to the exterior of the package in the most protected location.

(c) When more than one package is involved in a shipment, the Contractor shall list on the DD Form 250, as additional information, the quantity of packages and the package numbers. The

Contractor shall forward the DD Form 250 with the lowest numbered package of the shipment and print the words "CONTAINS DD FORM 250" on the package.

(End of clause)

E.6 CLAUSES INCORPORATED BY REFERENCE -- SECTION E

Clause(s) E.1 – E.3 at the beginning of this Section are incorporated by reference, with the same force and effect as if they were given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

SECTION F – DELIVERIES AND PERFORMANCE
NNH12CF39C

F.1 52.242-15 STOP-WORK ORDER (AUG 1989) - Alternate I (APR 1984)

F.2 52.247-34 F.O.B. DESTINATION (NOV 1991)

F.3 PERIOD OF PERFORMANCE/EFFECTIVE ORDERING PERIOD

The period of performance/effective ordering period of this Contract is from the **effective date of the Contract, July 25, 2012, through 12 months thereafter**.

(End of text)

F.4 PLACE OF PERFORMANCE - SERVICES

The services to be performed under this contact shall be performed at the following location(s):

NASA HQs, Washington D.C., Contractor's facility, and any other location deemed necessary by the Government.

(End of text)

F.5 CLAUSES INCORPORATED BY REFERENCE -- SECTION F

Clause(s) F.1 – F.2 at the beginning of this Section are incorporated by reference, with the same force and effect as if they were given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

SECTION G – CONTRACT ADMINISTRATION DATA
NNH12CF39C

G.1 1852.227-86 COMMERCIAL COMPUTER SOFTWARE – LICENSING (DEC 1987)

G.2 1852.242-71 TRAVEL OUTSIDE OF THE UNITED STATES (DEC 1988)

G.3 1852.242-73 NASA CONTRACTOR FINANCIAL MANAGEMENT REPORTING (NOV 2004)

G.4 INDIVIDUALS AUTHORIZED TO ISSUE ORDERS

The following personnel are authorized to issue Task Orders under this Contract. All designated personnel are employed by the National Aeronautics and Space Administration (NASA) unless otherwise indicated:

Authorized Ordering Official: **Contracting Officer, 210.H**

(End of Text)

G.5 CONTRACTOR USE OF HQ LIBRARY

The Contractor's professional employees performing work under this Contract are granted borrowing privileges at the Headquarters (HQ) Library.

(a) The Contractor shall establish procedures to account for borrowed materials and to ensure their timely return. "Timely return" means prior to the expiration of the borrowing period, prior to the termination of employment of the particular employee, or prior to the expiration of this Contract, whichever comes first.

(b) The Contractor shall initiate borrowing privileges for its employees by contacting the HQ Librarian. The Librarian will require the Contractor to provide the name and title of the company official responsible for ensuring compliance with (a) above. The responsible official will be required to indicate the level of control for the issuance of Library charge plates and whether the countersignature of the responsible company official will be required on Headquarters Library Card Applications. The HQ Librarian may impose additional information requirements if Library privileges are requested for employees that do not have permanent HQ badges.

(c) The Contractor shall be responsible for all items lost, destroyed or not returned. Such items shall be immediately replaced by the Contractor at no cost to the Government. The HQ Librarian may revoke library privileges at any time during the performance of the Contract if the Contractor fails to comply with this clause or is experiencing an inordinate amount of loss or destruction of library materials. Discontinuance of library privileges shall not entitle the Contractor to an increase in the cost or price for Contract performance or to any other adjustment to the Contract.

(End of Text)

G.6 FINANCIAL MANAGEMENT REPORTING (GSFC 52.242-90)(DEC 2007)

(a) Requirements. This clause provides the supplemental instructions referred to in NASA FAR Supplement (NFS) clause 1852.242-73. The NFS clause and NASA Procedural Requirements (NPR) 9501.2D, "NASA Contractor Financial Management Reporting", establish report due dates and other financial management reporting requirements. NPR 9501.2D permits withholding of payment for noncompliance.

(b) Supplemental instructions. (1) Monthly (NF 533M) reports are required. Quarterly (NF 533Q) reports are also required. The reporting structure shall be in accordance with Attachment I of Section J of this Contract.

(2) As stated in NPR 9501.2D, NASA encourages electronic Contractor cost reporting. The preferred formats are Excel and Adobe. Contact the Contracting Officer for any E-Mail addresses that are not provided or which become noncurrent.

Distribution shall be as follows:

Contracting Officer, Code 210.H

E-Mail: **Terence.L.Haynes@nasa.gov**

Contracting Officer's Technical Representative, HQ
E-Mail: **Joan.Verbeck@nasa.gov**

Resources Analyst, HQ
E-Mail: **Debbi.Edwards@nasa.gov**

Regional Finance Office Cost Team, Code 155
E-Mail: rfocateam@listserv.gsfc.nasa.gov

Administrative Contracting Officer (if delegated)

(c) Web site. NPR 9501.2D, "NASA Contractor Financial Management Reporting":

http://nodis3.gsfc.nasa.gov/displayDir.cfm?Internal_ID=N_PR_9501_002D_&page_name=main

(End of clause)

G.7 ADVANCE AGREEMENT BETWEEN THE PARTIES: REQUIREMENT TO PROVIDE CONTRACT HISTORICAL DATA (GSFC 52.242-91) (MAR 2011)

(a) NASA may issue a competitive solicitation for a follow-on effort for services similar to those provided under this contract. As part of this follow-on competition, NASA may include historical labor category descriptions, full-time equivalents (FTEs), average direct labor rates, and other information from this contract in the follow-on solicitation for use by all potential offerors. Including this data in the solicitation is intended to ensure a comprehensive and fair evaluation of competitive proposals and increase the probability that realistic pricing is provided in future proposals submitted. Minimizing the potential risk for unrealistic or unsubstantiated pricing materially reduces the risk that cost/price could become an inappropriate discriminator among competing offerors.

(b) Based on the above, the Contractor shall, within 30 days of a written request from the Contracting Officer, provide and deliver all of the information included in **Attachment E, CONTRACT HISTORICAL DATA**, of the contract.

(End of Clause)

G.8 PROPERTY CLAUSE APPLICABILITY—ON-SITE AND OFF-SITE (GSFC 52.245-96) (MAR 2011)

(a) Performance of this contract requires that Contractor personnel and any furnished and/or acquired Government property be located at both Government controlled and managed premises (on-site) and at Contractor controlled and managed premises (off-site). The requirements for control and accountability of Government property differ depending upon the location of the property. The applicability of the clauses in this contract to on-site and to off-site locations is indicated below.

(b) Clauses applicable to both on-site and off-site locations.

FAR clause 52.245-1, "Government Property"

FAR clause 52.245-9, "Use and Charges"

NASA FAR Supplement clause 1852.245-70, "Contractor Requests for Government-Provided Equipment"

NASA FAR Supplement clause 1852.245-72, "Liability for Government Property Furnished for Repair or Other

Services"

NASA FAR Supplement clause 1852.245-74, "Identification and Marking of Government Equipment"

NASA FAR Supplement clause1852.245-75, "Property Management Changes"

NASA FAR Supplement clause 1852.245-78, "Physical Inventory of Capital Personal Property"

NASA FAR Supplement clause 1852.245-79, "Records and Disposition Reports for Government Property with Potential Historic or Significant Real Value"

NASA FAR Supplement clause 1852.245-83, "Real Property Management Requirements"

(c) Clauses applicable only to off-site locations.

NASA FAR Supplement clause 1852.245-73, "Financial Reporting of NASA Property in the Custody of Contractors"

NASA FAR Supplement clause 1852.245-76, "List of Government Property Furnished Pursuant to FAR 52.245-1"

(d) Clauses applicable only to on-site locations.

FAR clause 52.245-2, "Government Property Installation Operation Services"

NASA FAR Supplement clause 1852.245-71, "Installation-Accountable Government Property"

NASA FAR Supplement clause 1852.245-77, "List of Government Property Furnished Pursuant to FAR 52.245-2"

NASA FAR Supplement clause 1852.245-82, "Occupancy Management Requirements"

GSFC clause 52.245-93, "Reports of Contractor Acquired Government Property"

(End of clause)

G.9 PAYMENT OF FIXED FEE (1852.216-75) (DEC 1988)

NOTE: The following applies only to CPFF task orders issued under the IDIQ portion of the Contract.

The fixed fee shall be paid in monthly installments based upon the percentage of completion of work as determined by the Contracting Officer.

(End of Clause)

G.10 SUBMISSION OF VOUCHERS FOR PAYMENT (1852.216-87) (MAR 1998)

(a) The designated billing office for cost vouchers for purposes of the Prompt Payment clause of this Contract is indicated below. Public vouchers for payment of costs shall include a reference to the number of this Contract.

(b) (1) If the Contractor is authorized to submit interim cost vouchers directly to the NASA paying office, the original voucher should be submitted to:

NASA Shared Services Center (NSSC)
Financial Management Division (FMD) - Accounts Payable
Building 1111, C. Road
Stennis Space Center, MS 39529
Phone # 1-877-677-2123

Fax #: 1-866-209-5415

Email: NSSC-AccountsPayable@nasa.gov

(2) For any period that the Defense Contract Audit Agency has authorized the Contractor to submit interim cost vouchers directly to the Government paying office, interim vouchers are not required to be sent to the Auditor, and are considered to be provisionally approved for payment, subject to final audit.

(3) Copies of vouchers should be submitted as directed by the Contracting Officer.

(c) If the Contractor is not authorized to submit interim cost vouchers directly to the paying office as described in paragraph (b), the Contractor shall prepare and submit vouchers as follows:

(1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment to:[DCAA Central Maryland Branch Office, 321 Ballenger Center Drive, Suite 208, Frederick, Maryland 21703

(2) RESERVED

(3) The Contracting Officer may designate other recipients as required.

(d) Public vouchers for payment of fee shall be forwarded separately to the address specified in paragraph (b)(1) above. This is the designated billing office for fee vouchers for purposes of the Prompt Payment clause of this Contract.

(e) In the event that amounts are withheld from payment in accordance with provisions of this Contract, a separate voucher for the amount withheld will be required before payment for that amount may be made.

(End of clause)

G.11 DESIGNATION OF NEW TECHNOLOGY REPRESENTATIVE AND PATENT REPRESENTATIVE (1852.227-72) (JUL 1997)

(a) For purposes of administration of the clause of this Contract entitled "New Technology" or "Patent Rights - Retention by the Contractor (Short Form)," whichever is included, the following named representatives are hereby designated by the Contracting Officer to administer such clause:

Title	Office Contact	Address (including zip code)
New Technology Representative	Mike Battaglia Suite: 4A42	NASA Headquarters Washington, DC 20546 (202) 258-2320
Patent Representative	Helen Galus Suite 9T22	NASA Headquarters Washington, DC 20546 202-358-3437

(b) Reports of reportable items, and disclosure of subject inventions, interim reports, final reports, utilization reports, and other reports required by the clause, as well as any correspondence with respect to such matters, should be directed to the New Technology Representative unless transmitted in response to correspondence or request from the Patent Representative. Inquires or requests regarding disposition of rights, election of rights, or related matters should be directed to the Patent Representative. This clause shall be included in any subcontract hereunder requiring a "New Technology" clause or "Patent Rights - Retention by the Contractor (Short Form)" clause, unless otherwise authorized or directed by the

Contracting Officer. The respective responsibilities and authorities of the above-named representatives are set forth in 1827.305-370 of the NASA FAR Supplement.

(End of clause)

G.12 CONTRACTOR REQUESTS FOR GOVERNMENT-PROVIDED EQUIPMENT (1852.245-70) (JAN 2011)

(a) The Contractor shall provide all property required for the performance of this Contract. The Contractor shall not acquire or construct items of property to which the Government will have title under the provisions of this Contract without the Contracting Officer's written authorization. Property which will be acquired as a deliverable end item as material or as a component for incorporation into a deliverable end item is exempt from this requirement. Property approved as part of the Contract award or specifically required within the statement of work is exempt from this requirement.

(b)(1) In the event the Contractor is unable to provide the property necessary for performance, and the Contractor requests provision of property by the Government, the Contractor's request shall--
(i) Justify the need for the property;
(ii) Provide the reasons why Contractor-owned property cannot be used;
(iii) Describe the property in sufficient detail to enable the Government to screen its inventories for available property or to otherwise acquire property, including applicable manufacturer, model, part, catalog, National Stock Number or other pertinent identifiers;
(iv) Combine requests for quantities of items with identical descriptions and estimated values when the estimated values do not exceed $100,000 per unit; and
(v) Include only a single unit when the acquisition or construction value equals or exceeds $100,000.

(2) Contracting Officer authorization is required for items the Contractor intends to manufacture as well as those it intends to purchase.

(3) The Contractor shall submit requests to the Contracting Officer no less than 30 days in advance of the date the Contractor would, should it receive authorization, acquire or begin fabrication of the item.

(c) The Contractor shall maintain copies of Contracting Officer authorizations, appropriately cross-referenced to the individual property record, within its property management system.

(d) Property furnished from Government excess sources is provided as-is, where-is. The Government makes no warranty regarding its applicability for performance of the Contract or its ability to operate. Failure of property obtained from Government excess sources under this clause is insufficient reason for submission of requests for equitable adjustments discussed in the clause at FAR 52.245-1, Government Property, as incorporated in this Contract.

(End of Clause)

G.13 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (1852.245-71) (JAN 2011)

(a) The Government property described in paragraph (c) of this clause may be made available to the Contractor on a no-charge 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 unless authorized by the Contracting Officer under (b)(1)(iv). Under this clause, the Government retains accountability for, and title to, the property, and the Contractor shall comply with the following:

(1) NASA Procedural Requirements (NPR) 4100.1, NASA Materials Inventory Management Manual;
(2) NASA Procedural Requirements (NPR) 4200.1, NASA Equipment Management Procedural Requirements;
(3) NASA Procedural Requirement (NPR) 4300.1, NASA Personal Property Disposal Procedural Requirements;

(4) Notify the cognizant property custodian, COTR, and the Installation Security Officer immediately if theft of Government property is suspected or property cannot be located
(5) Identify Government property equipment that is no longer considered necessary for performance of the Contract.
(6) Ensure that equipment is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. This is the only acceptable procedure for disposal of Government property.
(7) Do not relocate Government property within Government premises or remove Government property from Government premises without written approval.
(8) Ensure that Government property, including property leased to the Government, is used only for the purposes of performing the Contract.
(9) Ensure that Government property is protected and conserved.

Property not recorded in NASA property systems must be managed in accordance with the requirements of the clause at FAR 52.245-1, as incorporated in this Contract.

The Contractor shall establish and adhere to a system of written procedures to assure continued, effective management control and compliance with these user responsibilities. In accordance with FAR 52.245-1(h)(1) the Contractor shall be liable for property lost, damaged, destroyed or stolen by the Contractor or their employees when determined responsible by a NASA Property Survey Board, in accordance with the NASA guidance in this clause.

(b)(1) The official accountable recordkeeping, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished within NASA management information systems prescribed 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 for Government titled property as required by FAR 52.245-1, as incorporated in this Contract, and shall maintain that record until accountability is accepted by the Government.
(iv) Contractor use of Government property at an off-site location and off-site subcontractor use requires advance approval of the Contracting Officer and notification of the Industrial Property Officer. The property shall be considered Government furnished and the Contractor shall assume accountability and financial reporting responsibility. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR 52.245-1, Government Property (as incorporated in this Contract), until its return to the installation. NASA
Procedural Requirements related to property loans shall not apply to offsite use of property by Contractors.
(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) of this clause 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.

(c) The following property and services are provided if checked:

X Office space, work area space, and utilities. Government telephones are available for official purposes only.

X Office furniture.

X Property listed in **Attachment D, D-1 and D-2**

(i) 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.

(ii) 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.

X Supplies from stores stock.

X Publications and blank forms stocked by the installation.

X Safety and fire protection for Contractor personnel and facilities.

X Installation service facilities:

Agency Consolidated End-user Services (ACES) contract services, Library services, and general printing, copying and duplicating services.

X Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.

X Cafeteria privileges for Contractor employees during normal operating hours.

X Building maintenance for facilities occupied by Contractor personnel.

X Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services may be provided on-site, as approved by the Contracting Officer.

(End of clause)

G.14 FINANCIAL REPORTING OF NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (1852.245-73) (JAN 2011)

(a) The Contractor shall submit annually a NASA Form (NF) 1018, NASA Property in the Custody of Contractors, in accordance with this clause, the instructions on the form and NFS 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 Goddard Space Flight Center (GSFC), General Accounting Department, General Ledger Section, Code 157, Greenbelt, MD 20771, 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: Goddard Space Flight Center, Supply and Equipment Management Branch, Code 273, Greenbelt, MD 20771, 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 NFS subpart 1845.71 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 paragraph (b)(1) through (3) of this clause.

(End of clause)

G.15 IDENTIFICATION AND MARKING OF GOVERNMENT EQUIPMENT (1852.245-74) (JAN 2011)

(a) The Contractor shall identify all equipment to be delivered to the Government using NASA Technical Handbook (NASA-HDBK) 6003, Application of Data Matrix Identification Symbols to Aerospace Parts Using Direct Part Marking Methods/Techniques, and NASA Standard (NASA-STD) 6002, Applying Data Matrix Identification Symbols on Aerospace Parts or through the use of commercial marking techniques that: (1) are sufficiently durable to remain intact through the typical lifespan of the property: and, (2) contain the data and data format required by the standards. This requirement includes deliverable equipment listed in the schedule and other equipment when no longer required for Contract performance and NASA directs physical transfer to NASA or a third party. The Contractor shall identify property in both machine and human readable form unless the use of a machine readable-only format is approved by the NASA Industrial Property Officer.

(b) Equipment shall be marked in a location that will be human readable, without disassembly or movement of the equipment, when the items are placed in service unless such placement would have a deleterious effect on safety or on the item's operation.

(c) Concurrent with equipment delivery or transfer, the Contractor shall provide the following data in an electronic spreadsheet format:
(1) Item Description.
(2) Unique Identification Number (License Tag).
(3) Unit Price.
(4) An explanation of the data used to make the unique identification number.

(d) For equipment no longer needed for Contract performance and physically transferred under paragraph (a) of this clause, the following additional data is required:
(1) Date originally placed in service.
(2) Item condition.

(e) The data required in paragraphs (c) and (d) of this clause shall be delivered to the NASA center receiving activity listed below:

Goddard Space Flight Center
Building 16W, Code 279
Greenbelt, MD 20771

(f) The Contractor shall include the substance of this clause, including this paragraph (f), in all subcontracts that require delivery of equipment.

(End of clause)

G.16 LIST OF GOVERNMENT PROPERTY FURNISHED PURSUANT TO FAR 52.245-1 (1852.245-76) (JAN 2011)

For performance of work under this Contract, the Government will make available Government property identified below or in **Attachment C and C-1** of this Contract on a no charge-for-use basis pursuant to the clause at FAR 52.245-1, Government Property, as incorporated in this Contract. The Contractor shall use this property in the performance of this Contract at **NASA HQ** and at other location(s) as may be approved by the Contracting Officer. Under FAR 52.245-1, the Contractor is accountable for the identified property.

Government Property:
Identified in **Attachment C**
Identified in **Attachment C-1**

(End of clause)

G.17 PHYSICAL INVENTORY OF CAPITAL PERSONAL PROPERTY (1852.245-78) (JAN 2011)

(a) In addition to physical inventory requirements under the clause at FAR 52.245-1, Government Property, as incorporated in this Contract, the Contractor shall conduct annual physical inventories for individual property items with an acquisition cost exceeding $100,000.

(1) The Contractor shall inventory--

(i) Items of property furnished by the Government;

(ii) Items acquired by the Contractor and titled to the Government under the clause at FAR 52.245-1;

(iii) Items constructed by the Contractor and not included in the deliverable, but titled to the Government under the clause at FAR 52.245-1; and

(iv) Complete but undelivered deliverables.

(2) The Contractor shall use the physical inventory results to validate the property record data, specifically location and use status, and to prepare summary reports of inventory as described in paragraph (c) of this clause.

(b) Unless specifically authorized in writing by the Property Administrator, the inventory shall be performed and posted by individuals other than those assigned custody of the items, responsibility for maintenance, or responsibility for posting to the property record. The Contractor may request a waiver from this separation of duties requirement from the Property Administrator, when all of the conditions in either (1) or (2) of this paragraph are met.

(1) The Contractor utilizes an electronic system for property identification, such as a laser bar-code reader or radio frequency
identification reader, and

(i) The programs or software preclude manual data entry of inventory identification data by the individual performing the inventory; and

(ii) The inventory and property management systems contain sufficient management controls to prevent tampering and assure proper posting of collected inventory data.

(2) The Contractor has limited quantities of property, limited personnel, or limited property systems; and the Contractor provides written confirmation that the Government property exists in the recorded condition and location;

(3) The Contractor shall submit the request to the cognizant property administrator and obtain approval from the property administrator prior to implementation of the practice.

(c) The Contractor shall report the results of the physical inventory to the property administrator within 10 calendar days of completion of the physical inventory. The report shall--

(1) Provide a summary showing number and value of items inventoried; and

(2) Include additional supporting reports of--

(i) Loss in accordance with the clause at 52.245-1, Government Property;

(ii) Idle property available for reuse or disposition; and

(iii) A summary of adjustments made to location, condition, status, or user as a result of the physical inventory reconciliation.

(d) The Contractor shall retain auditable physical inventory records, including records supporting transactions associated with inventory reconciliation. All records shall be subject to Government review and/or audit.

(End of clause)

G.18 OCCUPANCY MANAGEMENT REQUIREMENTS (1852.245-82) (JAN 2011)

(a) In addition to the requirements of the clause at FAR 52.245-1, Government Property, as included in this Contract, the Contractor shall comply with the following in performance of work in and around Government real property:

(1) NPD 8800.14, Policy for Real Property Management.
(2) NPR 8831.2, Facility Maintenance Management.

(b) The Contractor shall obtain the written approval of the Contracting Officer before installing or removing Contractor-owned property onto or into any Government real property or when movement of Contractor-owned property may damage or destroy Government-owned property. The Contractor shall restore damaged property to its original condition at the Contractor's expense.

(c) The Contractor shall not acquire, construct or install any fixed improvement or structural alterations in Government buildings or other real property without the advance, written approval of the Contracting Officer. Fixed improvement or structural alterations, as used herein, means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. Title to such property shall vest in the Government.

(d) The Contractor shall report any real property or any portion thereof when it is no longer required for performance under the Contract, as directed by the Contracting Officer.

(End of clause)

G.19 CLAUSES INCORPORATED BY REFERENCE -- SECTION G

Clause(s) G.1 – G.3 at the beginning of this Section are incorporated by reference, with the same force and effect as if they were given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

H.1 1852.223-75 MAJOR BREACH OF SAFETY OR SECURITY (FEB 2002)

H.2 REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFEROR

The completed provision 52.204-8, Annual Representations and Certifications, including any amended representation(s) made at paragraph (b) of the provision; and other representations, certifications and other statements contained in Section K completed and submitted as part of the offer dated **May 07, 2011 and as modified to include an additional provision on June 22, 2012,** are hereby incorporated by reference in this resulting Contract.

(End of Text)

H.3 GOVERNMENT PREMISES – PHYSICAL ACCESS AND COMPLIANCE WITH PROCEDURES (HQ 52.204-99)(JAN 2007)

(a)(1) The Contractor must apply for NASA Headquarters Personal Identity Verification (PIV) credential issued by the Headquarters Security Office for those employees that will be employed by the Contractor and that will be resident or access NASA Headquarter locations, or NASA cyber resources for more than six (6) months. The Headquarters PIV credentials will be issued for no longer than the applicable Contract period in effect at the time, not to exceed 5-years, and will require renewal for each subsequent Contract period within which the Contractor employee will be employed. Based on NASA policies and procedures for background investigations and position risk/sensitivity determination, a minimum of National Agency Check with Written Inquiries (NACI) will be required for credential renewal. Other Contractor personnel who are to be at the Headquarters location(s) or will be accessing NASA cyber resources for less than six (6) months are to be identified by the Contractor for approval and registered on an access list under the control of the Headquarters Security Office. All personnel must conspicuously display the Headquarters PIV credential above the waistline on the outermost garment, and must comply with any and all requirements applicable to PIV credential in effect at Headquarters. In accordance with FAR 52.204-9, Personal Identity Verification of Contractor Personnel, the Contractor shall follow the steps prescribed in **Attachment J**, Personal Identity Verification (PIV) Card Issuance Procedures to apply for each Contract employee (prime and subcontractor) who shall have physical access to a NASA-controlled facility (also referred to as "onsite") or access to a Federal information system. (2) Visits by foreign nationals to, for, or on behalf of the Contractor, are restricted and must be necessary for the performance of the Contract and concurred in by the Contracting Officer or by the Contracting Officer's Technical Representative. Approval of such visits must be approved in advance in accordance with NASA Procedural Requirements, NPR 1371.2A, Procedural Requirements for Processing Requests for Access to NASA Installations or Facilities by Foreign Nationals or U.S. Citizens Who are Reps of Foreign Entities w/Change 1 (3/29/04); and NASA Policy Directive, NPD 1371.5B, Coordination and Authorization of Access by Foreign Nationals and Foreign Representatives to NASA (Revalidated 12/21/2010), http://nodis.hq.nasa.gov. The Contractor may get further information about visits by foreign nationals by contacting the NASA Headquarters International Visits Coordinator located in the Headquarters Security Office. (3) Access to the Headquarters locations may be changed or adjusted in response to threat conditions or special situations.

(b) While on Government premises, the Contractor shall comply with requirements governing the conduct of personnel and the operation of the Headquarters locations. These requirements are set forth in NASA-wide or Headquarters installation directives, and procedural requirements, and announcements that can be found at http://nodis.hq.nasa.gov, and/or which will be provided to the Contractor as necessary by the Contracting Officer's Technical Representative, the Contracting Officer, or the Headquarters Chief of Security.(c) The Contractor may not use official Government envelopes or other Government identified mailing containers bearing any sort of Government indicia such as "eagle" emblems in lieu of postage stamps or mailing envelopes or containers bearing NASA logos. The Contractor also may not use the Government mail system to mail anything outside of the Headquarters locations. Contractors found in violation could be liable for a fine of $300 per piece of indicia mail used. Otherwise, the Contractor is allowed to use the internal Headquarters interoffice mail system to send documents **within the Headquarters locations or to other NASA Centers or NASA facilities** the extent necessary for purposes of implementing the terms of this Contract and communicating Contract related business to its employees at the Headquarters locations, and to communicate Contract related business to NASA officials including, but not limited to, the Contracting Officer, the Contracting Officer's Technical Representative, the

Headquarters Chief of Security, Accounting Office staff, and the NASA Headquarters International Visits Coordinator.

(End of clause)

H.4 ONSITE CONTRACTOR PERSONNEL - IDENTIFICATION, REPORTING, AND CHECKOUT PROCEDURES (HQ 52.204-98)(JAN 2007)

(a) The Contractor's designated representative for the purposes of this clause is the Contractor's Project Manager. The Contractor shall notify the Headquarters Chief of Security and the Contracting Officer's Technical Representative of the Project Manager's identity within fifteen (15) calendar days of award of this Contract.

(b) In accordance with FAR 52.204-9, Personal Identity Verification of Contractor Personnel, the Contractor shall follow the steps in **Attachment J**, Personal Identity Verification (PIV) Card Issuance and Re-issuance Procedures, for each Contract employee (prime and subcontractor) who shall have physical access to a NASA-controlled facility (also referred to as "onsite") or access to a Federal information system. The Contractor must apply for permanent NASA Headquarters PIV credential for those Contract employees who will be employed by the Contractor onsite for at least six months. The Headquarters Security Office will consider permanent PIV credentials for other employees of the Contractor on a case-by-case basis, such as employees that are not resident onsite, but must frequently visit.

(c) The Contractor's Project Manager shall submit written notification to the Contracting Officer's Technical Representative and the Headquarters Chief of Security immediately about any Contractor employee who was issued a Headquarters PIV credential or who was granted temporary access to be on-site: (1) who is no longer employed by the Contractor, or (2) who will no longer be working onsite under this Contract.

(d) The Contractor shall ensure that all personnel who have NASA Headquarters issued credentials, keys or other property who leave the Contractor's employ or that no longer work onsite, process out through the Headquarters Security Office. Any such Contractor employees must return all Headquarters issued identification or credentials and any Government property no later than the last day of their employment. The Contractor shall establish appropriate procedures and controls to ensure this is accomplished. Failure to comply may result in the exercise of Government rights to limit and control access to Government premises, including denial of access and invalidation of NASA issued PIV credentials.

(End of clause)

H.5 RIGHTS IN DATA (GSFC 52.227-99)(MAR 2008)

The default Data Rights clause under this Contract is FAR 52.227-14 RIGHTS IN DATA-GENERAL as modified by NASA FAR Supplement 1852.227-14—Alternate II and Alternate III and GSFC 52.227-90. Any exceptions to this clause will be covered by FAR 52.227-17 RIGHTS IN DATA--SPECIAL WORKS as modified by NASA FAR Supplement 1852.227-17, and, if applicable, GSFC 52.227-93.

(End of clause)

H.6 EXPORT LICENSES (1852.225-70) (FEB 2000)

(a) The Contractor shall comply with all U.S. export control laws and regulations, including the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this Contract. In the absence of available license exemptions/exceptions, the Contractor shall be responsible for obtaining the appropriate licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.

(b) The Contractor shall be responsible for obtaining export licenses, if required, before utilizing foreign persons in the performance of this Contract, including instances where the work is to be performed on-site at NASA HQ, where the foreign person will have access to export-controlled technical data or software.

(c) The Contractor shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exceptions.

(d) The Contractor shall be responsible for ensuring that the provisions of this clause apply to its subcontractors.

(End of clause)

H.7 TASK ORDERING PROCEDURE (1852.216-80) (OCT 1996)

NOTE: The following applies only to the IDIQ portion of the Contract

(a) Only the Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the Contract and as specified in the schedule. The Contractor may incur costs under this Contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the Contract or expressly authorized by the Contracting Officer.

(b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

(1) A functional description of the work identifying the objectives or results desired from the contemplated task order.

(2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.

(3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

(c) Within 14 calendar days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.

(d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

(1) Date of the order.

(2) Contract number and order number.

(3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task.

(4) Performance standards, and where appropriate, quality assurance standards.

(5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable.

(6) Any other resources (travel, materials, equipment, facilities, etc.) authorized.

(7) Delivery/performance schedule including start and end dates.

(8) If Contract funding is by individual task order, accounting and appropriation data.

(e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within 1 calendar days after

receipt of the task order.

(f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.

(g) The Contracting Officer may amend tasks in the same manner in which they were issued.

(h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

(End of clause)

H.8 SAFETY AND HEALTH (1852.223-70) (APR 2002)

(a) Safety is the freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. NASA's safety priority is to protect: (1) the public, (2) astronauts and pilots, (3) the NASA workforce (including Contractor employees working on NASA Contracts), and (4) high-value equipment and property.

(b) The Contractor shall take all reasonable safety and occupational health measures in performing this Contract. The Contractor shall comply with all Federal, State, and local laws applicable to safety and occupational health and with the safety and occupational health standards, specifications, reporting requirements, and any other relevant requirements of this Contract.

(c) The Contractor shall take, or cause to be taken, any other safety, and occupational health measures the Contracting Officer may reasonably direct. To the extent that the Contractor may be entitled to an equitable adjustment for those measures under the terms and conditions of this Contract, the equitable adjustment shall be determined pursuant to the procedures of the changes clause of this Contract; provided, that no adjustment shall be made under this Safety and Health clause for any change for which an equitable adjustment is expressly provided under any other clause of the Contract.

(d) The Contractor shall immediately notify and promptly report to the Contracting Officer or a designee any accident, incident, or exposure resulting in fatality, lost-time occupational injury, occupational disease, contamination of property beyond any stated acceptable limits set forth in the Contract Schedule; or property loss of $25,000 or more, or Close Call (a situation or occurrence with no injury, no damage or only minor damage (less than $1,000) but possesses the potential to cause any type mishap, or any injury, damage, or negative mission impact) that may be of immediate interest to NASA, arising out of work performed under this Contract. The Contractor is not required to include in any report an expression of opinion as to the fault or negligence of any employee. In addition, service Contractors (excluding construction Contracts) shall provide quarterly reports specifying lost-time frequency rate, number of lost-time injuries, exposure, and accident/incident dollar losses as specified in the Contract Schedule.

(e) The Contractor shall investigate all work-related incidents, accidents, and Close Calls, to the extent necessary to determine their causes and furnish the Contracting Officer a report, in such form as the Contracting Officer may require, of the investigative findings and proposed or completed corrective actions.

(f) (1) The Contracting Officer may notify the Contractor in writing of any noncompliance with this clause and specify corrective actions to be taken. When the Contracting Officer becomes aware of noncompliance that may pose a serious or imminent danger to safety and health of the public, astronauts and pilots, the NASA workforce (including Contractor employees working on NASA Contracts), or high value mission critical equipment or property, the Contracting Officer shall notify the Contractor orally, with written confirmation. The Contractor shall promptly take and report any necessary corrective action.

(2) If the Contractor fails or refuses to institute prompt corrective action in accordance with subparagraph (f) (1) of this clause, the Contracting Officer may invoke the stop-work order clause in this Contract or any other remedy available to the Government in the event of such failure or refusal.

(g) The Contractor (or subcontractor or supplier) shall insert the substance of this clause, including this paragraph (g) and any applicable Schedule provisions and clauses, with appropriate changes of designations of the parties, in all solicitations and subcontracts of every tier, when one or more of the following conditions exist:

(1) The work will be conducted completely or partly on premises owned or controlled by the Government.
(2) The work includes construction, alteration, or repair of facilities in excess of the simplified acquisition threshold.

(3) The work, regardless of place of performance, involves hazards that could endanger the public, astronauts and pilots, the NASA workforce (including Contractor employees working on NASA Contracts), or high value equipment or property, and the hazards are not adequately addressed by Occupational Safety and Health Administration (OSHA) or Department of Transportation (DOT) regulations (if applicable).

(4) When the Contractor (or subcontractor or supplier) determines that the assessed risk and consequences of a failure to properly manage and control the hazard(s) warrants use of the clause.

(h) The Contractor (or subcontractor or supplier) may exclude the provisions of paragraph (g) from its solicitation(s) and subcontract(s) of every tier when it determines that the clause is not necessary because the application of the OSHA and DOT (if applicable) regulations constitute adequate safety and occupational health protection. When a determination is made to exclude the provisions of paragraph (g) from a solicitation and subcontract, the Contractor must notify and provide the basis for the determination to the Contracting Officer. In subcontracts of every tier above the micro-purchase threshold for which paragraph (g) does not apply, the Contractor (or subcontractor or supplier) shall insert the substance of paragraphs (a), (b), (c), and (f) of this clause).

(i) Authorized Government representatives of the Contracting Officer shall have access to and the right to examine the sites or areas where work under this Contract is being performed in order to determine the adequacy of the Contractor's safety and occupational health measures under this clause.

(j) The Contractor shall continually update the safety and health plan when necessary. In particular, the Contractor shall furnish a list of all hazardous operations to be performed, and a list of other major or key operations required or planned in the performance of the Contract, even though not deemed hazardous by the Contractor. NASA and the Contractor shall jointly decide which operations are to be considered hazardous, with NASA as the final authority. Before hazardous operations commence, the Contractor shall submit for NASA concurrence -

(1) Written hazardous operating procedures for all hazardous operations; and/or

(2) Qualification standards for personnel involved in hazardous operations.

(End of clause)

H.9 OBSERVANCE OF LEGAL HOLIDAYS (1852.242-72) (AUG 1992) -- Alternate II (OCT 2000)

(a) The on-site Government personnel observe the following holidays:

New Year's Day
Labor Day
Martin Luther King, Jr.'s Birthday
Columbus Day
President's Day
Veterans Day
Memorial Day
Thanksgiving Day
Independence Day
Christmas Day

Any other day designated by Federal statute, Executive order, or the President's proclamation.

(b) When any holiday falls on a Saturday, the preceding Friday is observed. When any holiday falls on a Sunday, the following Monday is observed. Observance of such days by Government personnel shall not by itself be cause for an additional period of performance or entitlement of compensation except as set forth within the Contract.

(c) When the NASA installation grants administrative leave to its Government employees (e.g., as a result of inclement weather, potentially hazardous conditions, or other special circumstances), Contractor personnel working on-site should also be dismissed. However, the Contractor shall provide sufficient on-site personnel to perform round-the-clock requirements of critical work already in process, unless otherwise instructed by the Contracting Officer or authorized representative.

(d) Whenever administrative leave is granted to Contractor personnel pursuant to paragraph (c) of this clause, it shall be without loss to the Contractor. The cost of salaries and wages to the
Contractor for the period of any such excused absence shall be a reimbursable item of cost under this Contract for employees in accordance with the Contractor's established accounting policy.

(End of clause)

H.10 CLAUSES INCORPORATED BY REFERENCE -- SECTION H

Clause(s) H.1 at the beginning of this Section is incorporated by reference, with the same force and effect as if it was given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

SECTION I – CONTRACT CLAUSES
NNH12CF39C

FAR BY-REFERENCE CLAUSES:

I.1 52.202-1 DEFINITIONS (JAN 2012)

I.2 52.203-3 GRATUITIES (APR 1984)

I.3 52.203-5 COVENANT AGAINST CONTINGENT FEES (APR 1984)

I.4 52.203-6 RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT (SEP 2006)

I.5 52.203-7 ANTI-KICKBACK PROCEDURES (OCT 2010)

I.6 52.203-8 CANCELLATION, RESCISSION, AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY (JAN 1997)

I.7 52.203-10 PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY (JAN 1997)

I.8 52.203-12 LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS (OCT 2010)

I.9 52.203-13 CONTRACTOR CODE OF BUSINESS ETHICS AND CONDUCT (APR 2010)

I.10 52.203-14 DISPLAY OF HOTLINE POSTER(S) (DEC 2007)

I.11 52.204-2 SECURITY REQUIREMENTS (AUG 1996)

I.12 52.204-4 PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER (AUG 2000)

I.13 52.204-7 CENTRAL CONTRACTOR REGISTRATION (APR 2008)

I.14 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL. (SEP 2007)

I.15 52.204-10 REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS (FEB 2012)

I.16 52.209-6 PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT (DEC 2010)

I.17 52.210-1 MARKET RESEARCH (>$5M) (APRIL 2011)

I.18 52.215-2 AUDIT AND RECORDS - NEGOTIATION. (OCT 2010)

I.19 52.215-8 ORDER OF PRECEDENCE - UNIFORM CONTRACT FORMAT (OCT 1997)

I.20 52.215-11 PRICE REDUCTION FOR DEFECTIVE CERTIFIED COST OR PRICING DATA—MODIFICATION (AUG 2011)

I.21 52.215-13 SUBCONTRACTOR CERTIFIED COST OR PRICING DATA—MODIFICATION (OCT 2010)

I.22 52.215-14 INTEGRITY OF UNIT PRICES (OCT 2010)

I.23 52.215-15 PENSION ADJUSTMENTS AND ASSET REVERSIONS (OCT 2010)

I.24 52.215-18 REVERSION OR ADJUSTMENT OF PLANS FOR POSTRETIREMENT BENEFITS (PRB) OTHER THAN PENSIONS (JUL 2005)

I.25 52.215-19 NOTIFICATION OF OWNERSHIP CHANGES (OCT 1997)

I.26 52.215-21 REQUIREMENTS FOR CERTIFIED COST OR PRICING DATA OR DATA OTHER THAN COST OR PRICING DATA - MODIFICATIONS (OCT 2010)

I.27 52.215-23 LIMITATIONS ON PASS-THROUGH CHARGES (OCT 2009)

I.28 52.216-7 ALLOWABLE COST AND PAYMENT (JUNE 2011) FILL IN: A(3) 30TH

NOTE: The following clause applies only to the CPFF task orders issued under the IDIQ portion of the Contract.

I.29 52.216-8 FIXED FEE (JUN 2011)

NOTE: The following clause applies only to the IDIQ portion of the Contract.

I.30 52.216-18 ORDERING (OCT 1995) FILL IN: (A) CONTRACT EFFECTIVE DATE THROUGH THE END OF THE CONTRACT PERIOD OF PERFORMANCE

NOTE: The following clause applies only to the IDIQ portion of the Contract.

I.31 52.216-19 ORDER LIMITATIONS (OCT 1995) FILL IN: (A) $10,000; (B)(1) $20,000,000; (B)(2) $20,000,000, (B)(3) 3 CALENDAR; (D) 3 CALENDAR

I.32 52.216-22 INDEFINITE QUANTITY (OCT 1995) FILL IN: (D) THE END OF THE CONTRACT EFFECTIVE ORDERING PERIOD

I.33 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999) FILL IN: 30 DAYS OF THE CONTRACT END DATE

I.34 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000) FILL IN: (A) 30 DAYS OF THE CONTRACT END DATE; 60 DAYS; (C) 5 YEARS

I.35 52.219-6 NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE

I.36 52.219-8 UTILIZATION OF SMALL BUSINESS CONCERNS (JAN 2011)

I.37 52.219-14 LIMITATIONS ON SUBCONTRACTING (NOV 2011)

I.38 52.219-28 POST-AWARD SMALL BUSINESS PROGRAM REPRESENTATION (APR 2009)

I.39 52.222-1 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)

I.40 52.222-3 CONVICT LABOR (JUN 2003)

I.41 52.222-19 CHILD LABOR - COOPERATION WITH AUTHORITIES AND REMEDIES (JUL 2010)

I.42 52.222-21 PROHIBITION OF SEGREGATED FACILITIES (FEB 1999)

I.43 52.222-26 EQUAL OPPORTUNITY (MAR 2007)

I.44 52.222-35 EQUAL OPPORTUNITY FOR VETERANS (SEP 2010)

I.45 52.222-36 AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES (OCT 2010)

I.46 52.222-37 EMPLOYMENT REPORTS ON VETERANS (SEP 2010)

I.47 52.222-50 COMBATING TRAFFICKING IN PERSONS (FEB 2009)

I.48 52.223-5 POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION (MAY 2011)

I.49 52.223-6 DRUG-FREE WORKPLACE (MAY 2001)

I.50 52.223-10 WASTE REDUCTION PROGRAM (MAY 2011)

I.51 52.223-14 TOXIC CHEMICAL RELEASE REPORTING (AUG 2003)

I.52 52.223-18 CONTRACTOR POLICY TO BAN TEXT MESSAGING WHILE DRIVING (AUG 2011)

I.53 52.224-1 PRIVACY ACT NOTIFICATION (APR 1984)

I.54 52.224-2 PRIVACY ACT (APR 1984)

I.55 52.225-1 BUY AMERICAN ACT - SUPPLIES (FEB 2009)

I.56 52.225-13 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (JUN 2008)

I.57 52.227-1 AUTHORIZATION AND CONSENT (DEC 2007)

I.58 52.227-2 NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT (DEC 2007)

I.59 52.227-3 PATENT INDEMNITY (APR 1984) - ALTERNATE I (APR 1984)

I.60 52.227-11 PATENT RIGHTS--OWNERSHIP BY THE CONTRACTOR (DEC 2007)

I.61 52.227-14 RIGHTS IN DATA--GENERAL (DEC 2007)

I.62 52.227-16 ADDITIONAL DATA REQUIREMENTS (JUN 1987)

I.63 52.228-7 INSURANCE - LIABILITY TO THIRD PERSONS (MAR 1996)

I.64 52.232-17 INTEREST (OCT 2010)

I.65 52.232-18 AVAILABILITY OF FUNDS (APR 1984)

I.66 52.232-22 LIMITATION OF FUNDS (APR 1984)

I.67 52.232-23 ASSIGNMENT OF CLAIMS (JAN 1986)

I.68 52.232-25 PROMPT PAYMENT (OCT 2008) -- ALTERNATE I (FEB 2002)

I.69 52.232-33 PAYMENT BY ELECTRONIC FUNDS TRANSFER - CENTRAL CONTRACTOR REGISTRATION (OCT 2003)

I.70 52.233-1 DISPUTES (JUL 2002) - ALTERNATE I (DEC 1991)

I.71 52.233-3 PROTEST AFTER AWARD. (AUG 1996) - ALTERNATE I (JUN 1985)

I.72 52.233-4 APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)

I.73 52.237-2 PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)

I.74 52.237-3 CONTINUITY OF SERVICES (JAN 1991)

I.75 52.239-1 PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)

I.76 52.242-1 NOTICE OF INTENT TO DISALLOW COSTS (APR 1984)

I.77 52.242-3 PENALTIES FOR UNALLOWABLE COSTS (MAY 2001)

I.78 52.242-4 CERTIFICATION OF FINAL INDIRECT COSTS (JAN 1997)

I.79 52.242-13 BANKRUPTCY (JUL 1995)

I.80 52.243-2 CHANGES - COST-REIMBURSEMENT (AUG 1987) - ALTERNATE II (APR 1984)

I.81 52.244-2 SUBCONTRACTS (OCT 2010)

I.82 52.244-5 COMPETITION IN SUBCONTRACTING (DEC 1996)

I.83 52.244-6 SUBCONTRACTS FOR COMMERCIAL ITEMS (OCT 2010) ALTERNATE I (JUN 2010)

I.84 52.245-1 GOVERNMENT PROPERTY (APR 2012)

I.85 52.245-9 USE AND CHARGES (APR 2012)

I.86 52.247-1 COMMERCIAL BILL OF LADING NOTATIONS (FEB 2006)

I.87 52.247-63 PREFERENCE FOR U.S.-FLAG AIR CARRIERS (JUN 2003)

I.88 52.248-1 VALUE ENGINEERING (OCT 2010)

I.89 52.249-6 TERMINATION (COST-REIMBURSEMENT) (MAY 2004)

I.90 52.249-14 EXCUSABLE DELAYS (APR 1984)

I.91 52.251-1 GOVERNMENT SUPPLY SOURCES (APR 2012)

I.92 52.52.253-1 COMPUTER GENERATED FORMS (JAN 1991)

NASA FAR BY-REFERENCE CLAUSES:

I.93 1852.203-70 DISPLAY OF INSPECTOR GENERAL HOTLINE POSTERS (JUN 2001)

I.94 1852.223-74 DRUG-AND ALCOHOL-FREE WORKFORCE (MAR 1996)

I.95 1852.227-14 RIGHTS IN DATA - GENERAL

I.96 1852.227-19 COMMERCIAL COMPUTER SOFTWARE - RESTRICTED RIGHTS

I.97 1852.228-75 MINIMUM INSURANCE COVERAGE (OCT 1988)

I.98 1852.237-70 EMERGENCY EVACUATION PROCEDURES (DEC 1988)

I.99 1852.243-71 SHARED SAVINGS (MAR 1997)

(End of by-reference section)

I.100 52.219-18 NOTIFICATION OF COMPETITION LIMITED TO ELIGIBLE 8(A) CONCERNS (JUNE 2003)(DEVIATION)

(a) Offers are solicited only from small business concerns expressly certified by the Small Business Administration (SBA) for participation in the SBA's 8(a) Program and which meet the following criteria at the time of submission of offer—

(1) The Offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and

(2) The Offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action directed by the SBA.

(b) By submission of its offer, the Offeror represents that it meets all of the criteria set forth in paragraph (a) of this clause.

(c) Any award resulting from this solicitation will be made directly by the Contracting Officer to the successful 8(a) offeror selected through the evaluation criteria set forth in this solicitation.

(d)(1) *Agreement.* A small business concern submitting an offer in its own name shall furnish, in performing the Contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this Contract does not exceed $25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply to construction or service Contracts.

(2) DMI will notify the cognizant NASA 210.H Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.

(End of clause)

I.101 SUBMISSION OF TRANSPORTATION DOCUMENTS FOR AUDIT (52.247-67) (FEB 2006)

(a) The Contractor shall submit to the address identified below, for prepayment audit, transportation documents on which the United States will assume freight charges that were paid—

(1) By the Contractor under a cost-reimbursement Contract; and

(2) By a first-tier subcontractor under a cost-reimbursement subcontract thereunder.

(b) Cost-reimbursement Contractors shall only submit for audit those bills of lading with freight shipment charges exceeding $100. Bills under $100 shall be retained on-site by the Contractor and made available for on-site audits. This exception only applies to freight shipment bills and is not intended to apply to bills and invoices for any other transportation services.

(c) Contractors shall submit the above referenced transportation documents to—

TERENCE L. HAYNES, CONTRACTING OFFICER
NASA/GSFC, CODE 210.H, BLDG 17
GREENBELT, MD 20771

(End of clause)

I.102 CLAUSES INCORPORATED BY REFERENCE (52.252-2) (FEB 1998)

This Contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

FAR clauses

https://www.acquisition.gov/far/

NASA FAR Supplement (NFS) clauses:

http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm

(End of clause)

I.103 AUTHORIZED DEVIATIONS IN CLAUSES (52.252-6) (APR 1984)

(a) The use in this solicitation or Contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or Contract of any [NASA Acquisition Regulation] (48 CFR [1]) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

I.104 SECURITY CLASSIFICATION REQUIREMENTS (1852.204-75) (SEP 1989)

Performance under this Contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of Top Secret/Sensitive Compartmented Information (see PWS Section 8.5). See Federal Acquisition Regulation clause 52.204-2 in this Contract and DD Form 254, Contract Security Classification Specification, **Attachment L.**

(End of clause)

I.105 1852.204-76 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (JAN 2011)

(a) The contractor shall protect the confidentiality, integrity, and availability of NASA Electronic Information and IT resources and protect NASA Electronic Information from unauthorized disclosure.
(b) This clause is applicable to all NASA contractors and sub-contractors that process, manage, access, or store unclassified electronic information, to include Sensitive But Unclassified (SBU) information, for NASA in support of NASA's missions, programs, projects and/or institutional requirements. Applicable requirements, regulations, policies, and guidelines are identified in the Applicable Documents List (ADL) provided as an attachment to the contract. The documents listed in the ADL can be found at: http://www.nasa.gov/offices/ocio/itsecurity/index.html. For policy information considered sensitive, the documents will be identified as such in the ADL and made available through the Contracting Officer.
(c) Definitions.
(1) IT resources means any hardware or software or interconnected system or subsystem of equipment, that is used to process, manage, access, or store electronic information.
(2) NASA Electronic Information is any data (as defined in the Rights in Data clause of this contract) or information (including information incidental to contract administration, such as financial, administrative, cost or pricing, or management information) that is processed, managed, accessed or stored on an IT system(s) in the performance of a

NASA contract.
(3) IT Security Management Plan—This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract. Unlike the IT security plan, which addresses the IT system, the IT Security Management Plan addresses how the contractor will manage personnel and processes associated with IT Security on the instant contract.
(4) IT Security Plan—this is a FISMA requirement; see the ADL for applicable requirements. The IT Security Plan is specific to the IT System and not the contract. Within 30 days after award, the contractor shall develop and deliver an IT Security Management Plan to the Contracting Officer; the approval authority will be included in the ADL. All contractor personnel requiring physical or logical access to NASA IT resources must complete NASA's annual IT Security Awareness training. Refer to the IT Training policy located in the IT Security Web site at https://itsecurity.nasa.gov/ policies/index.html.
(d) The contractor shall afford Government 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 a program of IT inspection (to include vulnerability testing), investigation and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of NASA Electronic Information or to the function of IT systems operated on behalf of NASA, and to preserve evidence of computer crime.
(e) At the completion of the contract, the contractor shall return all NASA information and IT resources provided to the contractor during the performance of the contract in accordance with retention documentation available in the ADL. The contractor shall provide a listing of all NASA Electronic information and IT resources generated in performance of the contract. At that time, the contractor shall request disposition instructions from the Contracting Officer. The Contracting Officer will provide disposition instructions within 30 calendar days of the contractor's request. Parts of the clause and referenced ADL may be waived by the contracting officer, if the contractor's ongoing IT security program meets or exceeds the requirements of NASA Procedural Requirements (NPR) 2810.1 in effect at time of award. The current version of NPR 2810.1 is referenced in the ADL. The contractor shall submit a written waiver request to the Contracting Officer within 30 days of award. The waiver request will be reviewed by the Center IT Security Manager. If approved, the Contractor Officer will notify the contractor, by contract modification, which parts of the clause or provisions of the ADL are waived.
(f) The contractor shall insert this clause, including this paragraph in all subcontracts that process, manage, access or store NASA Electronic Information in support of the mission of the Agency.

(End of clause)

I.106 1852.215-84 OMBUDSMAN (OCT 2003) -- ALTERNATE I (JUN 2000)

(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. The current list of Center Ombudsman is available at http://prod.nais.nasa.gov/pub/pub_library/Omb.html. 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. 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 in this document.

(c) If this is a task or delivery order Contract, the ombudsman shall review complaints from Contractors and ensure they are afforded a fair opportunity to be considered, consistent with the procedures of the Contract.

(End of clause)

I.107 NASA 8 PERCENT GOAL (1852.219-76) (JUL 1997)

(a) Definitions.

"Historically Black Colleges or University," as used in this clause, means an institution determined by the Secretary of Education to meet the requirements of 34 CFR Section 608.2. The term also includes any nonprofit research institution that was an integral part of such a college or university before November 14, 1986.

"Minority institutions," as used in this clause, means an institution of higher education meeting the requirements of section 1046(3) of the Higher Education Act of 1965 (20 U.S.C. 1135d-5(3)) which for the purposes of this clause includes a Hispanic-serving institution of higher education as defined in section 316(b)(1) of the Act (20 U.S.C. 1059c(b)(1)).

"Small disadvantaged business concern," as used in this clause, means a small business concern that (1) is at least 51 percent unconditionally owned by one or more individuals who are both socially and economically disadvantaged, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more socially and economically disadvantaged individuals, and (2) has its management and daily business controlled by one or more such individuals. This term also means a small business concern that is at least 51 percent unconditionally owned by an economically disadvantaged Indian tribe or Native Hawaiian Organization, or a publicly owned business having at least 51 percent of its stock unconditionally owned by one or more of these entities, which has its management and daily business controlled by members of an economically disadvantaged Indian tribe or Native Hawaiian Organization, and which meets the requirements of 13 CFR 124.

"Women-owned small business concern," as used in this clause, means a small business concern (1) which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women, and (2) whose management and daily business operations are controlled by one or more women.

(b) The NASA Administrator is required by statute to establish annually a goal to make available to small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns, at least 8 percent of NASA's procurement dollars under prime Contracts or subcontracts awarded in support of authorized programs, including the space station by the time operational status is obtained.

(c) The Contractor hereby agrees to assist NASA in achieving this goal by using its best efforts to award subContracts to such entities to the fullest extent consistent with efficient Contract performance.

(d) Contractors acting in good faith may rely on written representations by their subcontractors regarding their status as small disadvantaged business concerns, Historically Black Colleges and Universities, minority institutions, and women-owned small business concerns.

(End of clause)

I.108 ACCESS TO SENSITIVE INFORMATION (1852.237-72) (JUN 2005)

(a) As used in this clause, ``sensitive information" refers to information that a Contractor has developed at private expense, or that the Government has generated that qualifies for an exception to the Freedom of Information Act, which is not currently in the public domain, and which may embody trade secrets or commercial or financial information, and which may be sensitive or privileged.

(b) To assist NASA in accomplishing management activities and administrative functions, the Contractor shall provide the services specified elsewhere in this Contract.

(c) If performing this Contract entails access to sensitive information, as defined above, the Contractor agrees to--

(1) Utilize any sensitive information coming into its possession only for the purposes of performing the services specified in this Contract, and not to improve its own competitive position in another procurement.

(2) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.

(3) Allow access to sensitive information only to those employees that need it to perform services under this Contract.

(4) Preclude access and disclosure of sensitive information to persons and entities outside of the Contractor's organization.

(5) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in this Contract and to safeguard it from unauthorized use and disclosure.

(6) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this Contract.

(7) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(d) The Contractor will comply with all procedures and obligations specified in its Organizational Conflicts of Interest Avoidance Plan, which this Contract incorporates as a compliance document.

(e) The nature of the work on this Contract may subject the Contractor and its employees to a variety of laws and regulations relating to ethics, conflicts of interest, corruption, and other criminal or civil matters relating to the award and administration of government Contracts. Recognizing that this Contract establishes a high standard of accountability and trust, the Government will carefully review the Contractor's performance in relation to the mandates and restrictions found in these laws and regulations. Unauthorized uses or disclosures of sensitive information may result in termination of this Contract for default, or in debarment of the Contractor for serious misconduct affecting present responsibility as a government Contractor.

(f) The Contractor shall include the substance of this clause, including this paragraph (f), suitably modified to reflect the relationship of the parties, in all subcontracts that may involve access to sensitive information

(End of clause)

RELEASE OF SENSITIVE INFORMATION (1852.237-73) (JUN 2005)

(a) As used in this clause, "Sensitive information" refers to information, not currently in the public domain, that the Contractor has developed at private expense, that may embody trade secrets or commercial or financial information, and that may be sensitive or privileged.

(b) In accomplishing management activities and administrative functions, NASA relies heavily on the support of various service providers. To support NASA activities and functions, these service providers, as well as their subcontractors and their individual employees, may need access to sensitive information submitted by the Contractor under this Contract. By submitting this proposal or performing this Contract, the Contractor agrees that NASA may release to its service providers, their subcontractors, and their individual employees, sensitive information submitted during the course of this procurement, subject to the enumerated protections mandated by the clause at 1852.237-72, Access to Sensitive Information.

(c) (1) The Contractor shall identify any sensitive information submitted in support of this proposal or in performing this Contract. For purposes of identifying sensitive information, the Contractor may, in addition to any other notice or legend otherwise required, use a notice similar to the following:

Mark the title page with the following legend:

This proposal or document includes sensitive information that NASA shall not disclose outside the Agency

and its service providers that support management activities and administrative functions. To gain access to this sensitive information, a service provider's Contract must contain the clause at NFS 1852.237-72, Access to Sensitive Information. Consistent with this clause, the service provider shall not duplicate, use, or disclose the information in whole or in part for any purpose other than to perform the services specified in its Contract. This restriction does not limit the Government's right to use this information if it is obtained from another source without restriction. The information subject to this restriction is contained in pages [*insert page numbers or other identification of pages*]. Mark each page of sensitive information the Contractor wishes to restrict with the following legend:

Use or disclosure of sensitive information contained on this page is subject to the restriction on the title page of this proposal or document.

(2) The Contracting Officer shall evaluate the facts supporting any claim that particular information is "sensitive." This evaluation shall consider the time and resources necessary to protect the information in accordance with the detailed safeguards mandated by the clause at 1852.237-72, Access to Sensitive Information. However, unless the Contracting Officer decides, with the advice of Center counsel, that reasonable grounds exist to challenge the Contractor's claim that particular information is sensitive, NASA and its service providers and their employees shall comply with all of the safeguards contained in paragraph (d) of this clause.

(d) To receive access to sensitive information needed to assist NASA in accomplishing management activities and administrative functions, the service provider must be operating under a Contract that contains the clause at 1852.237-72, Access to Sensitive Information. This clause obligates the service provider to do the following:

(1) Comply with all specified procedures and obligations, including the Organizational Conflicts of Interest Avoidance Plan, which the Contract has incorporated as a compliance document.

(2) Utilize any sensitive information coming into its possession only for the purpose of performing the services specified in its Contract.

(3) Safeguard sensitive information coming into its possession from unauthorized use and disclosure.

(4) Allow access to sensitive information only to those employees that need it to perform services under its Contract.

(5) Preclude access and disclosure of sensitive information to persons and entities outside of the service provider's organization.

(6) Train employees who may require access to sensitive information about their obligations to utilize it only to perform the services specified in its Contract and to safeguard it from unauthorized use and disclosure.

(7) Obtain a written affirmation from each employee that he/she has received and will comply with training on the authorized uses and mandatory protections of sensitive information needed in performing this Contract.

(8) Administer a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(e) When the service provider will have primary responsibility for operating an information technology system for NASA that contains sensitive information, the service provider's Contract shall include the clause at 1852.204-76, Security Requirements for Unclassified Information Technology Resources. The Security Requirements clause requires the service provider to implement an Information Technology

Security Plan to protect information processed, stored, or transmitted from unauthorized access, alteration, disclosure, or use. Service provider personnel requiring privileged access or limited privileged access to these information technology systems are subject to screening using the standard National Agency Check (NAC) forms appropriate to the level of risk for adverse impact to NASA missions. The Contracting Officer may allow the service provider to conduct its own screening, provided the service provider employs substantially equivalent screening procedures.

(f) This clause does not affect NASA's responsibilities under the Freedom of Information Act.

(g) The Contractor shall insert this clause, including this paragraph (g), suitably modified to reflect the relationship of the parties, in all subcontracts that may require the furnishing of sensitive information.

(End of clause)

I.110 NOTIFICATION OF EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT (DEVIATION) (52.222-99)

(a) During the term of this Contract, the Contractor shall post a notice, of such size and in such form, and containing such content as prescribed by the Secretary of Labor, in conspicuous places in and about its plants and offices where employees covered by the National Labor Relations Act engage in activities relating to the performance of the Contract, including all places where notices to employees are customarily posted both physically and electronically, in the languages employees speak, in accordance with 29 CFR 471.2 (d) and (f).

(1) Physical posting of the employee notice shall be in conspicuous places in and about the Contractor's plants and offices so that the notice is prominent and readily seen by employees who are covered by the National Labor Relation Act and engage in activities related to the performance of the Contract.

(2) If the Contractor customarily posts notices to employees electronically, then the Contractor shall also post the required notice electronically by displaying prominently, on any website that is maintained by the Contractor and is customarily used for notices to employees about terms and conditions of employment, a link to the Department of Labor's website that contains the full text of the poster. The link to the Department's website, as referenced in (b)(3) of this section, must read, "Important Notice about Employee Rights to Organize and Bargain Collectively with Their Employers."

(b) This required notice, printed by the Department of Labor, may be--

(1) Obtained from the Division of Interpretations and Standards, Office of Labor-Management Standards, U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-5609, Washington, DC 20210, (202) 693-0123, or from any field office of the Office of Labor-Management Standards or Office of Federal Contract Compliance Programs;

(2) Provided by the Federal Contracting agency, if requested];

(3) Downloaded from the Office of Labor-Management Standards web site at www.dol.gov/olms/regs/compliance/EO13496; or

(4) Reproduced and used [as] exact duplicate copies of the Department of Labor's official poster.

(c) The required text of the Employee Notification referred to in this clause is located at Appendix A, Subpart A, 29 CFR Part 471.

(d) The Contractor shall comply with all provisions of the Employee Notice and related rules, regulations, and orders of the Secretary of Labor.

(e) In the event that the Contractor does not comply with the requirements set forth in paragraphs (a) through (d) of this clause, this Contract may be terminated or suspended in whole or in part, and the Contractor may be suspended or debarred in accordance with 29 CFR 471.14 and FAR Subpart 9.4. Such other sanctions or remedies may be imposed as are provided by 29 CFR Part 471, which implements E.O. 13496 or as otherwise provided by law.

(f) Subcontracts. (1) The Contractor shall include the substance of this clause, including this paragraph (f), in every subcontract that exceeds $10,000 and will be performed wholly or partially in the United States, unless exempted by the rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 3 of Executive Order 13496 of January 30, 2009, so that such provisions will be binding upon each subcontractor.

(2) The Contractor is not permitted to procure supplies or services in a way designed to avoid the applicability of Executive Order 13496 or this subpart.

(3) The Contractor shall take such action with respect to any such subcontract as may be directed by the Secretary of Labor as a means of enforcing such provisions, including the imposition of sanctions for non compliance.

(4) However, if the Contractor becomes involved in litigation with a subcontractor, or is threatened with such involvement, as a result of such direction, the Contractor may request the United States, through the Secretary of Labor, to enter into such litigation to protect the interests of the United States.

(End of clause)

I.111 UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS (52.209-8)(JAN 2011)

(a) The Contractor shall update the information in the Federal Awardee Performance and Integrity Information System (FAPIIS) on a semi-annual basis, throughout the life of the Contract, by posting the required information in the Central Contractor Registration database at http://www.ccr.gov.

(b)(1) The Contractor will receive notification when the Government posts new information to the Contractor's record.

(2) The Contractor will have an opportunity to post comments regarding information that has been posted by the Government. The comments will be retained as long as the associated information is retained, *i.e.*, for a total period of 6 years. Contractor comments will remain a part of the record unless the Contractor revises them.

(3)(i) Public requests for system information posted prior to April 15, 2011, will be handled under Freedom of Information Act procedures, including, where appropriate, procedures promulgated under E.O. 12600.

(ii) As required by section 3010 of Public Law 111-212, all information posted in FAPIIS on or after April 15, 2011, except past performance reviews, will be publicly available.

(End of clause)

I.112 CLAUSES INCORPORATED BY REFERENCE -- SECTION I

Clause(s) I.1 – I.99 at the beginning of this Section are incorporated by reference, with the same force and effect as if they were given in full text. Clauses incorporated by reference which require a fill-in by the Government include the text of the affected paragraph(s) only. This does not limit the clause to the affected paragraph(s). The Contractor is responsible for understanding and complying with the entire clause. The full text of the clause is available at the addresses contained in clause 52.252-2, Clauses Incorporated by Reference, of this Contract.

(End of Text)

SECTION J – LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS
NNH12CF39C

J.1 LIST OF ATTACHMENTS

The following documents are attached hereto and made a part of this Contract:

ATTACHMENT	DESCRIPTION	DATE	NO. OF PAGES
A	HITSS PWS	May 6, 2011	92
B	IDIQ Rate Matrix	May 7, 2012	25
C	GFP/GFE (Off-Site)	April 8, 2011	3
C-1	*GFP/GFE (Off-Site Software)*	*May 16, 2011*	*6*
D	IAGP (On-Site)	April 8, 2011	16
D-1	*IAGP (On-Site Workstations)*	*April 8, 2011*	*1*
D-2	*IAGP (On-Site Software)*	*May 6, 2011*	*7*
E	Contract Historical Data	April 8, 2011	2
F	Safety and Health Plan	May 23, 2011	41
G	OCI Avoidance Plan	To be submitted (TBS) not later than 30 days after Contract award	TBS
H	IT Security Management Plan	TBS not later than 30 days after Contract award	TBS
I	Financial Management Reporting Requirements	April 8, 2011	3
J	Personal Identity Verification (PIV) Card Issue Procedures	April 8, 2011	5
K	Incentive Fee Plan	May 7, 2012	10
	Appendix 1- Incentive Fee Quality Assurance Surveillance Plan	May 7, 2012	19
L	DD Form 254 (Draft form provided)	To be completed by the effective date of the Contract	To be completed by the effective date of the Contract
M	IT Security Applicable Documents List	April 8, 2011	4

CLAUSE J.1, ATTACHMENT A

PERFORMANCE WORK STATEMENT

FOR

HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES (HITSS)

NNH12CF39C

MAY 6, 2011

NASA Headquarters

Information Technology and Communications Division (ITCD)

INDEX

Table of Contents

1.0 Introduction

The Chief Information Officer in the NASA Headquarters Information Technology and Communications Division (ITCD) is providing this Performance Work Statement (PWS) on behalf of NASA Headquarters. The purpose of this Performance Work Statement is to provide a framework for information technology support services to NASA Headquarters.

The mission of NASA Headquarters is to provide overall guidance and direction to the Agency. Headquarters is organized into four Mission Directorates (Aeronautics, Exploration Systems, Science, and Space Operations), the Mission Support Directorate, and several Administrator Staff Offices, including the Chief Financial Officer, Chief Information Officer, Chief Technologist, and Chief Engineer.

The mission of ITCD is to support NASA Headquarters (HQ) by providing quality IT services, enabling HQ customers to accomplish NASA's mission. ITCD's vision is to deliver reliable, innovative and respected IT solutions. Its key organizational values are integrity, responsibility, helpfulness, effectiveness, and collaboration. As the Agency is moving forward with the NASA IT Infrastructure Integration Program (I^3P), collaboration is of special importance.

The HQ IT Support Services (HITSS) Contractor is expected to:

a. Provide expert advice and value-added guidance to Headquarters in developing cost effective solutions for its customer's IT requirements;

b. Provide an IT environment that fosters development of custom applications in a robust and evolving environment and takes full advantage of industry standards and emerging technologies;

c. Operate the NASA Headquarters data center environment in an efficient and effective manner;

d. Support IT requirements that utilize specialized IT skills and knowledge of technology trends to significantly increase user productivity and efficiency;

e. Provide excellent customer service for a variety of IT disciplines and functional areas;

f. Incorporate IT security in all aspects of the work to ensure protection of NASA Headquarters' data and systems;

g. Effectively collaborate with other Headquarters and Agency IT Contractors to provide seamless services to customers; and

h. Ensure that all IT activities meet all applicable Federal, OMB, OPM, Agency, and Headquarters requirements.

The specific support services required under this contract include: planning and management of information systems; life-cycle support for applications and information systems; operation of

the NASA HQ Data Center; systems engineering and integration services; IT security; technology innovation and infusion; and customer support.

Not included within scope of this PWS are services provided through the NASA I^3P initiative and the NASA Shared Services Center (NSSC). The HITSS Contractor shall collaborate and integrate with the I^3P Contractors as well as the NSSC Contractor providing NASA-wide Enterprise Service Desk (ESD) and Enterprise Service Request System (ESRS) services. A high level view of the five I^3P acquisitions includes the following enterprise services:

- ACES (Agency Consolidated End-user Services): End-User Services – to include NASA desktops, laptops, cell phones, Personal Digital Assistants (PDAs), Agency-wide Active Directory, e-mail and calendaring functionality;
- NICS (NASA Integrated Communications Services): Communications Services – to include data, voice, video, LAN and WAN services;
- NEDC (NASA Enterprise Data Center): Data Center Services – to include application/data hosting and housing;
- WEST (Web Enterprise Service Technologies): Web Services – to include public-facing website hosting and applications; and,
- EAST (Enterprise Applications Service Technologies): Enterprise Applications Services – to include applications services associated with the NASA Enterprise Applications Competency Center and Agency-wide collaboration services including NASA's Identity, Credentialing, and Access Management (ICAM) in addition to new intranet environments and applications.

This PWS represents a comprehensive set of core requirements in the areas of program management, program-wide services, customer relationship management, application development and information management, NASA HQ Data Center support, systems engineering and integration, and IT security. Other related services may be required during the life of the contract to provide direct support to Mission Directorates and Mission Support organizations in the areas of dedicated system development and/or subject matter expert support. These other services will be ordered through the indefinite delivery, indefinite quantity provisions of the contract.

2.0 Program Management

Effective program management is the cornerstone of successful contract execution. The Contractor will be responsible and accountable for ensuring the quality and timeliness of products and services delivered under this contract. This requires technical expertise and the ability to establish technical credibility among HQ customers. However, good program management also includes, but is not limited to, the following characteristics:

- Leadership – The Contractor's program management team should lead its team by example toward the successful accomplishment of its mission, despite the problems that any program/project will encounter. Leadership implies more than managerial skills. It includes looking ahead to see the big picture, anticipating potential problems, resolving them as quickly as possible, and providing the environment that enables the team to be successful. Commitment to excellence and respect for team members and partners are strong elements of leadership.
- Communications – The Contractor is responsible for doing its part to facilitate productive communications among all parties, including the Government, customers, and other service providers. Open communications and transparency breeds trust and mutual respect, even if the news isn't always good news. Involving the right people in the conversations can lead to quicker problem solving and a stronger team.
- Managing Relationships – Building and maintaining effective relationships with stakeholders is critical to success of this program. Stakeholders include HQ management, customers, other NASA Centers, and other service providers that depend on services performed under this contract. Managing expectations is an important component of healthy relationships – don't over-promise or under-deliver.
- Teambuilding – A strong, integrated Government-Contractor team is supportive and proactive. Good program management includes strategies to keep the team together and working toward mutual goals.
- Institutional Support – Although technical expertise is important, a strong organization with access to resources for staffing and budgeting is a critical component of effective program management.

Other program management requirements specific to this contract include:

2.1 Online Documentation Environment for Metrics, Analysis and Deliverables (On DEMAnD)

Throughout the life of this contract, the Contractor shall leverage opportunities for collaboration and shall satisfy all stated deliverables and metrics that are identified throughout this PWS. The Government requires minimizing the submission of paper documents during this contract and maximizing the online discovery of and relationship between documentation, inventory assets, plans and analytical artifacts. To accomplish this, the Government expects the Contractor to establish, provide, and then continue to develop and enhance an online environment that achieves the following goals:

a. provides a secure site for Contractor and HQ personnel to collaborate in the execution of HITSS activities and to develop products. Content posted to the site shall include

linkages to and between related deliverables and supporting artifacts, outage notifications, training documentation, technical documentation, security plans, baselined inventory, standard procedures, as-built drawings, processes, guidelines and DRDs (Data Requirements Documents);

b. leverages existent authoritative data sources such as Patchlink, server logs, network monitoring and configuration management databases (e.g. ROSA (Repository of Supported Applications), STACR (Subversion/Trac Application Code Repository)), procedural databases (e.g. SOPR (Standard Operating Procedures Repository)) and graph-based data aggregation systems (e.g. BIANCA (Business Impact Analysis for Network Computer Assets)). HQ currently has 212 SOPs in SOPR and uploads approximately 120 documents in to ROSA per month;

c. establishes technical approaches, procedures, standards and mechanisms to ingest new authoritative data sources in to the On DEMAnD service;

d. ensures visibility, at varying levels as appropriate, to project plans and management activities, including schedule, resources, milestones, and trending sufficient to discuss alternatives or priority tradeoffs;

e. contains current information as well as history of key areas to determine trending;

f. can be leveraged as the environment to ingest data from authoritative sources outside of HQ for the purpose of activity reporting (e.g. On Boarding);

g. manages service requests by utilizing on-line tools that enable users to initiate and track them through an online system, and integrates this system with the NSSC's Enterprise Service Desk and Enterprise Service Request System;

h. is accessible, at varying levels as appropriate, via web browsers to the Contracting Officer's Technical Representative (COTR), Contracting Officer (CO), ITCD Performance Monitors, Mission Directorate and Mission Support Task Managers, and other HQ personnel;

i. contains financial reporting, task order management, invoicing and similar business information from the contractor's business system;

j. provides ability to view documents and analysis and an option to download;

k. is searchable, sort and retrievable by relationships and/or by common attributes;

l. provides an index and explanations of variances for metrics falling outside the minimum standard; and

m. provides visibility into all aspects of technology updates including schedules for quarterly refresh, bi-annual technical infusion, prototypes, pilots, and plans.

DRD	Description	Frequency

DRD #1	Documentation environment of metrics, analytics and deliverables implementation plan and migration schedule.	Updated and available weekly during the first two months of contract start date; enhancements and additional content added monthly thereafter until established baseline schedule is met.

2.2 Contract Transition and Stabilization

The contract transition and stabilization period will be from contract award and continue for six months. There are several plans, reports and reviews the government requires during the first 6 months of the contract and theses activities shall be well coordinated, tightly integrated, and professionally implemented. The goals will be to provide uninterrupted services to our customers, continuous visibility in to the performance of transition activities, and continued improvement.

Technical performance incentives for the first six months of the contract will be focused on five overarching plans that are foundational to the success of contract transition and stabilization activities and the continued success for the duration of the contract. The plans are:

- Application Service Framework
- Application Service Roadmap and Implementation Plan
- Data Center Modernization Plan
- Legacy Application Disposition Plan
- Training Program and Outreach Plan

These plans along with a successful closure of actions from the ORR and with customer satisfaction surveys from key stakeholders will form the basis of the incentive fee available.

In support of contractor transition activities the contractor shall:

a. deliver a detailed integrated schedule depicting status for each of the discrete transition activities;

b. ensure uninterrupted service delivery from data center assets;

c. ensure uninterrupted IT security surveillance and services;

d. ensure software, hardware, application and similar maintenance and license agreements are covered and transitioned;

e. ensure application development activities are uninterrupted and that software development assets are transitioned to assure that development effort schedules are maintained;

f. ensure projects in development are transitioned in a manner where customer satisfaction will be maintained or improved;

g. ensure Operational Level Agreements (e.g. with the NASA Data Center, ACES, NSSC) and Task Orders are signed and in place;

h. ensure customer outreach and communication activities are maintained or improved; and

i. ensure DRDs and plans are delivered and available.

DRD	Description	Frequency
DRD #2	Transition plan and integrated schedule	Available at contract start date with significant weekly updates for the transition period up to Operational Readiness Review and acceptance.

Metric	Description	Performance Level to Achieve Fee
Metric #T&S-1	Completion of Actions from Operational Readiness Review (ORR). Outstanding actions from the ORR shall be completed within the required time period.	90% - 95% of the actions are completed by the due date.
Metric #T&S-3	Stakeholder Satisfaction with Transition and Stabilization. Stakeholder ratings from transition shall be no less than a "4" on a scale of 1-5 with "5" being the highest.	91%-94% meet the criteria.

2.3 Program Management Reports and Reviews

A goal for the ITCD and HITSS team is for management and staff to be aware of program/project status on a continuous basis facilitated by precise, accurate and timely reporting and reviews. In addition to face-to-face meetings, the Contractor shall provide and promote online postings of current knowledge products in an orderly and intuitive manner and minimize the need to generate and email products for distribution. The success of this service should minimize issues of versioning, multiple email attachments and enable meetings to focus more on details of status, issues, initiatives and opportunities. To support specific meeting requirements the Contractor shall:

a. provision scheduling, invitation lists, and accurate documentation of minutes and actions;

b. plan, operate and support daily operational status tag-up meetings to brief the team on previous day's issues/status and current day's plans, review of escalated Service Requests (SRs), status of critical operational issues;

c. plan, operate and support weekly Configuration Control Board (CCB) meetings to review Services Requests, Preliminary Design Reviews (PDR), Critical Design Reviews (CDR), and Operational Readiness Reviews (ORR) status, changes to the baseline, issues of cross-Contractor or cross-service support and similar CCB functions; and

d. plan, operate and support monthly program meetings, and other forums/reviews as required to ensure focus on specific issues requiring leadership attention and coordination such as project risk versus planned, priority adjustment requests and analysis, outstanding critical project or program issues.

DRD	Description	Frequency
DRD #3	Contract Status Meeting.	Monthly – no later than last week of the month.
DRD #4	Daily Tag Up Review.	Daily.

2.3.1 Plan Development

A plan gives the government and the Contractor a mechanism to achieve desired results. It must be fact-based, implementable, and sustainable. As such, all plans delivered shall:

a. align with an identified goal or goals that have previously been concurred in by the Government;
b. identify the required skills needed;
c. state that overall implementation can be accomplished within the estimated cost of the contract, or includes an estimated cost and basis of estimate (must provide both to successfully meet this element);
d. discuss technology maturity that can be supported within the current or projected NASA IT infrastructure;
e. include 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months (does not apply to the Application Service Framework); and
f. be delivered and available on or before the due date.

Metric	Description	Performance Level to Achieve Fee

Metric #T&S-2	Content of Selected Initial Plans. The following Initial Plans will include the required elements specified in the PWS and IFQAP: -Application Service Framework -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	86%-92% of the required elements are included.

2.3.2 Plan Updates

Plans are often subject to new requirements, new constraints, and new technology opportunities. To effectively manage our workload, all plans shall be kept up to date and the relative priorities of plans shall be reflected in a Program-wide integrated schedule. All plan updates shall:

a. be kept current reflecting changes within 48 hours of project scheduled updates and approved re-baselined activities;
b. be reflected to the second level milestone in a Program-wide integrated schedule to the second milestone level; and
c. adhere to the plan's objectives unless variances are approved.

Additionally, the five overarching plans shall:

d. align with an identified goal or goals that have previously been concurred in by the Government;
e. identify the required skills needed;
f. state that overall implementation can be accomplished within the estimated cost of the contract, or includes an estimated cost and basis of estimate (must provide both to successfully meet this element);
g. include specific actions taken during the past six months, and associated results, that definitively demonstrate that the objectives from the previous update or plan have been accomplished;
h. includes 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months; and
i. be delivered and available on or before the due date.

Metric	Description	Performance Level to Achieve Fee
Metric #1	Content of Selected Initial Plans Updates. Semi-annual updates to the following Plans will include the required elements specified in the PWS and IFQAP: -Application Service Framework -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	83%-95% of the required elements are included.
Metric #2	Accomplishment of Plan Objectives. All objectives identified in the semi-annual updates to the following plans will be met: -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	81%-92% of the objectives are completed.

2.4 Integrated Master Schedule

The Contractor shall develop and maintain an ITCD Integrated Master Schedule (IMS) of all ongoing and planned activities. The primary purpose of the ITCD IMS, for use by the Contractor and Government, is to provide a day-to-day tool for executing the HQ IT Program, tracking individual project technical and schedule status sufficiently to depict any significant risks and priority trade-offs. It also serves to strengthen the effectiveness of Contractor/Government communications, providing an early warning system of issues and concerns regarding critical projects. The Contractor shall:

a. when specified by the COTR, include those projects for which the Contractor is not primarily responsible;

b. create and maintain the IMS using a scheduling tool that utilizes features such as resource loading and project dependencies to facilitate accuracy in reprioritization scenarios;

c. enable alternate categorization views that group projects by strategic portfolio, by department, or resources;

d. provide secure web access to the IMS for NASA and Contractor project management leads;

e. use IMS briefings to ITCD staff, including progress assessments, identification of problems and workarounds, and a discussion of critical path activities and urgent priorities; and

f. provide schedule adherence data that summarizes schedule performance for all milestones to include reporting of project re-baselines with explanations.

DRD	Description	Frequency/Standard
DRD #5	Integrated Master Schedule with ability to drill down to supporting data, including resource loading.	Updated every 2 weeks from contract start date.
DRD #6	Project Schedule Adherence Report.	Monthly – no later than second week of the month.

Metric	Description	Performance Level to Achieve Fee
Metric #3	Adherence to Project Schedules. For all new Service Requests completed during the evaluation period, all end dates shall be met in accordance with the baseline schedule.	94% - 97% meet the criteria.

2.5 Project Management

Effective coordination and implementation of tasks is critical to the management of multiple activities of different sizes and types. The Contractor shall implement project management tools and techniques for measuring progress and to achieve successful completion of project goals and objectives.

The Contractor 's activities shall be consistent with NASA Procedural Requirements (NPR) 7120.7, NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements.

ITCD requires project management and tracking support for both internal and external projects. Internal projects are projects that are directly assigned to the Contractor by ITCD. An internal project could be a project sponsored by any HQ office and have a significant IT content. In providing this support, the Contractor shall use the governing documents specified by the requiring HQ office.

External projects are projects where the implementation lead is not the HITSS Contractor but where the Contractor shall be responsible for coordination, participation, or analysis. The Contractor shall provide comments and recommendations to HQ on project plans prepared by other Contractors and other NASA Centers, the Office of the CIO, or other Government agencies.

2.6 Risk Management

The Contractor shall identify and characterize IT-related risks, devising mitigation steps, and monitoring risks and mitigation activities on an ongoing basis. The Contractor shall provide support in drafting, for NASA consideration, risk management plans associated with IT investments. The requiring office will specify the format and overall requirements for the risk management activities, including the risk management plan. Those requirements shall be consistent with NASA policy concerning risk management. Currently, the following policy documents are relevant to this activity: NPR 8000.4 (Risk Management Procedural Requirements), Procurement Information Circular (PIC) 99-09 (Risk Management), NPR 7120.5 (NASA Program and Project Management Requirements and Processes), and NPR 2810.1 (Security of Information Technology).

2.7 Quality Assurance

The Contractor shall ensure the quality of Contractor provided products and services. The Contractor is responsible for assuring conformance of products to requirements, methods, and standards established by NASA, including verification and validation of products and services delivered under this contract. This shall include software assurance for all applications development activities. The Contractor shall provide, implement, and maintain a quality assurance process that includes plans and procedures to ensure that products and services delivered conform to contract requirements, reflect industry best practices, and are consistent with a lifecycle approach.

2.8 Logistics and Property Management

The Contractor shall maintain accurate asset records for all Government property for which the Contractor is responsible. This includes but is not limited to hardware, hardware maintenance, software, and software licenses. The records in the NASA property management application (e.g., N-PROP) shall be kept up to date. The Contractor shall conduct periodic inventories and adhere to the pertinent provisions and procedures of the most current NASA property management regulations. The contractor shall describe how they will meet the requirement and process for managing the onsite government property, government furnished equipment, and

contractor acquired property. The Contractor shall, based on original quantity of inventory items, maintain lost property rate at 0.25% or less per year.

DRD	Description	Frequency
DRD #7	Logistics Management Plan.	One month after contract start date.

2.8.1 Support for Onsite Contractors

The Government shall provide office, desk and associated infrastructure to house up to 28 contractor employees for onsite support of the core requirements at NASA Headquarters. This includes, but is not limited to required onsite support in the following functional areas: Data Center Operations, Systems Engineering and Integration Test Facility, Video Teleconference Systems Support, User Resource Center, Computer Training Center, and Communications Security Support and Services (COMSEC). Additional office space may be made available for support of task orders under the IDIQ portion of the contract.

2.9 Contractor Training

The Contractor is responsible for all technical training of Contractor staff, unless otherwise directed by the Government. The Contractor shall provide technical staffing proficient in the tools and technologies utilized and supported under this contract. The Contractor may seek an exception when directed to implement a new technology and it is in the Government's best interest to utilize existing contract staff.

3.0 Program-wide Services

A goal of this contract is to provide an approach that will provide exceptional support across the program. Program-wide Services are those support activities that traverse all functional areas including; Enterprise Architecture, Concept of Operations, Problem and Incident Management, Change Management, Configuration Management, Safety, and Records Management. Customer Relationship Management and Service Delivery (section 4) are crosscutting for HITSS and extend to Agency Service Requests and Help Desk Management.

3.1 Enterprise Architecture

Enterprise Architecture (EA) is a comprehensive framework being used to manage and align NASA's Information Technology (IT) portfolio with its operational characteristics. The EA defines how information and technology will support the business operations and provide benefit for the business and illustrates an organization's core mission and each component critical to performing that mission. Critical components of the EA include:

- Guiding principles
- Organization structure
- Business processes
- Stakeholders
- Applications, data, and infrastructure
- Technologies upon which networks, applications and systems are built, and
- Security plans associated with these applications and systems.

3.1.1 HQ Enterprise Architecture Program

It is the mission of the NASA HQ Enterprise Architecture Program to engage stakeholders to better understand their mission requirements, and then apply architecture methods, tools, and products to produce higher fidelity information that improves their integrated planning, decision-making, and service delivery. The Contractor shall support NASA in developing and maintaining an architecture that is mission enabling, integrated and efficient. Subject to the issuance of service requests, the Contractor shall:

a. in conjunction with ITCD, engage stakeholders to proactively seek to understand their business challenges and needs before enabling architectural decisions;
b. act collaboratively to promote Agency-wide interaction in everything that it does;
c. foster transparency by making all of its decisions and artifacts available for Agency-wide consumption as is practical given security constraints and stakeholder concerns;
d. be agile so that it can respond quickly to changing business priorities, requirements, and demands from internal and external stakeholders;
e. communicate effectively to foster understanding about the role that enterprise architecture plays in enabling the stakeholder to meet its goals;
f. value diversity when as it seeks to facilitate building a consensus between NASA stakeholders in developing and gaining buy-in to future state architectures, implementation plans, projects, and operations;
g. build trust by ensuring all of its activities are aligned and in support of our stakeholders' needs;
h. promote innovation by providing visibility into how new technologies can be applied,
i. demonstrate competence in their broad understanding of the NASA business environment, and how the strategic use of IT can help enable business achievement,

j. capture and maintain the elements of the Current State Architecture used in determining gaps with the Future State Vision and obtains consensus with the Agency's stakeholders; and
k. develop the Future State Vision and maintain the Current State Architecture in the same general format to enable comparisons, gap analysis and trending data reporting.

The Current State Architecture does not attempt to document everything. Only the information that is necessary to make strategic decisions are documented and/or maintained. When persistent data is required, maintenance should be a matter of process and not a discrete activity.

The HQ Enterprise Architecture Team expects the Contractor to adhere to EA overarching principles. The Contractor shall:

a. integrate Enterprise Architecture throughout the business lifecycle and not as a discrete activity or independent activity;
b. provide enhanced understanding for decision makers to make informed decisions;
c. use Enterprise Architect as a strategic tool before decisions are made so that the decisions are founded in logic based on the Agency's vision, Strategic Plan, customer requirements and current assets; and
d. employ Enterprise Architecture as a distributed responsibility; many domains of expertise influence all areas of architecture development.

It is anticipated that NASA will have an EA program plan baselined by the start of the HITSS contract and each NASA center will have an EA plan consistent with the Agency direction. The HITSS Contractor shall:

a. adopt the HQ center EA plan and make recommendations for improvement within the first 240 days of contract award; and
b. maintain, update and assure alignment with the Agency EA plan and with the EA plans from other NASA centers to most appropriate level.

DRD	Description	Frequency
DRD #8	HQ Enterprise Architecture Plan Updates.	240 days after contract start date.

3.2 Operational Level Agreements

The Contractor shall develop Operational Level Agreements (OLAs) as necessary with other Contractors (e.g., I^3P Contractors and other HQ Contractors) to ensure clarity regarding availability, responsiveness, functionality and return to service. To provide transparency to NASA customers and providers, OLAs shall be in a consistent format, be published and available. Variance reporting is required as needed.

DRD	Description	Frequency
DRD #9	Operational Level Agreements.	In accordance with Government schedules.

3.2.1 Problem and Incident Management

The Contractor shall implement and sustain Problem and Incident Management Processes in accordance with the NASA OCIO ITIL implementation strategy. The contractor shall implement and sustain Problem and Incident Management Processes with the goal of preventing problems and resulting incidents from happening. The purpose of Problem Management is to provide a pre-defined and approved process for managing the lifecycle of all problems to include diagnosis, determination of resolutions, implementing solutions through appropriate control and change management procedures, trending and preventing problem recurrence. The purpose of Incident Management is to deal with all unplanned interruptions to an IT service or a reduction in the quality of IT service. This can include failures, questions or queries reported by users via telephone, email, face-to-face, or automatically detected and reported by event monitoring tools. The primary goal of Incident Management is to restore normal service operation as quickly as possible, minimize adverse impact on business operations, document sufficiently to facilitate substantive analytics (e.g. root cause), and ensure that the best possible levels of service quality and availability are maintained. The contractor shall implement and sustain a work management tracking system to ensure effective Problem and Incident Management. The contractor shall be responsible for:

a. designing and implementing Problem and Incident Management procedures;
b. identifying problems by proactively performing on-going trend analysis on Incident information;
c. documenting, tracking and managing all problems and incidents;
d. investigating and diagnosing problems in collaboration and coordination with Government, I^3P contractors and other contractors;
e. retaining ownership of each problem/incident assigned by either the Enterprise Service Desk or Government Service Integration Management (SIM) office;
f. validating problem workarounds;
g. maintaining regular communications between all parties to include ITCD, HQ users, the Enterprise Service Desk, the Service Integration Management office, and other NASA contractors as appropriate;
h. performing Root Cause Analysis and as appropriate develop Corrective Action Plans;
i. resolving problems/incidents in collaboration and coordination with ITCD and other NASA contractors such as I^3P contractors.

DRD	Description	Frequency
DRD #10	Report on response times, ticket aging, and customer satisfaction, delivered.	1 month after contract start date and monthly after that.
DRD #11	Root Cause Analysis and Corrective Action Plan.	As requested by ITCD.

The following metrics are associated with Problem Management during Prime Time hours:

Metric	Description	Performance Level to Achieve Fee
Metric #4	Problem Ticket Response Time. Respond to problem tickets within 4 business hours (time to first response), resolution time within 3 business days, and user completion notification within 4 hours of ticket closure.	Meet metrics 93%-96% of the time.
Metric #5	Prime Time Password Resets. Respond to application password reset requests during Prime Time hours within 30 minutes and accomplish resets within 60 minutes.	Meet metrics 90%-95% of the time.
Metric #6	Restore Prime Time Service Outages for Applications and Servers. For service outages affecting more than one person, respond within 5 minutes with daily updates provided until the outage is mitigated.	Meet response and mitigation metrics 90% - 95% of the time.
Metric #7	Resolve Prime Time Application and Server Hardware and Software Problems. For reported hardware and software problems, respond within 30 minutes with a fix accomplished within 12 prime-time business hours.	Meet response and mitigation metrics 90% - 95% of the time.

3.3 Configuration Management

Configuration management (CM) is critical to HQ's complex integrated IT environment as it provides process and products that assure or aid in the clear and accurate understanding of our IT assets, their function (services provided, etc.), their form (platform, OS, etc.) and their fit (location, reliance, dependency, etc). Accurate CM is the cornerstone for efficient operations, effective IT Security, and agile adaptation to change. The contractor shall maintain and enhance the HQ's CM program, incorporating all practical portions of the existing ITCD CM practices and adapting and modifying the program as new conditions and requirements arise.

A motivating driver for a quality CM program is to assure appropriate rigor is applied to project execution and that changes to the infrastructure do not adversely or unexpectedly impact services, costs, or inhibit strategic goals. It essential that the review processes (e.g. Service, Request Review Team. Service Requirements Review, Preliminary Design Review, Critical Design Review, Test Readiness Review and Operational Readiness Reviews) are adhered to and that documentation is accurate, current, and complete (e.g. Systems Description Document, Version Description Document, Change Requests Documents, Security Review Documents, Design Specification and Requirements Specification).

One of the CM goals is to communicate our baseline and our changes to a wider community. To meet this goal and to automate the process, NASA has implemented a search and query service that traverses essential infrastructure information sources (BIANCA - Business Impact Analysis for Networked Computer Assets), which provides access to ROSA, SOPR, Change Management, DNS and other sources that when aggregated gives a total view of the system or service. Because the utility of this service is reliant on the accuracy of the source data, the contactor shall ensure that the sources are maintained, kept up-to-date and ensure secured web access to baseline documentation, linkages to procedures, linkages to applications and the ability to view from system, service, customer, portfolio and other query vectors.

3.3.1 Configuration Management Plan

The Configuration Management Plan may require updates to adapt to new processes, organizational structures or technologies. The contractor shall maintain and enhance the existing IT Configuration Management Plan that describes how CM shall be maintained and how new capabilities will be implemented across the contract including ease of availability and search for baselined and version controlled documents, as-built drawings, change packages, Standard Operating Procedures, Policies, Interfaces, Agreements and other artifacts which collectively comprise the HQ IT Architecture.

DRD	Description	Frequency
DRD #12	Configuration Management Plan.	Update as required by ITCD.

3.3.2 Configuration Control Board Support

The Configuration Control Board (CCB) is an open meeting that invites participation from our customers and providers. In support of ITCD's administration of the CCB, the contractor shall support approximately 270 milestone reviews per year half of which are formally presented at CCB and half are reviewed "out of board" via email. Additionally, the contractor shall:

a. set up meeting rooms, maintain notification lists, provide supporting material and schedules, and provide CCB minutes posted within one (1) business day assuring completeness and accuracy of documentation;

b. ensuring integration of all HQ contractors and customers into the process;

c. compiling, coordinating, providing and in executing the agenda for the CCB;

d. management, coordination, execution and reporting of the review processes (e.g. PDR, CDR, TRR, ORR);

e. management, coordination, execution and reporting of the requirements processes to assure consistency, completeness and alignment; and

f. supporting new requirements to integrate change process and configuration control with the NASA Data Centers at JSC, the NASA Enterprise Applications Competency Center, the NASA Shared Services Center (NSSC), and potentially other NASA, Government, and commercial service centers.

DRD	Description	Frequency
DRD #13	CCB Meeting Minutes.	Weekly – 1 day after meeting.

3.3.3 NASA HQ Data Center Configuration Management

The contractor shall perform CM of all data center hardware and supporting infrastructure, operating system software, as well as standard operating procedures and documentation developed or maintained by and for the HQ Data Center. The contractor shall process and execute successfully approximately 200 change requests per year (approximately 12 change packages 'in-work" at any time). Specifically, the contractor shall:

a. keep this documentation up-to-date within 2 business days;

b. securely store and make continuously available to NASA management and the HQ IT Security team administrative passwords and similar credentials contained in the data center safe;

c. maintain and provide visibility to an inventory of systems, appliances and subsystems that are part of the Data Center and the Systems Engineering Facility and similar physical assets;

d. maintain and provide visibility to an inventory of spare parts sufficient for emergency repairs; and

e. maintain written detailed documents at the same levels that reflects the current configurations of servers, cable distribution, rack distribution, inventories, licenses, systems descriptions, and changes.

DRD	Description	Frequency
DRD #14	Spare Parts Inventory Report.	90 days after contract start date, quarterly thereafter.

3.3.4 Application Configuration Management and Version Control

To aid application sharing and code re-use and to mitigate risk of loss or loss of continuity to the government, the contractor shall use a NASA hosted code library as HQ's single authoritative source for the development, packaging and release of application software developed at HQ. The contractor shall assure that all application packages and versions are entered and maintained in the HQ Subversion (SVN) /Trac system (aka STACR) service and is available to all of their developers, designated NASA employees and that index and inventory data is available for query outside of the SVN system.

3.3.5 Catalog of Current Software Applications

The contractor shall use the NASA-provided Repository of Supported Applications (ROSA) system, and update, augment, validate, and maintain current the HQ's catalog of application assets (those in development, production, or archived locally). Specifically, the contractor shall:

a. document requirements, design, code, test scripts, planned test results, actual test results, number of customers, software version, version description documents, all current fields in the application documentation in the HQ documentation repository (ROSA) and queryable via BIANCA;

b. inventory all HQ applications regardless of host or network (e.g., mainframes, virtualized hosts, etc);

c. inventory all sites and web applications that are developed and maintained by the contractor;

d. ROSA will be kept current and documentation shall be posted within 24 hours as CCB milestones and related activities are completed;

e. report changes to ROSA via an automated method, provision a quarterly summary view; and

f. provide both machine-to-machine and human access.

DRD	Description	Frequency
DRD #15	Summary of updates to ROSA showing what was modified over previous 3 months.	Available quarterly.

3.3.6 Diagrams of Applications, Services, Servers and Networks

Diagrams of our services are an important asset for analysis, modeling, problem solving and conveying ideas. Graphic depictions will be used by NASA and contractor management staff in order to visualize the relationships between and the characteristics of the various production software applications, services and hardware and will be reused to generate analysis, code, and work-flows. Graphic representations need to be accurate and versioned. Each should retain sufficient annotation to enable linkages via BIANCA and other queries. They can be computer generated but must be available in formats that lend themselves to editing and reuse and not only in static (jpg) format. Generating these diagrams is an important part of our overall CM service. The contractor shall:

a. provide, update, augment, validate, and maintain current graphic depictions of logical and physical connectivity and relationship (e.g. communication paths) of servers, services and functions of all supported hardware and software within the NASA HQ facility or tied logically to HQ services (e.g. a network extending to another building);

b. graphically illustrate the various supported production applications, their interfaces among themselves, get versus pull, logic and services;

c. provide ability to link graphic representations together when browsing between logical and physical representations;

d. provide versions that are machine processable (e.g. UML);

e. be web viewable and editable regardless of OS;

f. indicate authorship, validation, revision and currency and adherence to proper names of applications and services for data consistency and to provide machine assisted linkages;

g. be linked to similar relevant supporting documentation; and

h. be discoverable by search or query of the similar systems, applications, hosts or services.

DRD	Description	Frequency
DRD #16	Diagrams of Application logic, connectivity, interdependence and data flow.	90 days after contract start date and update continuously.
DRD #17	Diagrams of Server dependencies (sinks/sources), physical placement and relationship.	90 days after contract start date and update continuously.

3.4 NASA IT Infrastructure Library (ITIL) Version 3 Approach

As the Agency Chief Information Officer's (OCIO's) vision is to use Version 3 of the ITIL framework as the NASA IT operational model, the Contractor shall be capable of implementing elements of this model at HQ. ITIL version 3.0 focuses on Service Management and seeks to align IT with business objectives. ITIL version 3.0 outlines a set of integrated processes that encompass the full scope of the IT service lifecycle. By defining a common set of ITIL version 3.0 aligned processes, HQ strives to attain maximum efficiencies while ensuring seamless, integrated services for IT customers. The contractor shall, at a minimum, support the ITIL-3 processes as they are implemented in accordance with the OCIO.

- Incident Management
- Problem Management
- Request Fulfillment
- Change Management
- Configuration Management

3.5 Safety

Safety for NASA's civil service and contracted employees is a top priority. The contractor shall implement and maintain a comprehensive safety, housekeeping, and health program for all assigned areas and activities. In this regard, the contractor shall:

a. develop, submit, implement, and maintain a Safety and Health Plan. The contractor shall submit reports on occupational injuries and illnesses experienced by contractor personnel in an Occupational Injuries and Illnesses Report;

b. comply with applicable NASA safety standards and reporting requirements, and ensure that the proper handling and/or disposition of hazardous materials and waste are observed;

c. conduct quarterly, and unscheduled, safety inspections of the NASA HQ Data Center, the User Resource Center (URC), and other areas in the HQ building or other HQ facilities that are administered by the contractor. The results shall be reported to the COTR and the HQ Safety & Occupational Health Manager as part of the Occupational Injuries and Illnesses Report; and

d. conduct periodic safety and health training for all contractor employees, and promptly report matters of concern to the COTR and CO. The contractor is encouraged to make recommendations and to actively participate in supporting NASA in improving the safety and health environment of HQ in addition to the contractor's facilities.

Data Center and Systems Engineering & Integration (SE&I) Lab facilities shall be neatly organized and kept clean at all times. The contractor shall:

a. report any safety issues related to the Data Center and coordinate all activities to resolve them; and

b. maintain strict and orderly computer rack and wire distribution, maintain continuously updated "as-built" diagrams and maps of the HQ Data Center and be responsible for a clean, clutter free, professional environment.

DRD	Description	Frequency
DRD #18	Health & Safety Plan.	Submit with Proposal; update if directed.
DRD #19	Occupational Injuries and Illnesses Report.	One month from contract start and monthly thereafter.

3.6 Records Management

The contractor shall maintain data qualifying as Federal records in compliance with Federal and Agency records requirements as required by the Federal Records Act, 44 U.S.C. §§ 3101 et seq. as codified in 36 CFR 1220-123 and including Federal Enterprise Architecture (FEA) Records Management Services functional requirements. NASA HQ owns the rights to all electronic information (electronic data, electronic information systems, electronic databases, etc.) and all supporting documentation created as part of this contract. In support of Records Management the contractor shall:

a. effectively and efficiently manage records, regardless of format or media (including paper, microform, electronic, and audiovisual);

b. preserve, maintain, and only dispose of NASA records in accordance with authorized retention schedules such as NPR 1441.1, NASA Records Retention Schedules and the National Archives and Records Administration's General Records Schedules. Destruction of any Federal records, regardless of format, without an approved schedule is a violation of Federal law;

c. where the contractor develops or provides systems or applications, the contractor shall ensure that records management and records archival functions are addressed in the requirements phase for the design, development, and implementation of new or significantly revised information systems;

d. ensure systems protect the trustworthiness of electronic records, including their reliability, authenticity, integrity, and usability to meet its internal business and legal needs, as well as external regulations and requirements; and

e. for systems or applications created or supplied by the contractor that contain Federal records, sufficient technical documentation of the system or application such as design and maintenance records are Federal records and shall be managed as such.

4.0 Customer Relationship Management

A goal of this contract is to provide IT services that enable HQ employees to conduct their business effectively and efficiently. A key component of delivering successful services is establishing and maintaining good customer relationships. To plan, establish, and manage these

relationships, the contractor will support the development and implementation of a customer relationship program. The program includes identification of key stakeholders and change agents, customer communication, customer business process knowledge, customer problem tracking and mitigation, customer training, and identifying and facilitating customer solutions. The contractor shall serve as an agent for ITCD and simultaneously serve as a customer advocate. The contractor shall work with customers under the direction of ITCD to identify problems, opportunities, requirements, and risks. In collaboration, ITCD and the contractor shall identify solutions and mitigation strategies to deliver effective IT solutions geared to customer's requirements. Contractor employees may at times be the first point-of-contact for HQ customers. In all instances of customer contact, contractor employees shall adhere to an approach that "One call does it all". Accordingly, when a customer makes an initial request to the contractor, the contractor shall ensure the request is routed to the appropriate service provider correctly (regardless of contract vehicle), communicated to and, if required, approved by ITCD Customer Service Managers. If the HITSS contractor is responsible for completing the action, the contractor shall make contact with the customer to provide periodic updates and ensure that the action was completed to the customer's satisfaction.

4.1 Customer Service Model

The contractor shall provide a consolidated approach to delivering a comprehensive range of end user support services for HQ employees.

Essential for building a strong relationship with customers is an effective Customer Service Model that focuses on understanding customer requirements and values and consistently monitors customer feedback for signs of problems or difficulties. The contractor shall implement a customer service model that:

a. is perceived by each individual customer as competent, responsive, and timely

b. supports all ITCD programs, projects, and services. Contract staff shall identify themselves as contractors representing all ITCD programs, regardless of where the end service is provided;

c. anticipates issues, concerns, and problems and preemptively initiates resolution;

d. encourages and facilitates customer self-sufficiency;

e. effectively develops and disseminates information regarding available services and technologies, system outages, new initiatives, etc.;

f. effectively coordinates with ITCD Customer Service Managers, HQ Organizational IT Points of Contact, Task Managers, the Enterprise Service Desk, and other contractor Customer Service representatives to provide a uniform approach to customer service;

g. understands the evolving IT requirements of the customer;

h. coordinates with ITCD to ensure recommendations and approaches can be supported;

i. coordinates with IT Security to ensure any recommended solution or changes are secure;

j. provides a method, subject to NASA approval, to obtain after-hours emergency support (defined as support for senior NASA officials, time-sensitive critical action, or a service interruption that involves a significant percentage of the HQ population);

k. proposes, for Government approval, metrics that describe service delivery activities to measure contract performance with regard to service delivery, customer feedback, quality assurance and timely delivery of products and services; and

l. provides contractor developed surveys and the means to administer them. Provides continuously available customer feedback and other information to the Government of sufficient detail to identify trends and gaps of customer requests for service and services rendered; and incorporates ITIL3 principles and practices to align with NASA service delivery and provide continuous service improvement.

DRD	Description	Frequency
DRD #20	Customer Service Metrics Proposal.	Deliver within one month of contract start.
DRD #21	Customer Satisfaction Survey Report.	Deliver at contract start with the customer satisfaction survey, monthly summary analytics and trending.

Metric	Description	Performance Level to Achieve Fee
Metric #8	Customer Satisfaction Surveys. Achieve a "4" or "5" (on a scale of 1-5 with 5 being the highest) on customer satisfaction surveys. (a minimum number of surveys received will be established).	Customer surveys shall include an Overall Rating of no less than a "4" (on a scale of 1-5 with 5 being the highest).

4.2 User Resource Center (URC)

The contractor shall operate and maintain an on-site User Resource Center that provides generalized and specialized IT information and support for small ad-hoc and walk-in requests, currently approximately 69 customers per month. The contractor shall keep abreast of current and emerging technologies that are relevant to the NASA IT environment and mission and serve as office environment experts for advice. The User Resource Center shall accommodate walk-in customers and be available from 7:30 AM to 5:00 PM, Monday through Friday excluding holidays. Services available in the URC include:

- Scanning
- File conversions
- Above core applications (e.g. Photoshop, Visio) assistance
- File archiving to CD

4.3 Customer Education and Outreach

The Contractor shall provide customer training, end-user documentation, and communication activities for IT applications, services, and issues that affect the HQ user community (NASA employees, contractors, and NASA HQ consultants). The contractor shall provide training using classes, video files, online content and printed materials. Classroom training will be conducted in the on-site training facility (Computer Training Center), Monday through Friday, except Federal holidays, between 8:00 a.m. until 4:30 p.m. local time.

ITCD's IT communications program provides strategic, tactical, and proactive communication support for HQ CIO and all supported IT projects/programs. The contractor shall provide customer communication support, including development, maintenance, and execution of the ITCD Communications Plan. Program support includes content development and maintenance of ITCD-managed Web pages; identification of stakeholders/audience; message delivery methodologies; message timing; message content; technology to business terminology translation. Additionally the contractor shall provide timely submission for recurring outreach messages, including NASA HQ Web sites, HQ Facebook page; Heads Up articles; and others as defined. Specific outreach will also be required to communicate "IT Notices" and associated distribution list. The contractor shall support the drafting of approximately 10 IT Notices per month.

The contractor shall provide training for IT applications and services. The contractor shall develop and document a Training Program approach and framework and provide to the government within two months of contract start. Training methods shall include one-on-one, group, instructor led, remote, tutorial self paced, virtually over the web, and on recorded media. Training is required for both legacy applications and newly development applications. In addition, HQ users are increasingly impacted by NASA applications and services housed outside of HQ, and HQ is at times called upon to develop and/or deliver end-user documentation, outreach and computer training if no existing materials are available prior to deployment at HQ. Training materials shall be provided for both instructors and students to facilitate use of applications and solutions provided or supported under this contract. The contractor will recommend the appropriate training scope for each project for government approval and should include approach, timing, dependencies, and audience. The contractor shall schedule and facilitate training sessions including facilities and equipment.

Customer advocacy and coordination groups will be supported and facilitated by the contractor. This includes recurring meetings for the Customer Service Project Reviews and Customer Advisory Committee. Coordination and communication with customer advocacy groups is a critical success component for ITCD projects.

The contractor shall support NASA in planning for and implementing change associated with new IT capabilities within HQ and the Agency. NASA may call upon the contractor to provide support not only for HQ-specific system implementations, but also for Agency-wide initiatives that may impact HQ's infrastructure, processes or policies. Those activities include impact assessment of proposed change(s), modification and coordination of required changes, and documentation of change management processes and procedures.

The contractor shall develop, submit and regularly update the Training Program and Outreach Plan detailing plans during the upcoming period and the top five to ten quantifiable objectives expected to be achieved. The Government and Contractor will discuss, modify (if necessary), and agree to the top five to ten objectives, which will form the basis for a portion of the incentive fee determination (technical performance) during that period. The contractor shall release an update to the Training Program and Outreach Plan every six months. The contractor shall submit a report at the end of each period to describe the accomplishments against the objectives met from the previous period and which 5-10 objectives will be targeted for the next period. The Training Program and Outreach Plan shall adhere to the guidance in section 2.3.1 and 2.3.2 of this Performance Work Statement.

DRD	Description	Frequency
DRD #22	Training Program and Outreach Plan, detailing materials, methods and approach and to include communications, and facilitating relationship building activity. Initial plan and updates shall be submitted on time.	One month from contract start.
DRD #23	Customer Advisory and Service Review, meeting notes, action items, results, and schedule.	As required within 2 business days of meetings.

4.4 Event Support

The contractor shall serve as the IT expert for events requiring audio-visual services at HQ and provide support to separate contractors whose responsibility centers on operating the HQ A/V equipment and facilities. IT support includes both on-site and off-site activities such as providing and configuring the necessary IT hardware and software, checking LAN connections, interfacing with other systems or facilities, providing dedicated support for the entire length of multi-day meetings, training the A/V contractor who operate the A/V equipment, and coordinating with multiple organizations and contractors. The contractor shall develop standard procedures available at contract start for obtaining advance coordination for A/V IT support. Work products and procedures must also adhere to standards of federal web publishing, IT security and Section 508 conformance along with all other applicable federal, Agency and departmental regulations.

4.4.1 Web-Streaming

The contractor shall operate and maintain the Headquarters Web Streaming services ensuring effective delivery of content provide by NASA TV. In support of NASA events which occur at on-site and off-site locations the contractor shall provide services to digitally capture events and meetings for the purpose of live Web-streaming, post event Web-streaming, or event recording.

The contractor shall support approximately 4 Web-streaming events per month. The contractor shall:

a. ensure proper coordination with public affairs, NASATV, and others is maintained to ensure reliable and timely broadcast of content through the HQ streaming media servers;
b. ensure that the HQ streaming servers are maintained and are compliant with correct compression and service requirements of NASA TV and the Agency portal;
c. participate in the planning, coordination, and setup of video recording and streaming of NASA events with event planners and hosting locations;
d. provide on location technical staff to record NASA events using provided portable recording and encoding systems for posting to websites, DVD releases, or streaming over the web; and
e. evaluate new and emerging technologies to continually enhance service offerings associated with the capability to capture and Web-stream NASA events (live and recorded formats).

4.5 On-Boarding Support

The contractor shall provide support in the On-Boarding of approximately 34 employees per month (civil servant, contractor, temporary workers, remote users, etc.). The contractor shall support HQ in implementing process re-engineering as defined by the Agency On-Boarding Initiative for NASA (OBIN) project.

It is NASA's goal to equip all employees with the necessary assets to enable them to be productive on day one with NASA. This means that all IT assets such as computers, user accounts and system access is coordinated and delivered in advance of their start date. The contractor shall work with other NASA organizations and contractors to ensure this happens. These organizations include the following HQ and Agency offices: HQ Human Resources Management Division, HQ Security Office, HQ IT Points-of-Contact, HQ Administrative Officers, NASA Shared Services Center, and the NASA/ACES contractors. The contractor shall utilize the HQ Check In Check Out (CICO) system as well as the Identity and Access Management Tools (IdMAX). The contractor is required to take a proactive approach in On-Boarding and is sometimes called upon to support and help trouble shoot delays in on-boarding. The contractor shall participate in HQ and Agency level working groups aimed at continuous improvement in this area.

4.6 Service Coordination and Collaboration

Effective service coordination and collaboration with all internal and external customers is critical to the success of ITCD and the contractor. The contractor is required to coordinate services and collaborate with the following internal and external customers: HQ end users, ITCD, NASA leadership, I^3P Contractors, and other HQ and Agency contractors. The contractor shall support ITCD in the development of processes and procedures that will facilitate coordination and collaboration between contractors. ITCD must ensure that coordination and collaboration is effective and efficient. The contractor shall be prepared to report on issues or status regarding coordination and collaboration.

4.7 Service Management

A goal of this contract is to ensure proactive management of all requests for service from HQ customers. This includes Help Desk Management, Service Desk Management, and Service Request Management.

The contractor shall implement a service management program that provides comprehensive support in the planning for and execution of customer requirements. The contractor shall work closely with ITCD and become knowledgeable of individual Mission Directorates and Mission Support organization's mission, programs, and organizational structure, and work closely with their Points of Contact (POCs) and ITCD. The contractor shall support the Mission Directorates and Mission Support POCs in defining requirements for their organization; developing, tracking and coordinating schedules for their activities; and ensuring that configuration and inventory controls are maintained.

The contractor shall:

a. propose, for Government approval, metrics that describe service delivery activities to measure contract performance with regard to adherence to Customer Requirements which include; service delivery, customer feedback, quality assurance and timely delivery of products and services; and
b. anticipate issues, concerns, and problems and coordinate with ITCD to preemptively initiate resolution.

DRD	Description	Frequency
DRD #24	Customer Requirements Adherence Metrics Proposal.	Deliver within one month of contract start.
DRD #25	Requirements Adherence Report.	Deliver at contract start, monthly thereafter.

4.7.1 Help Desk Management

HQ intends for the HITSS contractor to use the NASA Enterprise Service Desk (ESD) located at and managed by the NASA Shared Services Center (NSSC) to manage all Tier 1 and 2 Help Desk calls. If required due to the unavailability of the ESD at the NSSC, HQ may issue a task order for help desk support under Section 9.0, Other Support Tasks until such time as the ESD is fully operational.

The ESD serves as the single point of contact for Enterprise Services (Tier 1) support providing a unified interface between the I^3P customers and the I^3P service providers (i.e. I^3P contracts – ACES, NICS, NEDC, EAST, and WEST). The Enterprise Service Desk ticket system utilizes the BMC/Remedy 7.5 software and sufficient license and access will be provisioned to the HITSS contractor.

For Tier 1 and 2 support the contractor shall work directly to resolve and triage calls directly and interface with the ESD for a number of activities. The contractor shall support approximately 520 HELP desk tickets per month. This includes (but is not limited to):

a. utilizing the same service as provisioned by the I^3P Tier 1 Enterprise Service Desk (ESD). The contractor shall leverage the processes and procedures to ensure close integration with ESD. The contractor is responsible for all integration work with the NSSC. For reporting and analysis, the contractor shall leverage dashboard and analysis services functions provisioned by the ESD;
b. providing Tier 2 help desk support during the prime time work hours of 6 a.m. to 6 p.m. Eastern U.S. time on days when the federal government is open, even if contractually the contractor is closed on that day;
c. providing Tier 2 help-desk support via phone and e-mail;
d. reviewing all customer feedback received from the ESD customer satisfaction survey;
e. reviewing with NASA all surveys rated by customers as "dissatisfied" or "very dissatisfied";
f. providing 24/7 contact information and revising the information as necessary to keep it current;
g. providing and updating knowledge articles used by call agents to resolve and/or triage Incidents that pertain to HITSS specific contract service;
h. resolving, reporting status and closing escalated incidents that cannot be resolved at the Tier 2 level;
i. providing appropriate training materials in a compatible format and scripts to the ESD to help them triage calls properly;
j. providing and updating knowledge articles used by call agents to resolve and or triage Incidents that pertain to HITSS specific contract service. This includes knowledge articles for the Tier 0 self-service I^3P Web site for commonly identified incidents and or user self service activities;
k. providing notifications and community/organization lists for dissemination of planned and unplanned notices, service configuration changes affecting HQ customers for services provided by the HITSS Contractor;
l. providing status related to incident/problem resolution for those incidents assigned to the HITSS contract;
m. providing information to the ESD as to HQ specific configuration changes of importance for Tier 1 or Tier 0 levels;
n. providing escalation procedures to the ESD;
o. providing a POC for ESD-to-HITSS-Contractor escalation processing for both normal business and after hours;
p. providing metrics to the ESD as requested;
q. reporting all downtime, planned and unplanned to the ESD; and
r. providing initial load of Configuration Items (CIs) to the ESD/ESRS CMDB during the transition period of the Contractor or in accordance with a specific contract Service Asset and Configuration Management Plan.

Important ESD reference information can be found in the following documents:

- Enterprise Service Desk Concept of Operations

- Enterprise Service Desk Performance Work Statement and associated Appendices
- ESD/ESRS Interface Definitions Specification
- ESD/ESRS 7120.7 Program/Project Systems Requirements documents.

DRD	Description	Frequency
DRD #26	Summary and Trend Ticket Reporting including number of tickets opened, completed and pending (e.g. under a week, under two or over three) number escalated, rating, closed, times to first respond, customer satisfaction.	One month from contract start and monthly thereafter.

4.7.2 Service Request Management

The contractor shall efficiently receive and promptly process all Service Requests assigned to them. The Agency is migrating to the Agency-wide Enterprise Service Request System (ESRS). At contract start, however, HQ will not be fully utilizing ESRS. The Agency ESRS will be operational at contract start but will only be used for Service Requests assigned by the Agency to HQ for fulfillment. At some time in the future HQ will use the Agency ESRS for all HQ Service Requests. The current HITSS contractor is using the HQ ISEM Work Management System (IWMS). The contractor shall use the IWMS for performing Service Request Management. The contractor shall manage and support approximately 23 Service Requests per month.

4.7.2.1 HQ Service Request Management System

The current HQ work management system, IWMS, is a web-based collaborative tool that allows customers to create, track, and monitor the status of IT SRs. The contractor shall:

a. maintain web-based SR initiation and browse capability;

b. maintain user permissions based on specific tasks;

c. maintain standard permissions for any customer who does not have a system USERID;

d. maintain ability to initiate a new service request, search for existing service requests, run standard and custom reports;

e. maintain ability to browse the SR review agenda;

f. maintain ability to browse the CCB Agenda; and

g. maintain automatic notification via e-mail for any change in status of the SR throughout the SR lifecycle.

For all SR's submitted and within scope of this PWS, the contractor shall:

a. enter all SRs into the work management and tracking system within 12 prime time hours of receipt and shall enter the agreed upon SR completion date within three business days of SR receipt (approximately 25 SRs per month);

b. coordinate the CCB date or the completion date of all service requests with the customer;

c. complete service requests by the approved completion date, customer concurrence is required prior to Service Request closure;

d. coordinate any extension of completion dates with the customer. The COTR will approve requests for all extensions after two extensions have already been granted;

e. coordinate the closure of SRs with the customer. The contractor shall insure that SRs are closed within 72 hours of completion;

f. coordinate extensions to approved completion dates or project milestones with the customer and/or the HQ CCB. The customer and/HQ CCB has the right to disagree with the date proposed by the contractor. This shall be tracked as an unapproved completion date; and

g. provide a web-based customer survey appropriate to the work delivered. The first question shall be "Does the customer accept the work as complete". If the customer's answer is "no", then the work order shall remain open. If the answer is "yes" then the customer shall be provided with a customer satisfaction survey.

DRD	Description	Frequency
DRD #27	Service Request Processing Plan describing overall management and execution of the SR system and customer satisfaction report.	Within 2 weeks of contract start.

4.7.3 SR&QA Customer Surveys

Upon completion of each end user Service Request or Help Desk Ticket, the contractor shall conduct a web-based customer survey appropriate to the work delivered. The first question shall be "Does the customer accept the work as complete". If the customer's answer is "no", then the work order shall remain open. If the answer is "yes" then the customer shall be provided with a customer satisfaction survey. Contractor developed surveys and the means to administer them shall be demonstrated and delivered to the government for approval 15 days before contract start date. The contractor may use existing survey mechanisms such as the Enterprise Service Desk Remedy system.

DRD	Description	Frequency
DRD #28	Customer Satisfaction Summary and Trending Report.	One month after contract start, monthly thereafter.

4.7.4 Use of Agency Enterprise Service Request System (ESRS)

The ESRS is anticipated to be operational for Tier 1 requests during the phase-in of the HITSS contract in which case, the HITSS contractor shall receive service requests from the Agency Enterprise Service Request System for fulfillment. The HITSS contractor shall plan for a period of integration and testing to integrate their contractor order fulfillment systems with the ESRS. As the Agency ESRS service matures, the HITSS contractor will continue to adopt the Agency service and migrate dependence from a HQ only solution. The specific interface definition between the ESRS and HITSS contract is defined in the ESD/ESRS Interface Definitions Specification.

The ESRS utilizes the same IT Service Management software as the Enterprise Service Desk ticket system (BMC/Remedy 7.5). The HITSS contractor shall interface with the ESRS for a number of activities. These include:

a. building interfaces between the ESRS Remedy system and the HITSS contractor system during the transition period. The contractor is responsible for all integration work with the NSSC;
b. building linkages between the NASA Enterprise Architecture Registry (NEAR) and the contractor system during the transition period;
c. fulfilling, reporting status and closing service requests and updating CIs (definition) in the ESD/ESRS CMDB (more definitions needed);
d. providing a POC for ESRS-to-HITSS-Contractor interfacing/integration for both normal business and after hours incident/problem resolution/service fulfillment; and
e. populating and updating HITSS service system and component information in the NASA Enterprise Service Catalog (ESC) in accordance with the NEAR IDS (NASA Enterprise Architecture Repository (NEAR): Interface Definition Specification).

4.8 Catalog Services

The contractor shall provide a full catalog of commercial IT components for ordering on the first business day of the contract. Each catalog entry shall clearly define, in precise and understandable terms, what hardware, software, service, coverage, warrantee, support, etc., is included in the catalog price. The catalog provided shall be on a commercial web-site with government pricing (e.g., pcmallgov.com; gtsi.com; cdwg.com, etc.) and shall meet all FAR requirements. The catalog provided shall allow alternate shipping methods. All NASA Headquarters employees may order from the catalog. The contractor shall support between 500 to 800 orders per year. All items ordered for Government use shall be approved in the following sequence, first by the organization IT POC, then the organization budget official, and lastly the IT and Communications Division point of contract. The Contractor shall be responsible for delivery and when required, for installation of the product, except for desktop installations, which are performed by the ODIN vendor. The Contractor shall be responsible for returning to the catalog vendor all or some portion of orders as required. For catalog items, the Contractor has no responsibility for integration into the customer's environment, consultation services, training, data conversion, or maintenance. If the product cannot be installed without causing

anomalies with the customer's computer, then the product shall be removed and the customer's computer shall be restored to its original state. If problems occur after the installation that can reasonably be traced to the product, then the product shall be removed and the customer's system shall be restored to its original state. The catalog shall contain a disclaimer for each item that clearly limits the Contractor responsibility. The Government shall approve items and categories of items placed into the catalog.

DRD	Description	Frequency
DRD #29	Catalog Orders Report includes number of orders by category, number complete, funds used versus available, funds in process.	2 weeks from contract start, monthly thereafter.

5.0 Application Development & Information Management

Application Development provides comprehensive information services, delivering software and web applications to meet customer's business needs and search, query and information management tools to meet enterprise objectives. Much of the current HQ application inventory consists of legacy stove-piped applications that were replicated multiple times, so our challenge is to migrate as many of these instances as practical to a modern information framework that will extend reuse of data sources, information organization, and application functions while provisioning a faster more efficient environment to create and field applications.

This new environment will be guided by design goals of provisioning modern customer-facing interfaces, automated data exchanges from validated sources, and of reducing our dependence on specific hardware, and increasing our ability to employ analytics across our application inventory. Our objective is to provide decision support and knowledge services to the leadership of NASA and to support similar needs across the Agency.

The Applications Development program shall be aligned with Agency and HQ Enterprise Architecture, the ITCD Innovation Program, and Agency I^3P contract service providers. Success of the program requires clear communications with all stakeholders, establishing consistent and realistic expectations, delivering innovative, quality, timely, and cost effective solutions.

5.1 Establishment of an Application and Information Framework

Our goal is a comprehensive information service, efficiently delivering software applications and web sites to meet specific, though ever-evolving, customer business needs while employing a strategy that maximizes enterprise objectives. It is anticipated that business needs will be across multiple domains (e.g. finance, project management, facilities, capabilities, missions, legislative, organizational, etc) and that the formats of data sources will be equally diverse. As the content of applications (source, entity relationship, logic) often needs to be shared, leveraged, aligned or

reused, the framework should provision methods for ingestion to search indexes, query services and registration as HQ-wide capabilities. Therefore a strategy beyond traditional warehousing will require a capability for data source management, link management, service relationship management, registration services, metadata management, data model management, data and service exchange management and linkages to monitoring and management controls for capacity planning, information usage and data and service exchange.

The establishment of a 21st century information management environment worthy of our customers and their mission requires the contractor to employ innovative thinking, complex problem solving, communication, customer relationship and organizational change management, strategic and tactical planning, adherence to documented process, technical expertise, and legacy support. The contractor shall deliver an Application Service Framework that is extensible and sustainable. The contractor shall:

a. develop plans to test and deploy the essential components of an application development framework;

b. ensure mechanisms for operations and management of services in the framework are integrated and supportable by the contractor as a critical element of each phased deployment;

c. restrict and otherwise minimize point-to-point service and data exchanges while promoting service advertisement, utilization, and management;

d. Data Exchange Agreements (DEA) will be migrated to fully automated service advertisements in order to maximize reuse of software functions and minimize point-to-point data exchanges;

e. automate DEAs sufficiently so that monitoring of success, schedule, and availability for more capacity can be determined;

f. ensure monitoring for every application and service that detailed records indicating customer use, including access, duration and relevant transactions are captured and viewable as a critical factor of determining performance and customer satisfaction;

g. ensure that vocabularies including data dictionaries, and metadata, and portfolio attributes are shared and used by a HQ search and query service;

h. adhere to goals of high availability and extreme responsiveness from a customer's point of view;

i. adhere to goals of hardware independence for customer environments regardless of OS and in support of mobile devices;

j. adhere to hosting goals of hardware independence, OS agnostics, and virtualized environments;

k. provision capabilities to add metadata elements of provenance and similar data validation and quality verification;

l. provision mechanisms to ingest data dictionaries, metadata, and similar sources in to search indexes and query builders; and

m. emphasize maximum flexibility in the use of customer facing interfaces that enable self service (e.g. query services, mashups).

The contractor shall develop, submit and regularly update the Application Service Roadmap and Implementation Plan detailing plans during the upcoming period and the top five to ten quantifiable objectives expected to be achieved. The Government and Contractor will discuss, modify (if necessary), and agree to the top five to ten objectives, which will form the basis for a portion of the incentive fee determination (technical performance) during that period. The contractor shall release an update to the Application Service Roadmap and Implementation Plan every six months. The contractor shall submit a report at the end of each period to describe the accomplishments against the objectives met from the previous period and which 5-10 objectives will be targeted for the next period. In addition to the general guidance in section 2.3.1 and 2.3.2 of this Performance Work Statement, The Application Service Roadmap and Implementation Plan shall address the following requirements:

a. an approach to improve/enhance the Software Management Guide and Application Development processes;
b. a description of the roles and responsibilities for developing, managing, and executing the roadmap and implementation plan;
c. a recommended software development methodology (RAD, Iterative, Agile, Spiral, etc.) and its integration to the SMG with emphasis on areas for modification and improvement to reduce cost and development time;
d. a recommendation for an Application Service Framework and a plan for implementing, testing and evaluating the essential components of the framework;
e. a communication plan that addresses the synergy and collaboration needed with other components of customer service, engineering/operations, security and all other applicable areas and addresses; monitoring of applications and related service, customer satisfaction of application services provided, and meeting performance and availability requirements;
f. an approach for analyzing the effectiveness/usefulness of existing tools and make recommendations for potential tool solutions that can support the Application Service Framework and related reporting;
g. a recommendation, plan and schedule for a Quality Assurance and Quality Control improvement process that addresses; number and type of applications, technologies in the application portfolio, the architecture of each application, type of data processed in the application portfolio; validation and verification of the application at critical milestones in the software development lifecycle;
h. an assessment of the existing test labs and test environment with recommendations for improvement;
i. an assessment of testing tools and reporting;
j. an approach for evaluating the existing information/knowledge management and CM tools;
k. a schedule for developing a plan for the evaluation of new and existing information/knowledge management and CM tools for recommended improvement, redesign, or replacement;

l. an approach for implementing and utilizing current investment in the IBM rational tools for areas of the framework;
m. an approach for reviewing and updating Application Development templates based on Application Framework recommendations;
n. a detailed description of the planning, requirements, design, development, verification & validation, and deployment disciplines that will be employed;
o. a description of how EA will be addressed in the plan and the verification points for ensuring that EA is part of the implementation plan;
p. a methodology for executing recommendations from analysis conducted on the SMG and App Dev processes;
q. a technical approach for how lessons learned and suggested improvements are recorded, tracked, and vetted; and
r. a managerial approach for monitoring execution of the plan.

DRD	Description	Frequency
DRD #30	Application Service Framework.	One month after contract start, modifications reflecting approved changes as required.
DRD #31	Application Service Roadmap and Implementation Plan.	Three months after contract start and every 6 months thereafter, modifications reflecting approved changes as required.

5.2 Support for Legacy Applications

NASA HQ has approximately one hundred applications of varying complexity and customer use. General business services supported by the existing application inventory include: Finance; Budget; Communication; Human Resources; Asset Management; Administration; and Program Management. Application types include several instances of Oracle and MS SQL databases with web interfaces via ColdFusion and reporting via Crystal Report, and simple Document Management services via Basis / Basis Webtop. The contractor shall be responsible for sustainment and maintenance of the current applications inventory while aggressively assessing which shall be consolidated, modernized, or decommissioned. Support for these applications will be provided until each has been dispositioned and our reliance on stovepiped infrastructure is reduced. The contractor shall evaluate each of the existing applications and provide a recommended disposition plan, including technology, data migration strategies, impact on operations, schedule and cost. The contractor shall conduct a quarterly assessment of the Legacy Application Portfolio with identification of the following:

- The number of legacy applications in the portfolio approaching end of life.
- The number of legacy applications in the portfolio requiring technology refreshes.
- The number of legacy applications in the portfolio with low utilization.

- The number of legacy applications in the portfolio with large footprints on the infrastructure and large resource consumption.
- The reduction of legacy applications in the portfolio.
- The reduction of maintenance required for applications.

The contractor shall develop, submit and regularly update a roadmap detailing plans during the upcoming period and the top five to ten quantifiable objectives expected to be achieved. The Government and Contractor will discuss, modify (if necessary), and agree to the top five to ten objectives, which will form the basis for a portion of the incentive fee determination (technical performance) during that period. The contractor shall submit a report at the end of each period to describe the accomplishments against the objectives. The contractor shall release an update to the Legacy Application Disposition Plan every six months. The contractor shall submit a report at the end of each period to describe the accomplishments against the objectives met from the previous period and which 5-10 objectives will be targeted for the next period. In addition to the general guidance in section 2.3.1 and 2.3.2 of this Performance Work Statement, The Legacy Application Disposition Plan shall define an approach for analyzing the legacy applications and a description of the roles and responsibilities for developing, managing, and executing the plan. The plan shall have a description of the methodologies for legacy application disposition that addresses the following:

a. analyzing and evaluating legacy applications for consolidation;
b. data migration strategies;
c. operations and management (O&M) impacts;
d. schedule and cost of implementing and executing;
e. records management considerations;
f. categorizing the types of legacy applications to support decision-making within budget, technology, data, and architecture as drivers for: Modernizing specific legacy applications within budget and determining appropriate enhancements for short-term use until a new application is developed to replace the legacy application; and
g. the identification of key factors for determining an application's end of life.

DRD	Description	Frequency
DRD #32	Legacy Application Disposition Plan.	6 months from contract start, modifications reflecting status and approved changes every 60 days.

DRD #33	Legacy Application Migration Report.	6 months from contract start, modifications reflecting status and approved changes every 60 days.

5.3 Support for Information and Knowledge Management

The existing HQ application inventory supports multiple business functions, ultimately influencing knowledge management and decision support, but often as a step-function outside the specific application. The contractor shall provide support for the development of information management and knowledge management capabilities to enhance NASA HQ in organizing and retrieving information, retaining and sharing knowledge, and furnishing information elements to support decision-making and minimize the steps required. The scope of this support includes modeling processes and workflows and providing improvements to NASA HQ offices in developing, maintaining, and implementing information and knowledge management architectures, ontologies, taxonomies, process models, and other tools and techniques that will assist NASA in meeting its knowledge management responsibilities.

The contractor shall provide technical support in assisting HQ offices in defining their information needs to support decision-making, in developing technical and business process solutions for obtaining and organizing the information, in protecting information that is sensitive and not appropriate for general distribution, and in defining and deploying mechanisms and tools for retrieving the information in an efficient, intuitive/contextual, and cost-effective manner.

5.4 Applications and Web Site Development

The contractor shall develop application software and web sites based on requirements and design specifications approved by NASA HQ (approximately 5 new (1.0) applications / web-applications per year and approximately 90 1.x releases per year). The contractor shall build software applications, establish baseline configurations, and perform such other tasks as are required to make the developed application ready for operational use. Formal configuration management controls shall be adhered to in coding application software and web sites. The contractor shall maintain the baselines under configuration management and enable current and continuous access to all application data and documentation. The contractor shall:

a. adhere to FIPS (Federal Information Processing Standards), Agency, and Division Standards;

b. adhere to the full range of application lifecycle management activities as defined in the HQ Software Management Guide;

c. formally propose modification to current standards prior to any deviation in accordance with the approved NASA HQ CCB;

d. document tools and technologies in the NASA HQ Application Technology Library;

e. prepare appropriate application and system documentation, (typically the software Version Description Document, an application Implementation Plan, and a User and Operations guide) prior to NASA acceptance;

f. adhere to interface controls including coordinating with computer operations and system engineering organizations within HQ and other NASA Installations to properly define operational and system requirements in the development of applications and in the planning of system capabilities. The contractor will document interfaces via Interface Control Documents and/or Memoranda of Understanding/Agreement and clearly depict times, flow, content and assure monitoring;

g. support hosting and development changes required to migrate relevant web and application services to I^3P providers;

h. develop data models to support design and reuse in accordance with target framework;

i. generate test data to ensure functionality and results prior to release;

j. deliver software test plans and test cases reflective of requirements and use cases;

k. deliver Logical Data Base Design and the Physical Data Base Design at the PDR and CDR. Data element and types, primary and secondary key fields, and dependencies among data shall be identified. Other pertinent characteristics shall be presented as determined by the contractor or directed by ITCD;

l. adhere to baseline requirements for all software documentation, including requirements, data sources, design, source code, test scripts, planned test results, actual test results, and version description documentation; and

m. maintain the baselines under configuration management and enable immediate and continuous access to all application data and documentation.

DRD	Description	Frequency
DRD #34	Framework for Development Program.	Due at contract start, modifications reflecting approved changes as required.
DRD #35	Interface Control Documents.	One month from contract start.

5.5 Software Management Guide (SMG)

The NASA HQ Software Management Guide gives specific guidance identifying the accepted life cycle processes that shall be used by the contractor for developing, prototyping, and deploying application services and is leveraged to extend or share our services outside of the HQ application development environment. The contractor shall:

a. utilize and enhance the NASA HQ Software Management Guide (SMG);

b. employ software management and development detailed in specific sections for Software Standards and Procedures, Software Configuration Management, and Software Assurance;

c. adhere to the NASA software policies and guidelines referenced, specifically NASA Procedural Requirements (NPR) 7150, NASA Software Engineering Requirements;

d. maintain and update to reflect current or needed processes and procedures, specifically to incorporate agility and responsiveness in development methodologies into NASA HQ standard; and

e. assure changes adhere to the CCB process and pre-submittal is reviewed by NASA for approval.

DRD	Description	Frequency
DRD #36	Software Management Guide.	Three months after contract start date, modifications reflecting approved modifications quarterly thereafter.

5.5.1 Streamlined Development Methodology

NASA HQ is striving to implement an iterative, streamlined Software Development Lifecycle as a means to deploy quality solutions quickly and to reduce design, development, and implementation risks. To transition/implement to a more rapid and iterative development methodology, the contractor shall:

a. use prototyping, and rapid development methodologies;

b. prototype new technical approaches, with an emphasis on small discreet proofs of concept;

c. demonstrate prototypes during critical design reviews;

d. ensure all derived requirements identified are presented to and accepted by the government prior to each design review;

e. provide full lifecycle documentation;

f. implement of an iterative development methodology in adherence to NASA 7120 and NASA HQ configuration management requirements; avoid using production data within a prototype application without prior government consent; and

g. modify the Software Management Guide.

5.6 Applications Development Requirements

Requirements are the foundation for the systems development program. A goal of this contract is to optimize the collection, documentation, and confirmation processes associated with the requirements phase of development. NASA HQ seeks to leverage technology for documenting requirements and facilitating mapping requirements to test cases and design specifications. In

addition, improvements are sought in the means by which documented requirements are expressed back to the customer in an engaging way to verify and validate priority and intent. To facilitate requirements definition and to document independently testable and verifiable requirements, the contractor shall:

a. utilize existing NASA HQ defined tools (IBM Rational software) to document all software development project requirements, and/or recommend alternate technologies and approaches which provide improved efficiencies;

b. collect, interpret, model, generate, and document business, functional, and technical requirements in accordance with programmatic mandatory, preferred and optional formats;

c. provide a consultative role to fully elicit customer requirements,

d. ensure requirements traceability;

e. obtain written NASA approval of the documented application requirements

f. maintain responsibility to ensure captured requirements are vetted and understood by stakeholders prior to government acceptance;

g. ensure project requirements reflect the "as built" state of the product upon project delivery;

h. leverage technology, models, diagrams, and multimedia to communicate concepts and details;

i. provide business process re-engineering services as requested;

j. identify opportunities for business improvements and provide recommendations,

k. schedule and conduct requirements reviews to document and validate the NASA requirements;

l. consult with the Government data and/or system owner to support them in identifying the proper data category and security requirements in accordance with the governing FIPS (Federal Information Processing Standards) and National Institute of Standards and Technology Special Publications; and

m. ensure requirements reflect NASA HQ organizational approach to development projects and reflect the needs of the organizational unit and are not specific to an individual.

DRD	Description	Frequency
DRD #37	Standard requirements template that documents the service or design need from the perspective of effected discipline areas (e.g. applications development, IT security, customer training, operations) and by level of need (e.g. mandatory, optional, preferred).	Within two months from contract start date.

5.7 System Design Specification

Quality system design is the blue print that translates "what" the system must do to "how" the system will do it. A goal of this contract is to optimize the analysis, modeling, prototyping, documentation, and confirmation processes associated with the design phase of development. NASA HQ seeks to leverage technology for documenting design specifications and facilitating mapping design specifications to requirements and test cases. In addition, improvements are sought in the means by which design specifications are expressed back to the customer for confirmation. To facilitate system design the contractor shall:

a. identify and utilize a NASA HQ approved tool to document project design specifications,

b. map design specifications to requirements and test cases;

c. provide a repository for design specifications accessible using common metadata (e.g. portfolio, system, service, owner);

d. provide an Application Design Specification for each new development project and each subsequent project;

e. provide the system functional design, the software components definition, system interfaces, data base specifications, and systems, equipment and software requirements, as appropriate;

f. ensure design approach is vetted and understood by stakeholders prior to government acceptance;

g. ensure integration of modules or components through open reviews;

h. leverage technology, models, diagrams, and multimedia to communicate concepts, details, alternatives analysis, and technologies;

i. conform to the NASA HQ EA target architecture, including Master Data Management and web-service oriented architectures, NASA security and authentication standards;

j. give maximum consideration to both the short and long term requirements, including data consolidation, modularity, reusability, high availability, security, data access, data quality, and virtualization; conduct an alternatives analysis and recommend use of COTS, open source, cloud technologies as appropriate, and use of prototyping; and

k. provide and use modeling/analysis techniques to identify and correct design errors and deficiencies which could cause performance deficiencies or resource utilization and/or contention problems.

DRD	Description	Frequency
DRD #38	System Design Specification.	Two months from contract start date, modifications reflecting approved modifications as needed thereafter.

5.8 Data Conversion

The contractor shall provide data conversion support for moving and migrating data from legacy applications to formats required by modernization, consolidation or migration. The conversion efforts require creative and efficient approaches for applying various rule sets for the conversion processes, and for validating and verifying data accuracy. The contractor is responsible for successful project data conversion and data migration defects will be corrected at no cost to the government. The contractor shall:

a. work with ITCD, business customers, and system owners of the source and target applications so that they may fully understand the definition and characteristics of the source data and the converted data;

b. document data conversion rules;

c. provide consultation for improved efficiency and effectiveness in conversion and testing of the data;

d. provide NASA customers data reconciliation solutions; and

e. establish and operate of an information management authority to reconcile and harmonize NASA HQ data.

5.9 Quality Assurance & Performance Controls

NASA HQ seeks to implement repeatable application and information development processes that minimize errors, leverages previously employed solutions and maximizes service delivery to the customer. Additionally, all defects noted by the government during acceptance testing are deemed application defects for the purposes of this contract and will be remedied at no cost to the government. Defects will be defined as:

- Baseline Defects: the number of defects documented at the time of transition.
- Release Defects: defects identified after deployment that are introduced as the result of new or modified code, back end changes, or modification in application configuration. (ITCD reserves the right to update this definition based on the application portfolio. As the types of applications and their architectures change, review of the Release Defect definition will be required.).

To ensure project deliverables meet NASA HQ quality standards, the contractor shall:

a. establish and enhance quality assurance and quality control processes;

b. incorporate and identify a QA approach in each project plan;

c. establish, update and adhere to a method and process for code and system peer review;

d. develop and deliver a test plan for each project, regardless of project size or complexity including a pre and post deployment acceptance period;

e. validate requirements and design specifications;

f. complete all testing prior to government acceptance testing;

g. ensure products for acceptance testing includes a formalized assurance report as part of the documentation from contractor that confirms all requirements and design specifications have been met and the project is ready to be deployed in production, report should include test results and findings;

h. utilize QA practices to ensure defined procedures are followed and corrective action taken when procedures need to be modified;

i. document and communicate risks and issues identified in the QA program to NASA; and

j. be responsible for delivering a quality product as measured by the customer.

Application performance is measured at the user interface level based on customer impact. The contractor shall:

a. recommend performance metrics; provide tools and perform systems, performance, tuning, and capacity analysis studies for applications;

b. use modeling and/or prototyping techniques to quantify sizing of required resources;

c. identify and recommend system optimize opportunities and strategies; and

d. include performance planning approach in application design documentation.

5.10 Application Status Reviews

To facilitate NASA HQ's management of the Development Program, the contractor shall provide a monthly summary of development activities, including newly identified risks, recommended mitigations, and project status for cost, schedule, and quality. While the contractor may propose the format and full content of the Application Review Package, the package contents are to be coordinated with the government lead for application development, made available via the web and have a strategic focus. At a minimum the Application Review shall contain: schedules for applications currently in work; current project life cycle phase and project progress at the task level; project and program risks, issues, and both executed and planned mitigations; upcoming milestones; deployments planned for the current month; All current and anticipated schedule re-baseline requests; and the program project plan for the next two months, based on the Integrated Master Schedule.

DRD	Description	Frequency
DRD #39	Application Status Review materials.	One month from contract start date, monthly thereafter.

5.11 Application Portfolio Management

NASA HQ maintains a catalog of software applications, currently in our Repository of Supported Applications (ROSA). The contractor shall update, augment, validate, and maintain current the Catalog of Contractor Supported Applications to support in application sharing, re-use, portfolio management, migration and similar support activities. The contractor will be responsible for maintaining this information, current with each software and web site release. There are approximately100 ITCD supported applications and web sites managed through ROSA. Application data includes customers, service types, dependencies, system integration methods, and technologies and must align with or adopt agency nomenclature for portfolio categorization.

This catalog serves as a single document reference point for NASA and contractor management and staff for supported and active production applications. The contractor shall:

e. use existing tools when possible to perform the catalog function;

f. ensure the catalog includes applications that reside on all classes of computer platforms and networks, as well as all physical locations;

g. ensure the catalog includes all web sites that are developed and/or maintained by the contractor;

h. align where feasible to agency application portfolio categories; and

i. provide web-enabled access for ITCD and designated customers to the catalog.

The contractor shall analyze the current NASA HQ application inventory and submit recommendations throughout the course of this contract regarding opportunities to improve portfolio management, improve technologies, reduce operations and/or costs, improve data quality and availability. Project reporting will include identification of variances in portfolio strategies, impacts and risks. Additionally, the contractor shall include mechanisms to find, sort and analyze our portfolio by:

a. the number of legacy applications in the portfolio approaching end of life;

b. the number of legacy applications in the portfolio requiring technology refreshes;

c. the number of legacy applications in the portfolio with low utilization;

d. the number of legacy applications in the portfolio with large footprints on the infrastructure and large resource consumption; and

e. the reduction or trending of maintenance required for applications.

DRD	Description	Frequency
DRD #40	Portfolio Management Views of Application Services and Inventories.	Six months from contract start date, and maintained continuously thereafter.

5.12 Contractor's Development Environment

The contractor shall provide a managed and controlled environment in which it will conduct application development and testing. This environment shall include the appropriate hardware and software environment for the management of requirements, design, configuration management, testing and curation of the code base and interfaces. The development environment must be secure and be certified and accredited at no cost to the government. The contractor is responsible and liable for all security risk associated with this environment, including housing, storing, and transferring data. The government will be provided access to the development environment during normal business hours.

A goal of this contract is to leverage source code developed with public funding, open source, unlimited license and similar code release strategies to reduce costs and enhance the NASA HQ application portfolio. NASA owns all source code developed under this contract for use by NASA. The contractor grants NASA the right to use all source code provided by the contractor, but developed elsewhere, beyond the end of this contract. To ensure the quality of application development projects the contractor shall:

a. develop an explicit plan for project verification and validation that reflects current industry best practices and takes a life cycle approach to quality management;
b. provide development test plan framework within one month of contract award;
c. generate and use test plans, procedures, specifications, and reports;
d. provide test scripts and test procedures that are repeatable and under configuration control;
e. provide and utilize automated test tools for unit, integration, regression, system, and load testing identified in the test plan and utilized accordingly;
f. document test results, deviations from test procedures, and all software anomalies following completion of the testing;
g. prepare and conduct an acceptance test that demonstrates to the NASA customer the integrity of the application and prove that the application meets specified requirements; and
h. provide final and deployable application for the start of acceptance testing.

The contractor shall ensure that applications do not use production data for testing or otherwise prior to operational deployment, unless specifically approved by NASA.

DRD	Description	Frequency
DRD #41	As built detailed functional and physical description of development environment, its interfaces and processes.	Two months from contract start date, provided within 2 days of changes to structural or ITS environment including patches.

5.13 Application Deployment

The contractor shall deploy applications in the customer's computing environment following a successful Operational Readiness Review and pertinent training as defined in the SMG. For projects deployed to hosting facilities managed outside of this contract, the contractor shall meet all required steps for transitioning the project to the hosted facility for deployment. The contractor is responsible for identifying and following steps associated with deploying to hosting facilities, regardless the facility. The contractor shall:

a. deliver the User and Operations Guide;

b. baseline the final application documentation and source code;

c. maintain the baseline under configuration management control;

d. provide an Application Implementation Plan and Version Description Document for each software application and release that describes how the software is to be installed, tested and accepted by the user;

e. perform coordination with the data center hosting provider to ensure post-deployment success; and

f. perform coordination with the desktop provider (ACES) as required.

DRD	Description	Frequency
DRD #42	Application & Website delivery implementation plan.	Two months from contract start date.
DRD #43	Version Description Document.	Scheduled in accordance with CCB.

Metric	Description	Performance Level to Achieve Fee
Metric #9	Error Free Releases. All application version releases shall be error free and not require post-release repairs.	57% - 92% are error free.

5.13.1 Application Service Management Support and Administration

The contractor shall provide application and information management support for new and/or enhanced applications throughout the application life cycle. The contractor shall:

a. provide programming support for all applications of the DBMS;

b. collect and analyze selected DBMS data (at times from disparate data bases and application platforms);

c. support trade-off studies regarding selection of COTS, GOTS, MOTS, and open source DBMS products;

d. perform data administration and data base administration in accordance with operations guidelines;

e. coordinate with IT Security (ITS), Systems Engineering and Integration (SE&I), System Operations, I^{3}P contractors and all other organizational entities in identifying, fielding, debugging, and restoring services,

f. perform design and implementation of new data file structures and relations to meet requirements for data base expansion; and

g. perform data administration and data base administration activities to support applications, web sites, development activities, and post-deployment issues.

DRD	Description	Frequency
DRD #44	*Reserved*	*Reserved*

5.14 Electronic and Information Technology (EIT) Accessibility, Rehabilitation Act of 1973

The contractor shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794.d) as amended by the Workforce Investment Act of 1998 (P.L. 105-220). Section 508 was enacted to eliminate barriers in information technology, open new opportunities for people with disabilities, and encourage development of technologies that will help achieve these goals.

The contractor shall ensure, unless an undue burden would be imposed on NASA, that systems they develop, procure, maintain, or utilize electronic and information technology be accessible to:

- individuals with disabilities, who are NASA employees, have access to and use of information and data that is comparable to the access to and use of the information and data by NASA employees who are not individuals with disabilities; and
- individuals with disabilities, who are members of the public seeking information or services from NASA, have access to and use of information and data that is comparable to the access to and use of the information and data by such members of the public who are not individuals with disabilities.

The contractor shall comply with Section 508 technical standards for all EIT they develop, procure, and maintain. This includes the following technologies:

- software applications and operating systems;
- web-based information or applications;
- telecommunication products;
- video and multimedia products,
- self contained, closed products (e.g., information kiosks); and
- desktop and portable computers.

5.15 Support for HQ & Agency Forms

The contractor shall develop, implement, and maintain both Agency and HQ operational forms. "Forms" refers to paper forms and forms produced by electronic means. In support of this activity, the contractor shall:

a. design, produce, publish, and maintain Agency and HQ forms in both electronic media and hard copy; and

b. maintain a library (electronic and hard copy) of Agency and HQ forms via web access from the HQ home page and with electronic file transfer capability to NASA HQ organizations and field installations. The forms library has approximately 340 Agency forms and 245 HQ forms.

c. Create new or update forms. Approximately 48 form revisions are made each year.

6.0 NASA HQ Data Center

Data Center support at NASA HQ is divided between two major areas of responsibilities: the network infrastructure and the application and file servers that reside on it. The NASA NICS contract will manage and be responsible for all of the HQ's network infrastructure and support inclusive of firewall management, network address management, and the monitoring and management of routers, switches, cables and probes. The HITSS contract will be responsible for server management monitoring, maintenance and administration, inclusive of server and application deployment, troubleshooting and mitigation. The NICS and HITSS contractor teams must be well integrated and mutually supportive to assure that performance, availability and security are maintained at the highest levels practical and that moves, adds, changes, monitoring for performance, availability, capacity planning, reporting, and recovery processes are performed without organizational impedance.

The goals of ITCD are to provide uninterrupted service of our housed and hosted assets; to facilitate service advertisement and analytics; to provision continuity with similar data centers and alternative sites; to reduce the data center's impact on our environment; to reduce its size and; to eventually reduce our dependence on a HQ data center by reducing its size to the greatest extent that is practical. As such the contractor shall plan upgrades, process changes, monitoring tools, infrastructure modifications, deployment and audit methods in the context of an overall plan to migrate the HQ data center to it's optimum configuration within the Office of Management & Budget, the Office of the CIO and ITCD's guidelines and HQ building modernization schedule.

6.1 Data Center Operations, Scope

HITTS is responsible for the availability, reliability, and uninterrupted service of all servers, appliances, backup devices, storage devices, web streaming devices, data storage systems, server monitoring, and other similar systems and subsystems that reside within the HQ computer room and collectively provide customers with IT services such as databases, file storage and sharing, application and web hosting, authentication, and directories. The contractor shall:

a. coordinate issues of performance and availability of HQ resident services that are reliant on responsive network connectivity with the NICS provider;

b. provision machine processable Service Level Agreements which can be audited by all members of the agreement including the Government; and

c. properly label servers, cables and network devices and provide a means to easily locate server racks, network devices and telecommunication closets.

In addition to the IT services managed and hosted at the HQ Data Center, Operations also shares responsibility for services housed at HQ's but managed by external contracts (WEST/EAST/NDC, etc). To support their coordination role the contractor shall:

a. actively participate in configuration control, problem escalation/resolution, installation, and ITS with counterparts on other contracts or at other Centers in order to assure that failures of services are minimized; and

b. keep accurate, auditable as-build diagrams, POC documentation, OLA and Data Exchange Agreements (DEA), call-down return to service information, and ITS status for all items in the HQ Data Center.

DRD	Description	Frequency
DRD #45	Data Exchange Agreement diagram, performance and exception report.	One month from contract start date, and monthly thereafter.
DRD #46	Service Level Agreement performance and exception report.	One month from contract start date, and monthly thereafter.

6.2 Hours of Operations

The contractor shall provide on-site operations and maintenance support to all HQ systems. Support includes, but is not limited to, HQ based services, specialized services for commissions and study groups, file storage and data recovery, financial system portals, and similar services that are critical to business support for HQ customers. On-site support shall be provided during the Prime Time hours of 6:00 am until 6:00 pm Monday through Friday (except for holidays). During Non-Prime Time hours the contractor shall respond to the automated alerts, the Help Desk, or Government notification within 15 minutes. If the problem cannot be resolved remotely, arrive on-site within two hours of the initial notification.

6.3 Server Management Team (SMT) Operations

NASA HQ hosts general service as well as specialized application and file servers that, along with large storage, backup and other associated hardware, comprise the HQ service infrastructure. HQ hosted services include, but are not limited to, personal and organizational file storage, desktop backup servers and storage, database and web applications servers, RSA SecurID servers, LDAP and certificate servers, monitoring and intrusion detection servers, and streaming media encoders. These services are reliant on devices that include UNIX computers, mirrored Network Attached Storage devices, Storage Area Network devices, enterprise tape library system, Windows, Solaris and Linux Operating Systems, appliances, power supplies and monitoring equipment. HQ also houses agency services such as Internet Protocol Address Management (IPAM), Domain Name Service (DNS), NASA Consolidated Active Directory (NCAD), and intrusion detection devices. The service infrastructure largely conforms to a design goal of uninterrupted service. As a result, many of the servers are in a High Availability (HA) implementation and all are expected to be monitored 24 X 7. The goal for all of HQ hosted servers and appliances is to provide optimum performance and consistent availability to customers 99.99% of the time, 24 hours a day. The goal for HQ housed servers is the same as for hosted unless superseded by an ITCD signed or concurred MOU or OLA.

DRD	Description	Frequency
DRD #47	Availability of hosted and housed services.	One month from contract start date, monthly thereafter.
DRD #48	Performance of hosted and housed services.	One month from contract start date, monthly thereafter.

Metric	Description	Performance Level to Achieve Fee
Metric #10	Data Center Availability. Data Center systems and services (hosted and housed) shall be available on a 24 X 7 X 365 basis.	99.90% - 99.98% average availability.

6.4 HQ Hosted Server Operations

Hosted servers largely have services that are provisioned by HQ. For hosted services, the contractor shall:

a. maintain transaction and service logs of servers and services within the HQ computer center;

b. assure that quality and timely services are available;

c. assure performance is responsive to OLA and Government direction;

d. coordinate and perform upgrades;

e. maintain hardware & software;

f. enable accounts;

g. be actively engaged in problem coordination, analysis and resolution;

h. co-develop fail-over strategies, service integration, and budget planning;

i. administer, plan, manage and provision storage;

j. provide quantitative capacity planning;

k. provide security reporting, monitoring and management reporting, and Help Desk coordination; and

l. support in special projects to support Agency and HQ initiatives as well as special commissions and review boards.

6.5 HQ Housed Server Operations

There are several agency IT assets which currently provide critical services to the HQ customer community and to the successful operations of the HQ Data Center. Those services are housed within the HQ Data Center. and their configuration, management and monitoring is performed by Office of the Chief Information Officer (OCIO) organizational entities via the I^3P or other contracts. These include Active Directory servers/services, Internet Protocol Address Management (IPAM), (DNS/DHCP) servers/services and NCAD servers/services. Coordination for environmental issues, alert notification, trouble shooting, restoration and process modifications are some of the activities required by the HITTS contractor. To meet these responsibilities the contractor shall:

a. maintain and test a verified call list and escalation process;

b. coordinate and perform any needed environmental changes;

c. coordinate and execute needed configuration or restoration in conformance with CCB process;

d. co-develop process changes; and

e. report anomalous conditions.

6.6 Monitoring, Management and Capacity Planning

To facilitate lifecycle management, virtualization, migration, debugging and sound business processes the contractor shall provision a continuous monitoring capability that enables ad-hoc views and analytics of the HQ service infrastructure. Severs and services within the HQ Data Center are monitored using a robust implementation of Nagios that provides visibility in CPU, cache, I/O and other critical indicators that help determine use, availability, capacity and trends. The contractor shall support NASA in planning for and implementing changes to servers associated with determining the capacity and utilization of application servers and infrastructure servers. The contractor shall:

a. manage, install and maintain the performance monitoring and capacity planning tools at the HQ Data Center;

b. monitor for software performance and capacity planning changes inclusive of CPU utilization, memory usage and notify the performance monitor accordingly;

c. tune, adjust and modify systems and associated software for optimum performance within established security and CCB processes;

d. assess, with appropriate recommendations, the adequacy and effectiveness of solutions to hardware and/or software problems that are degrading computer system performance;

e. monitor and manage server use utilization including when it requires the insertion of equipment or agents into discrete components, devices, or the operating systems in order to identify and isolate anomalous conditions;

f. study trends, harvest and analyze data from existing management tool databases, develop new processes and procedures, and recommend innovations to ensure peak performance and availability of the service;

g. monitor, manage and provide trending views of services with data exchange agreements to assess the frequency and success of exchanges between those services within the HQ Data Center;

h. use structured and sound analytics to determine level of server use, peak use, and trends fact-based forecasts and modeling to assure levels of storage, memory, cache, and similar server subsystems are able to efficiently manage current services as well as determine capacity for growth or additional hosting requirements;

i. provide on-call, continuous support and shall respond within 15 minutes to the automated notifications from the HQ Data Center. Arrive on-site, if necessary, within two hours of the initial notification;

j. ensure agreements that document, manage, audit, and modify Data Exchange Agreements are in place between and across all relevant systems within the HQ domain. The agreements will be living documents used to assess performance delivery and reused to extend service;

k. operate and maintain all of the servers, data storage devices systems and subsystems that together comprise the HQ Service Infrastructure which provides services at HQ from inside the HQ campus or externally;

l. deploy and maintain all servers in accordance with the operating system and application configuration benchmarks published by the Center for Internet Security (CIS) as adopted by NASA Headquarters;

m. develop, acquire, secure, sustain, operate, or recommend system service enhancements, upgrades, or new capabilities. Proposed implementations shall provide an integrated approach with respect to existing systems, other work in progress, and applicable policies, standards, and methodologies while maintaining optimum security and performance;

n. coordinate hosting, relocation, enhancement and debugging activities with application development personnel, system administrators, the IT Security team, SE&I, Outreach, CM, and Help Desk, I^3P contracts, and any other group or individual that may be impacted by a change or require SMT to support a change;

o. support the service capabilities at service levels in accordance with OLAs that ensure that the availability requirements are satisfied. This support shall quickly respond to changes in technology, IT Security threats and incidents, dynamic requirements and system, equipment, software, service, and carrier outages;

p. notify ITCD as early as possible of the need for outages or reduced services due to IT Security threats and/or incidents, investigation of anomalous behaviors, equipment failure, or other contingencies that cannot be scheduled;

q. provide planning, definition, design, security, development, acquisition, implementation, maintenance and sustaining engineering support for new server systems or subsystems,

r. ensure that all CM documentation including diagrams, System Description Documents (SDDs), processes and procedures for the HQ Data Center devices and services is maintained and accurate;

s. develop, implement and maintain procedures, policies and standards to provide effective performance tuning and capacity planning such as service, memory, and processor utilization, and application performance;

t. provide analysis and growth projections for all supported systems;

u. provide and have accepted monthly capacity reporting and recommendations within 3 days of the end-of-month;

v. analyze performance of all supported systems (e.g. servers, storage systems, etc.) and provide monthly reports and have them accepted within 3 days of end-of-month. Performance Tuning will be accomplished to improve system performance; and

w. leverage data acquired and analytics performed to properly plan the data center's migration to its optimum configuration.

DRD	Description	Frequency
DRD #49	Diagram of server location.	Three months from contract start date, on-demand thereafter.
DRD #50	Diagram of servers logical connection to network.	Three months from contract start date, on-demand thereafter.
DRD #51	Capacity and Performance Report.	Two months from contract start date, on-demand thereafter.

6.7 Server Backups

The contractor shall perform regularly scheduled backups of servers and data storage devices in accordance with current SOPs. The contractor shall:

a. restore files on an on-demand basis;

b. conduct regularly scheduled quality assurance and process tests for the restoration process;

c. test the restoration process end-to-end at least twice each year and make recommendations. The first test shall be within the first 90 days of contract start

d. in the event of any contingency operations, current files and services must be available for recovery at remote sites; and

e. support the planning integration, coordination, and operations required to mirror selected files and storage devices at a designated remote location.

6.8 System Software Installations, Maintenance and Management

The contractor is responsible for assuring that server operating systems and affiliated libraries, patches and administrative software is up-to-date. The contractor shall:

a. monitor and report on system performance, availability and security;

b. participate or lead debugging and trouble shooting;

c. implement and maintain updates, corrections and enhancements to subscription services, operating systems and other commercial software packages;

d. ensure that licensing and certificates on servers do not expire;

e. ensure that all commercially released OS upgrades, software enhancements and patches are installed quarterly for Unix based servers (approximately 201 for Unix and 63 for Linux per quarter), monthly for windows based servers (approximately 250 per month) and on-demand for appliances. Security patches may occur out of normal scheduled upgrades. The contractor shall submit the appropriate Service Request to start the work so that the enhancement or patch can be completed on all supported devices within the year time frame requirement. The CCB process shall be used to govern the schedule should delays be necessary to:

f. ensure HQ Data Center software is in operating condition, current, with up-to-date maintenance, and is secure;

g. install and/or make updates to system software at a time that will not affect user productivity;

h. develop and maintain required test procedures or simulations to properly test software upgrades, modifications and maintenance;

i. provide an ongoing program to evaluate new commercially available software and provide reports including recommendations to designated NASA management;

j. ensure all operational support software modifications are installed, secure, work as expected and that no problems have been detected;

k. prepare a system software implementation test and release plan for each release or software package update and present it for approval of the performance monitor

l. maintain subscriptions to the OEM system software services;

m. review OEM web sites for failure, security, and enhancement information and install updates or patches as appropriate; and

n. manage and maintain hardware and software maintenance agreements for all production systems.

DRD	Description	Frequency
DRD #52	Quarterly/Monthly Patch Release Report.	One month after contract start date, monthly thereafter.

Metric	Description	Performance Level to Achieve Fee
Metric #11	Compliance with Patch Management Plan. Data center servers shall be patched in accordance with the approved patch management plan and schedule.	95% - 98% meet the criteria.

6.9 Equipment Upgrade Support

The contractor shall provide, at a minimum, a semiannual evaluation of new commercially available equipment for use in the HQ Data Center and provide recommendations to NASA management.

DRD	Description	Frequency
DRD #53	Equipment Upgrade Evaluation Report.	90 days of contract start date and semiannually thereafter.

6.10 Account Administration

NASA has implemented the NASA Account Management System (NAMS), as part of NEACC (NASA Enterprise Applications Competency Center. Currently, NASA HQ new application account requests, changes and deletions are processed through NAMS. HQ Account Administration staff receives notification from NAMS when all the required approvals have been made for account requests and proceeds with provisioning the application access. There are other, local, IT services where account provisioning and coordination is the responsibility of the HITTS contractor. This includes accounts for HQ network domain and data servers, Entrust Public Key Infrastructure (PKI), File Transfer Protocol (FTP), dial-in and HQ custom applications. In addition to using NAMS to provision access, the contractor will also use the HQ Check In Check Out (CICO) system for work orders involving access to user, shared and group folders. Among the responsibilities for account management, the contractor shall:

a. maintain up-to-date procedures for coordinating with IT Security, Help Desk, NAMS and others for account creation, modification and deletion;

b. provision password resets for local applications via the Help Desk processes;

c. provision user accounts for custom applications (approximately 50 new accounts and 50 deletions per month);

d. provision Entrust accounts (approximately 17 new accounts, 26 modifications, 17 disables and 4 PKCS12 public certificates per month);

e. provision the dbms for RSA tokens and notify customers for renewals (approximately 38 new tokens distributed per month);

f. create Guest Network accounts;

g. provision user requests for access to specialized Microsoft networked folders (approximately 30 per month);

h. provision new standard personal Microsoft networked folders;

i. support modifications to process and provide support to meet future NASA account services; and

j. adhere and comply with applicable regulations and policies (e.g., HSPD-12, NPR 2810.n, NASA PKI Registration Authority (RA).

The contractor shall support NASA Entrust PKI at HQ by providing Entrust PKI RA Administrators. Under the direction of the HQ PKI RA, the contractor PKI RA shall:

a. pass a certification exam administered by the NASA PKI Certification Authority; and

b. add, modify, restore, and delete Entrust PKI Certificates in accordance with Agency procedures.

6.11 Operational Support for IT Security

The HITTS contractor is responsible for management of the ITS function within the Headquarters' infrastructure including the Data Center and to coordinate observations of anomalous behavior, analysis of threats as well as threat responses with those in the ITS, network and HQ IT communities. (see ITS section 8.0). The contractor shall:

a. maintain a clear and complete understanding of all internal network protocols used and associated internal-to-internal and internal-to-external source(s)/destination(s);

b. maintain an escalation and analysis call list for all points-of-contact required in resolving ITS operations problems;

c. provide anomalous behavior analysis, status and reporting during Prime Time hours; and

d. collect and analyze threat alert information from the Security Operations Center, local Intrusion Detection systems (IDS), security scanners, vendor alters, hacker boards and others and provide recommendations for mitigation of IT Security threats (approximately 128 per month).

DRD	Description	Frequency
DRD #54	Intrusion Detection Summary.	One month after contract start date, monthly thereafter.

6.12 Physical Control Support

Because of the sensitivity of the systems and services within the Data Center, and because of the potential damage that could be done by an individual who has physical access to the hardware and network within it, the NASA HQ Data Center has restricted access which must be vigorously maintained by the HITTS contractor. The contractor shall:

a. monitor the physical security of the HQ Data Center and all sensitive unclassified automated information resources within the HQ Data Center;

b. work closely with HQ Security to control HQ Data Center access provided to contractor and subcontractor personnel;

c. comply with the policies and procedures for HQ Data Center physical security in accordance with established procedures; and

d. maintain server racks, server facilities and telecommunications closets in a clean, safe, and well organized way.

6.13 Environmental Control Support

The NASA HQ Facilities and Administrative Services Division (FASD) is primarily responsible for provisioning the environmental systems and power that support the HQ Data Center, however co-monitoring and coordination is critical to the safe operations of the HQ Data Center. The contractor shall continually monitor the environmental conditions of the HQ Data Center. The contractor shall immediately report all anomalous conditions to ITCD and to FASD. The contractor shall maintain a verified call and escalation list.

6.14 Technical Documentation and Data Center Reporting

The contractor shall develop, contribute, implement and/or update technical documentation for the HQ Data Center. Technical documentation shall include policies, operations, and guidelines. The contractor shall provide HQ Data Center System Assessment and Metrics Reports.

DRD	Description	Frequency
DRD #55	Data Center System Assessment & Recommendations Report.	90 days from contract start date, monthly thereafter.

6.15 Outage Notification

The contractor shall notify ITCD as early as possible of the need for outages or reduced services due to new security threats, investigation of anomalous behaviors, equipment failure, or other contingencies that cannot be scheduled. The contractor shall categorize activities as to whether they are security, equipment, service or software related on a 24/7 schedule and provide

recommendations and take appropriate actions. If the anomaly is concluded to be equipment, service or software related, report to the performance monitor and take appropriate action(s) during normal working hours and within 3 hours for after hour occurrences

6.16 Printing Support

All printing support will be moved to the I^3P contracts. NASA HQ migrated 100% to /ip-based printing and away from print servers; therefore, there is only a minimal amount of work effort in this area. The exception is support for the PRGate print server which is in place to provision /ip printing across the HQ security zone for visitors using our guest wired and wireless network. NASA HQ does not anticipate a reversal to our elimination of print servers. To support printing the contractor shall:

a. assure timely and coordinated service upgrades on the remaining print server, PRGate; and

b. assure timely support and coordination for any security issues.

6.17 Video Teleconference Systems (ViTS) Support

The ViTS room operations team provides a full range of support services and technical expertise in support of point-to-point and multi-point video teleconferences at Headquarters. These services include the scheduling, conference consultation, conference setup, coordination with end points, and room operations. The contractor shall:

a. understand at an expert level the systems and components within the Headquarters ViTS rooms and ensure that all elements of the system are maintained in an operational and available state;
b. provide the scheduling function of the Headquarters ViTS rooms and coordination of conference setup with remote end points (approximately 36 per month);
c. assure staffing of rooms during video teleconferences and support services that include but not limited to room preparation, system and camera operation, recording, monitoring audio/video quality, and problem solving;
d. log attendance and customer satisfaction survey for each event; and
e. coordinate facility repairs and system maintenance as needed to ensure all elements of ViTS room services remain in an operational and available for use state.

7.0 Systems Engineering and Integration (SE&I)

The Systems Engineering & Integration (SE&I) function provides technical leadership in path finding, analysis, trouble-shooting and expertise in Information Technology, Information Security and Computer Science disciplines. As the technology leaders and lead analysts, the SE&I staff is tasked in areas of innovation, agency integration, systems design, requirements formulation and documentation, planning and to quickly resolve escalated problems.

The Systems Engineering & Integration support portfolio at NASA HQ is comprised of five areas of emphasis; (1) assurance that all new IT capabilities and services are designed and implemented in the most efficient and effective manner, (2) technical forecasting, studies conducted in areas that advance the goals of HQ IT, (3) participation in agency and external working groups, (4) advanced trouble shooting and problem resolution, and (5) HQ IT planning. There is an SE&I testing facility adjacent to the HQ Data Center and is specially purposed for testing, build-outs, vendor demonstrations and analysis (currently there are approximately 50 SE&I Service Requests initiated per year).

7.1 Innovation Program

NASA HQ customer's require agile adaption to organizational change or business needs. As a result, innovation must permeate all facets of this contract. To facilitate this requirement, ITCD has established an Innovation Program. To directly support this program, in conjunction with ITCD's CTO the contractor shall evaluate and investigate new and emerging applications technologies and approaches; and analyze and recommend technologies for integration and use within the NASA development and/or operational architecture. The contractor shall:

a. explain how specific new technologies can contribute to meeting ITCD's goals;
b. provide analysis of new and emerging applications technologies capabilities and maturity readiness;
c. analysis of alternative technologies (new or existing) that the ITCD should consider;
d. how a technology may fit into the NASA Enterprise Architecture;
e. analyze readiness factors for insertion of new technologies;
f. provide life cycle cost analysis for the proposed technologies;
g. provide technical demonstrations of evaluation packages; and
h. develop and maintain an online environment that provides details to innovative technologies and solution sets that aligns and conforms to similar systems at other centers.

DRD	Description	Frequency
DRD #56	Online Innovation Environment. Provide updates, align content so that it is searchable and at the accepted level of detail.	90 days from contract start date, monthly thereafter.

7.2 IT Service Design, Integration & Implementation

IT Services may include everything from migrating point to point data exchanges, to integrating multi-touch interfaces, to implementing rules engines to utilizing cloud algorithmic services. The contractor shall ensure that proposed implementations provide an integrated approach with respect to customer business needs, requirements, existing HQ IT infrastructure, future direction, IT Security, work in progress, and applicable NASA policies, standards, and methodologies. This integrated approach shall encompass the architecture, equipment, software and data associated with the HQ environment and driven by requirements and use cases. Occasionally, establishment, enhancement or extension of a service capability may include other NASA centers or customers outside of NASA HQ.

In order to align ITCD with the Agency's strategy for data centers, the contractor shall develop, submit and regularly update a Data Center Modernization Plan, detailing plans during the upcoming period and the top five to ten quantifiable objectives expected to be achieved. The Government and Contractor will discuss, modify (if necessary), and agree to the top five to ten objectives, which will form the basis for a portion of the incentive fee determination (technical performance) during that period. The contractor shall submit a report at the end of each period to describe the accomplishments against the objectives met from the previous period and which 5-10 objectives will be targeted for the next period. The Data Center Modernization Plans shall align with the general guidance in section 2.3.1 and 2.3.2 of this Performance Work Statement.

DRD	Description	Frequency
DRD #57	Data Center Modernization Plan	Two months from contract start date, and every six months thereafter.

7.2.1 System Engineering Requirements & Analysis

As the technical leads in several areas, it is critical that the SE&I requirements analysis documentation is valid, timely and complete. The SE&I requirements process will be in conformance with the EA/CCB guidelines. The contractor shall be responsible for:

a. the collection, interpretation, generation, validation and documentation of requirements for IT systems and services;

b. assurance that derived requirements are captured and documented;

c. requirements gathered and documented at a sufficient level of detail and in a form that is useful for the Government, or another Government contractor or used as part of analysis requested by a HQ customer;

d. annotation of requirements generated by another NASA, Government or vendor to depict relevance to the HQ IT infrastructure or point of view;

e. assessments to resolve near-term operational issues, implementation strategies, improve services, advance information management, reduce risks, reduce costs or to improve the customer experience; and

f. analysis, interpretation, studies regarding changes to technology, policy or lessons learned which may benefit or impact HQ IT customers, infrastructure, or plans.

7.3 Systems Engineering Design

Design solutions must meet or exceed use cases and address all requirements. The contractor shall be responsible for:

a. designs to meet the documented requirements;

b. designs consistent with Internet, Industry, Agency and / or HQ standards, architecture or design targets (e.g. High Availability);

c. designs consistent with rigorous application of design-to-cost methodology;

d. specifications for systems, components, equipment, and software, services, supplies and Concept of Operations (ConOps) that implement the design;

e. written documentation of all designs, in accordance with Industry, government or NASA HQ standards;

f. design coordination with the HQ IT Security, Operations, Applications, and other appropriate groups to ensure that risks are minimized and that security requirements are being adequately addressed and satisfied;

g. design reviews to ensure that a design meets documented requirements and architectural target, consideration of human factors (e.g. usability, training), engineering principles (e.g. minimizes security risks, and effectively and efficiently uses HQ and/or NASA IT resources); and

h. design and specification reviews that are in accordance with Configuration Control Board processes.

7.4 Systems Integration & Implementation

Assurance that designs of proposed solutions are made available and are supportable within our infrastructure demands thorough analysis and coordination. The contractor shall be responsible for:

a. a systems view, understanding the interdependencies between HQ, Center, contractor services, agency services, and Internet services;

b. implementations that provide an integrated approach with respect to existing HQ IT infrastructure, customer support, IT Security, other work in progress, and applicable NASA policies, standards, and methodologies;

c. implementations to enhance or extend a service or capability to HQ that is part of other NASA, government or business partners;

d. implementations to enhance or extend a service or capability within HQ, to other NASA Centers or to customers outside the Agency;

e. staying current with evolving systems designs and implementations to ensure integration with other NASA systems or services (e.g. I^3P, ITS, pilots, etc.); and

f. build out of new servers & services, installation applications, production servers support maintenance.

7.5 Forecasting, Studies and Development

The contractor shall maintain awareness of new trends in technologies, evolution in services, and developments in service delivery strategies that are emerging in academia, standards communities, Industry or Government at sufficient levels to recommend innovations and to determine applicability, readiness and impact. The driver is a continual assessment to identify opportunities to improve the provisioning of IT services, increase capability, decrease costs, and improve information services to the customer. The contractor shall:

a. provide assessments based on sound analysis to implement new capabilities that either advance ITCD's stated direction or that are game-changing and warrant augmentation of target states;

b. provide path-finding and technical reviews that indicate important trending and areas to watch;

c. offer analysis, whitepapers, trending and similar products to stimulate possible direction or to elevate awareness of potential changes to HQ IT;

d. provide assessments of white papers, initiatives or the proceedings from working group sessions that are conducted under the auspices of the NASA Chief Information Officer (OCIO), conferences, and seminars;

e. conduct technology comparative analysis that evaluate emerging IT technologies and services that have not yet been introduced to the NASA or HQ IT environment to determine their applicability, feasibility, trade-offs and cost-benefit to HQ or the Agency's mission, customer or project support requirements;

f. interview, participate and otherwise facilitate the collection of input from the Customer Advisory Committee and other stake holders to identify business needs and utilize them to develop the Tactical plan initiatives;

g. conduct analysis of customer and HQ IT business needs and draft the associated Tactical Plan initiatives to meet or address customer needs;

h. perform pre-release testing, (when approved by the CCB process) new monitoring, management, or operating systems, load balancers, network subsystems, video integration, nomenclature/metadata management, incomplete query, model-based planning and other tools supplied by contractors or available in open source;

i. provide reviews and assessments of working group activities within the auspices of the OCIO, standards, industry or government working groups or of conferences and workshops;

j. provide input to the development and update of the HQ Tactical Plan, Strategic Plan, or Integration Plans;

k. deliver each assessment as a written document or in HTML on a designated site using appropriate metadata; and

l. provide recommendations and update the Tactical Plan quarterly as conditions change or modifications or updates are made to Federal, Agency, or HQ regulations, policies, or strategic direction occurs.

DRD	Description	Frequency
DRD #58	HQ Tactical Plan.	Annual and updates as required.

Metric	Description	Performance Level to Achieve Fee
Metric #12	Delivery of Annual Tactical Plan and Quarterly Updates. Tactical Plan shall be fully documented and delivered annually after IT Board of Directors' approval; or Tactical Plan Status Report shall be provided quarterly to reflect current status and projections.	50% submitted on time.

7.6 Agency and External Support Initiatives

The contractor shall support in planning for and accomplishing the IT integration necessary to implement Agency initiatives at HQ. In some instances this support includes ensuring that cross-Center and cross-Agency systems work effectively and can exchange information while adhering to NASA IT security requirements. The contractor shall:

a. support in planning for and accomplishing the IT integration necessary to implement Agency initiatives at HQ;

b. ensure that cross-Center and cross-Agency systems work effectively and can exchange information while adhering to NASA IT security requirements;

c. provide assessments of security, performance, cost and process impacts that Agency initiatives may have on the NASA HQ infrastructure; and

d. support or consult in IT Security assessments and or penetration testing and in any required countermeasures.

7.7 Support OCIO and other projects, working groups

NASA programs and projects traverse many NASA Centers, often with Program leadership residing at HQ. From an IT perspective, HQ is an important participant in Agency OCIO activities to improve uniform capabilities across all of NASA. Achievement of these goals requires analysis of alternatives for governance, management and technology, often at working group levels or in fielding cross-center projects. The contractor shall:

a. participate in weekly/monthly Agency working group telecons and attend annual/semi-annual Agency Face-to-face meetings (approximately 20 working groups totally 100 labor dollars per month and support for 8 face-to-face meetings);

b. monitor and report working group activities;

c. track actions, scheduling and facilitating the preparation of responses;

d. consult with and debrief the HQ CIO and staff regarding impacts to budget, schedules, infrastructure and levels of effort;

e. support the provisioning of services by a NASA Center, another Federal agency, or a private entity to NASA HQ, or by NASA HQ to another organization;

e. coordinate seamlessly with external contractors in order to achieve successful implementation;

f. support in the development of extended and distributed service models;

g. draft memoranda of agreement / Memorandum of Understanding and Service Level Agreements and development of the online template DBMS entry; and

h. develop and document web-services or, if needed, point-to-point data exchange agreements.

7.7.1 HQ Support to Identity, Credential, Access Management (ICAM) and Supporting Systems Infrastructure

To conform to Federal regulations, NASA is taking steps to centrally control physical and IT resources in the areas of Identity, Credential, and Access Management (ICAM). This effort is being implemented through several related Agency-wide projects to track and validate identities, and to provide for centralized authentication and authorization for both physical and logical access to NASA resources. The Agency ICAM program is in direct support of Homeland Security Presidential Directive (HSPD) 12. It was renamed to better align integration of HSPD-12 with NASA business processes.

The Contractor shall act as a technical point of contact, and provide consulting, engineering, application development, communication and training, and sustaining operations support as needed for all ICAM-related projects, as well as new projects which may be started under the auspices of ICAM. Currently the following systems are within scope of ICAM:

- Common Badging and Access Control System (CBACS);

- Desktop Smart Card Integration (DSI);
- NASA Enterprise Physical Access Control System (EPACS);
- Identity Management and Account Exchange System (IdMAX);
- NASA Account Management System (NAMS);
- Two-Factor Token Infrastructure (TFTI);
- NASA Enterprise Directory (NED);
- NASA Consolidated Active Directory (NCAD).

7.8 Special Analyses, Studies, and Tasks

Subject to the issuance of service requests or tickets, the contractor shall conduct special studies and analyses addressing a variety of IT-related topics. Examples of support that the contractor may be called upon to provide include:

- updates to the Office of Diversity and Equal Opportunity Discrimination Complaints Management System to include new fields and reports as well as interactive features;
- action tracking systems that will allow HQ offices to capture, assign, and manage to completion actions generated both internally and received through official Agency channels;
- technical analyses of draft NASA and federal policy documents to determine their impact on NASA's IT capabilities and environment;
- analyses of life cycle documentation of systems developed/proposed by federal agencies for NASA's use to determine adequacy of requirements, design, security considerations, etc.;
- analyses and studies to support NASA HQ in complying with Section 508 of the Rehabilitation Act, the Privacy Act, the Federal Information Security Management Act, Homeland Security Presidential Directive-12 (HSPD-12), and other IT-related directives, statutes, and implementing regulations;
- tracking, analyses, and compilation of information on IT security bulletins issued by the U.S. Computer Emergency Response Team (US-CERT) and other organizations.

7.9 Advanced Trouble Shooting & Problem Resolution

The contractor shall provide engineering support for the operations, maintenance and enhancement of all NASA HQ IT infrastructure, applications and services and function as a centralized capability for escalation of technical issues. The contractor shall:

a. provide support to resolve issues with the design, installation, configuration, testing, securing, upgrade, or diagnoses of problems with computer room, network, application, and security assets;

b. provide support to resolve issues locally that may be part of agency or government-wide solutions;

c. respond promptly to requests for trouble shooting and resolution; and

d. recommend methodologies to proactively model systems to determine if a problem is likely to occur.

7.10 IT Planning

Planning activities include assuring that business drivers and requirements are in alignment with process change and IT service implementation. Structured planning is essential in several areas for HQ IT (e.g. agency integration, reaction to changes in organizational roles, changes to policy, threats, technology, and more fundamental changes in how services are provisioned or capabilities introduced. The contractor shall:

a. participate in the development of HQ IT Tactical, Strategic and budget planning

b. develop a resourced schedule and integrated plan that will guide HQ in completing NASA strategic IT initiatives;

c. assure alignment with NASA's Information Resource Management (IRM) Strategic Plan, Open Government Initiatives and similar external drivers;

d. assure alignment of requirements to implementation and solution to business driver by Enterprise Architecture techniques; and

e. assure alignment to Agency's and HQ IT Capital Planning and Investment Processes.

7.11 IT Systems Engineering & Integration Test Lab

The contractor shall maintain and operate the HQ IT Systems Engineering and Integration Test Lab. The lab is used to replicate the HQ infrastructure sufficiently for testing and acceptance of new services, evaluations of potential services (prototypes and proofs-of-concepts), build-outs, vendor testing, and debugging. A staging area of the lab with specialized network policy is used for pre-deployment testing and checkout of applications, services, or new operating systems. Because changes to form, fit or function of the HQ infrastructure is not permitted without thorough testing and approval by the CCB, the maintenance and currency of the lab is critical to assure sufficient simulation of the HQ IT service infrastructure. The contractor shall be responsible for applying technologies in support of customer tasks encompassing deployment of web, multimedia, or virtual environments, maintaining optimum configuration controls, scheduling individuals, and support to ensure that the correct hardware and software is on hand. The lab is staffed to facilitate setups, tear downs, support for engineering, developers, vendors and HQ customers. To sustain and operate the IT test lab the contractor shall:

a. maintain a log of tests that occurred with results;

b. maintain a schedule of testing required (approximately 37 instances of testing per month);

c. assure testing assets are ready and available prior to scheduled tests;

d. maintain detailed knowledge of the HQ production environments (e.g. workstations, servers, networks, and security);

e. maintain a detail knowledge of potential agency environments required for simulation;

f. document and assess the impact or risk of any areas that cannot be simulated and their effect on the testing conducted;

g. assure and document the as-built and build out of lab service infrastructure in support of simulating test environments;

h. validate test plans;

i. maintain, operate and coordinate the SE&I Test Lab's network, connectivity, firewalls, IDS, monitoring and staging in accordance with HQ and agency security policy and operational procedures and assure that production data is controlled and limited to the pre-production/staging segment of the lab; and

j. manage, coordinate, trouble-shoot and otherwise ensure operational stability between the SE&I Test Lab and the HQ network service provider.

DRD	Description	Frequency
DRD #59	Systems Engineering & Integration Test Lab Performance Report.	Two months from contract start date, continuously available thereafter.

8.0 IT Security (ITS) Program

Protecting the Nation's intellectual and computational assets, NASA's information, our customer's privacy, and our ability to perform work without interruption are all critical goals for our IT Security team. Our commitment and emphasis in IT Security is integrated in all of our processes including prevention, recovery, compliance, and analysis. This emphasis extends to our internal systems, the contractor's environment, and external systems accessed by our customers. ITS 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 complies with Federal law as well as Agency and HQ policies, processes, procedures, regulations, requirements, and standards. The contractor is also responsible for providing technical and managerial support for the HQ ITS Program, which is under the direction of the HQ IT Security Manager (ITSM). The Contractor shall document their approach to managing information security in an Information Security Management Plan to be delivered within one month from contract date. This plan shall be reviewed and updated at least annually.

DRD	Description	Frequency
DRD #60	Contractor Information Security Management Plan.	Within one month from contract start date, updated annually thereafter.

8.1 Contractor Support for Headquarters ITS Program

The contractor shall provide comprehensive ITS support to the HQ ITSM. The activities associated with this support are those for implementing the policies, processes, procedures and guidelines of Federal Information Security Management Act (FISMA), the Computer Security Act of 1987, OMB Circular A-130, NPR 2810.1, NPR 1600.1, NIST Special Publications and Federal Information Processing Standards (FIPS), and other Agency/HQ policies, processes, procedures and guidelines governing the protection of information resources. The following are specific security support requirements that enhance selected governing security items.

8.1.2 Standards and Procedures

The contractor shall develop and maintain security standards and procedures for a broad range of IT operations and support in accordance with Federal and NASA policies, requirements, and guidelines. Categories include, but are not limited to:

- System access controls;
- Account management controls;
- Technical, network, and environmental security controls;
- Risk management;
- Information System Security Authorization (ISSA)
- Virus detection and eradication;
- Encryption
- Vulnerability monitoring and scanning;
- Penetration testing;
- Remote access;
- Secure communications;
- Security monitoring;
- Personnel screening procedures;
- Incident handling response and reporting controls;
- Contingency planning;
- Application development security controls; and
- Auditing metrics.

8.1.3 HQ Draft Policy, Requirements, Procedure, and Standards Development

The contractor, when tasked by the HQ ITSMs, shall develop draft NASA HQ policies, requirements, and procedures for review and approval through established HQ procedures.

Documents shall be accurate, complete, professional, and tailored for audiences inclusive of non-ITS personnel.

DRD	Description	Frequency
DRD #61	Draft Policy, Requirement, Procedure, or Standard.	In accordance with accepted SOP updates.

8.1.4 Support of ITS Program Meetings

The contractor shall provide the HQ ITSM schedules and status of completed, current, and future ITS program projects on a bi-weekly basis. The contractor ITS program lead, or designated alternate, shall attend Agency ITS teleconferences and off-site NASA ITS working group meetings as required.

8.1.5 Security Configuration Baseline Documents

In accordance with CCB approval, the contractor shall develop and maintain security configuration baseline documents. These baseline documents shall provide additional security control configuration details beyond the documented security settings that are required under NPR 2810.1 or other HQ policies or guidelines; i. e., they shall specify security controls in effect for each of the following HQ supported items:

- Operating systems;
- Personal Digital Assistant (PDA) operating systems;
- Email clients;
- Web browsers; and
- Publicly accessible NASA HQ Library systems (desktop operating system only).

8.1.6 Freedom Of Information Act (FOIA), General Counsel, and Congressional Requests

Upon request, the contractor ITS team shall download and parse user e-mail data from NOMAD (NASA's Operational Messaging and Directory) email service, Tivoli backups of users, or copies of user e-mail files. If no NOMAD or Tivoli files are available, the ITS team will contact the user and arrange to copy their mailbox from their workstation. The contractor ITS team shall electronically search the records based on criteria provided through the HQ ITSM using Paraben E-Mail Examiner or similar software. The contractor shall develop an index for the data. The contractor shall load the index and all data meeting the criteria to appropriate removable media (CD-ROM, DVD, Thumb Drive, etc) and provide at least two (2) copies to the requesting ITSM for delivery to the customer.

DRD	Description	Frequency
DRD #62	eMail Data Search Results.	On demand.

8.1.7 Human Resources and Inspector General Requests

The contractor ITS team shall conduct forensic imaging of user workstations in support of HR appropriate use investigations and IG criminal investigations. Data collection may need to occur after normal business hours when the subject and other area personnel are not present. HR requests will usually include analysis of data to identify and capture evidence of inappropriate use of HQ IT resources. IG investigations will usually only require acquisition of data and provide it to the IG Computer Crimes Section for analysis and investigation.

8.2 Security requirements for Contractor Provided Services

The contractor shall develop and document management, operational, and technical ITS procedures and controls for all services the contractor provides to NASA HQ. For each of these services, the contractor shall:

a. integrate the ITS procedures and control measures into their full life cycle;
b. test and periodically review procedures and controls for adequacy and compliance;
c. allow NASA access to the contractor's and sub-contractor's facilities, installations, technical capabilities, operations, documentation, records, databases and personnel to the extent required to carry out a program of ITS inspection and audit. This access is needed to safeguard against threats and hazards to the integrity, availability and confidentiality of NASA data;
d. not store, copy, or transfer NASA confidential, Sensitive but Unclassified (SBU), or production data across non-production or development systems and networks, including off-site support systems and networks;
e. encrypt all electronic data transmissions of risks, threats, and/or vulnerabilities;
f. for all contractor IT systems storing, containing, or otherwise processing Federal or NASA information be certified and approved to operate storing government information in accordance with Federal and NASA regulations. Hard copy sensitive information and portable electronic devices will be stored and protected in accordance with Federal and NASA regulations;
g. maintain separation of sensitive IT duties to limit risks require two individuals to access password storage facilities. (e.g. different individuals perform information system support functions for system management, systems programming, configuration management, quality assurance and testing, network security and personnel who administer access control functions do not administer audit functions); and
h. provide copies of contractor systems with eight business hours upon request for normal requests, the contractor shall provide to the COTR a full, bit-by-bit copy of any system they use to support NASA HQ. For urgent requests, the copy shall be provided within two business hours. This shall be completed using forensically sound software capable of providing image hashing. The copy shall be delivered on media appropriate for the amount of data. The authority to obtain such data is provided by NPD 2540.1G, Personal Use of Government Office Equipment including IT; and the NASA Headquarters Appropriate Use Policy.

8.2.1 Compliance with Regulation and Policy

The contractor shall ensure adherence to all of the relevant Federal, Agency and HQ regulations, policies and procedures in the execution of their duties in support of NASA. The contractor shall;

a. ensure that all US Government information provided, developed, or acquired under this contract is properly secured in accordance with Federal and NASA Requirements including but not limited to NPR 1600.1, NPR 2810.1A, NITR's, NASA ITS Handbooks, and other OCIO, NASA Office of Protective Services, and NASA HQ requirements;
b. adhere to applicable policy directives (e.g. NASA Procedural Requirements (NPR) 2810.1A Security of Information Technology; NPR 1600.1 NASA Security Program Procedural Requirements; NASA Policy Directive (NPD) 2540.1G, Personal Use of Government Office Equipment Including IT; NASA Federal Acquisition Regulations (FAR) Supplement 1852.204-76; National Institute of Standards and Technology (NIST) Special Publications (SP) – 800 Series and Federal Information Processing Standards (FIPS); NASA Information Technology Requirements (NITR); NASA ITS Handbooks; NASA Agency Chief Information Officer (CIO) requirements; HQ policies and procedures; and other governing security items); and
c. adhere to applicable system & application life cycle requirements including the NIST Guide for Assessing the Security Controls in Federal Information Systems and Organizations, NIST SP 800-53A, Rev1, NIST Risk Management Guide for Information Technology Systems, NIST SP 800-30, and the HQ Security Review Process requirements during all phases of the System and Application Life Cycle.

8.2.2 Privileged and Limited Privileged Access

The contractor shall follow NPR 1600.1, NASA IT Requirement (NITR)-2810-14A, Managing Elevated User Privileges on NASA IT Devices, NASA ITS-HBK-0004, Managed Elevated Privileges Implementation Guidance Handbook, and the Headquarters Contractor Badging and Screening Process. All contractor requests for privileged or limited privileged access shall:

a. be made a minimum of six week prior to need date;
b. request approval from the HQ Center Chief of Security through the NASA COTR in the event the contractor needs to provide privileged or limited privileged access to one of their employees who do not meet the requirements stated in NPR 1600.1;
c. not fill positions with, or assign duties that require privileged or limited privileged access to foreign nationals regardless of status; and
d. document in a monthly report all privileged and limited privileged positions and current

DRD	Description	Frequency
DRD #63	Monthly Privileged Position Report.	Within one month from contract start date, monthly thereafter.

8.3 Security Risk Assessments and Design Reviews

NASA relies on the ITS staff to assure that new systems, services and contexts are safe and do not introduce new threats or weaknesses into our environment. The contractor shall:

a. ensure that system data categorization occurs prior to System/Software Requirements Review (SRR);
b. complete a preliminary security risk assessment on a design prior to the Critical Design Review (CDR);
c. provide design security risks, including possible mitigations, to the line manager or equivalent, data owner, and application owner prior or during official design review. If the risks are accepted the life cycle may continue, otherwise the life cycle shall cease or the design and/or mitigations shall be modified until the risks and possible mitigations are acceptable; and
d. ensure that the system security plan and risk assessment are completed and/or updated, as applicable, prior to Operational Readiness Review (ORR) (all risks must be accepted by the application and system owner prior to ORR).

8.3.1 Security Reviews and Assessments for New or Modified Hardware and Software

The contractor shall conduct a security assessment for all new hardware products introduced on an HQ system. The review shall include research to identify all known vulnerabilities for the product. The assessment shall identify all risks associated with product and recommend mitigation actions. The review shall also ensure that the product complies with the appropriate security configuration baseline. If none exists the ITS team shall also develop one for the product. Completed reviews will be forwarded to the HQ ITSM and system owner for approval. Approved reviews will be forwarded to the contractor ITS ISSA Team lead for incorporation into the appropriate ITS plan(s). The contractor shall ensure that security is practiced throughout the system life cycle for all hardware, software, and supplications managed by the contractor. The contractor shall conduct security reviews and risk assessments for HQ custom applications, new or updated hardware, and new or updated commercial-off-the-shelf (COTS) software products. The contractor shall:

a. provide the system owner a written risk assessment and security review for new or significantly modified HQ hardware or software, prior to deployment;

b. use the products reviewed as a basis to update ITS Plans, as applicable;

c. present to the system owner, prior to deployment, all risks and recommended mitigations (separate from the security plan) for approval. If the hardware or software connects to other systems, the approved risks and mitigations shall also be presented to the system owners of the interconnected systems for their information;

d. on an ad hoc basis, the contractor shall provide written risk assessments and technical security reviews as requested by the HQ ITSM or NASA COTR. The assessments and reviews developed shall be used as a baseline to update ITS Plans, as applicable. All risks shall be presented to the line manager or equivalent, at least verbally, and subsequently reflected in the applicable security plan. If the system connects to other systems, the risk assessment shall also be presented to each interconnected line manager or equivalent;

e. conduct a security review for all new COTS software products prior to their installation on an HQ operational system component in accordance with the NASA HQ Triage 3 SOP (approximately 13 per month). Completed reviews will be forwarded to the HQ ITSM and system owner for approval. Approved reviews will be forwarded to the contractor ITS ISSA Team lead for incorporation into the appropriate ITS plan(s);

f. conduct a security review for all new HQ custom applications and application changes developed by the contractor applications development team or developed by others for deployment on HQ systems. Reviews shall follow the NASA HQ Security Review SOP. Completed reviews will be forwarded to the HQ ITSM and system owner for approval. Approved reviews will be forwarded to the Application owner, Application Development Team, HQ Software Applications Manager, and the contractor ITS ISSA team lead;

g. review annually IDS signatures and firewall rule sets to determine their validity in relation to services provided and associated risks. The results of the review shall be documented, including a description of updates implemented; and

h. ensure that all systems operated or maintained are compliant with Federal Desktop Computer Controls (FDCC), Center for Internet Security (CIS) Controls, or controls specified in the NASA security configuration baseline documents as applicable.

These baseline documents provide additional security control configuration details beyond the documented security settings that are required under NPR 2810.1 or other HQ policies and guidelines. They specify security controls in effect for each of the following supported items:

- Operating systems;
- Personal Digital Assistant (PDA) operating systems;
- Email clients;
- Web browsers; and
- Publicly accessible NASA HQ Library systems (desktop operating system only).

The contractor shall only deploy, into production, hardware and software, including security related patches or upgrades, which have been subject to a NASA-approved security review.

DRD	Description	Frequency
DRD #64	Security Reviews and Assessments.	On demand.

8.3.2 IT Vulnerability Management, Scanning and Monitoring

The contractor shall manage and monitor IT vulnerabilities in accordance with NPR 2810.1A and NITR-2810-24, *NASA IT Device Vulnerability Management*. The contractor shall:

a. conduct and document vulnerability scanning and monitoring, required of each NASA Center, in accordance with NPR 2810.1A and NITR-2810-24 and other guidance provided by the Agency;

b. use the NASA approved tools and profiles;

c. provide ITS vulnerability services each business day by monitoring/reviewing the following:

- Foundstone vulnerability scans,
- Patchlink Critical and Critical-01 ratings,
- NASA SOC distributed bulletins and alerts,
- US CERT bulletins and alerts,
- NIST distributed bulletins and alerts,
- The HQ standard web browser contractor web sites,
- The HQ standard email client web site,
- The operating system web sites for all HQ system platforms,
- Vulnerability scans,
- Relevant emails from the HQ ITSM.

d. conduct and document monthly vulnerability scans of all NASA HQ owned IP addresses using the NASA approved vulnerability scanning tool and HQ scanning profiles. The results of the HQ tests shall be documented in a monthly report provided to the HQ ITSM. All vulnerabilities found during scanning shall be assessed and distributed per the Vulnerability Reporting and Monitoring section;

e. conduct monthly analog telephone scanning to verify that no unauthorized analog lines are connected to NASA HQ computers;

f. submit a monthly report indicating identity of any unauthorized analog lines shall be submitted, even if no unauthorized analog lines are detected;

g. conduct monthly wireless 802.11 scanning to verify that no unauthorized wireless systems are connected to the NASA HQ wireless network;

h. submit a monthly report identifying all detected authorized and all detected unauthorized wireless system;

i. conduct ongoing continuous monitoring to detect rogue Bluetooth devices and ensure configuration compliance of authorized devices;

j. conduct security scans of incoming devices (laptops, thumb drives, or other removable media, etc) to determine whether they meet Agency and HQ requirements for connection to our private network or insertion into devices attached to our private network. These devices may belong to other contractors supporting NASA HQ or NASA issued devices from another Center. Scans will generally be infrequent but may need to be conducted on short notice;

k. report to the HQ CERT, within four business hours after discovery, all unexplained system anomalies found while conducting normal duties that effect confidentiality of data or integrity of a system or data;

l. report to the Help Desk, all deviations of the HQ Appropriate Use Policy that are observed while conducting normal duties. If an observed deviation is thought to be a malicious activity that affects integrity, confidentiality or availability, it shall be considered a Computer Security Incident and immediately reported to the Help Desk; and

m. attend all weekly Agency working group meetings and periodic workshops and training related to scanning and monitoring and keep the ITSMs informed of issues and activities.

When the contractor identifies a vulnerability affecting a HQ system component, it shall be added to the Daily Risk Assessment Report. This report shall be distributed encrypted daily to the ITSMs, system owners, and system administrators of HQ systems. The intent of this report is to give system owners and administrators "early warning" of new vulnerabilities and patches that there systems will be required to incorporate. See section 7.1.9 Vulnerability Mitigation for more information.

DRD	Description	Frequency
DRD #65	Daily Risk Vulnerability Report.	Daily.
DRD #66	Monthly Vulnerability Scan Report (encrypted).	One month after contract start date, monthly thereafter.
DRD #67	Monthly Analog Telephone Scanning Report (encrypted).	Two months after contract start date, monthly thereafter.
DRD #68	Monthly Wireless 802.11 Scanning Report (encrypted).	One month after contract start date, monthly thereafter.

8.3.3 HQ Penetration Testing

The contractor shall conduct annual HQ penetration testing. These tests may include attack simulations, running automated scanning tools, or conducting physical inspections. The scope of the annual test shall be agreed upon annually in conjunction with the HQ ITSMs and HQ system owners. The contractor shall:

a. prepare proposed Rules of Engagement, Penetration Test Plan, and a comprehensive schedule outlining activities and anticipated man hours for approval prior to beginning the test;

b. provide daily status of test activities and findings to the HQ ITSM; and

c. Prepare a comprehensive Test Report describing the penetration test, methods, results, vulnerabilities, and recommendations for corrective actions and improvements to the NASA HQ ITSM, System Owners, and ITCD Management.

DRD	Description	Frequency
DRD #69	Annual Penetration Test Plan and Rules of Engagement and Schedule.	Annually by fiscal year's end.
DRD #70	Annual HQ Penetration Testing Report.	Annually by fiscal year's end.

8.3.4 Information System Security Authorization (ISSA) Documentation

The Federal Information Systems Management Act (FISMA) requires all Federal organizations to assure that systems are appropriately classified and the measures to secure them are adequate. The contractor shall follow the accepted process for monitoring, analysis, recommending and provisioning risk-based acceptance criteria as directed by the Government.

8.3.4.1 NASA Internal Systems

In support of the ISSA process for NASA Internal Systems, the contractor shall:

a. develop and maintain ISSA documentation for all internal HQ systems as required under NPR 2810.1A and Federal Regulations;

b. assist NASA system and data owners in categorizing systems as well as defining system hardware/software, system boundaries, system interconnections, system responsible officials, and system users;

c. analyze the system and provide security control recommendations to the system owner in accordance with NIST SP 800-53 guidance. The contractor shall document all security controls compliance for each system;

d. conduct a controls assessment in accordance with NIST SP 800-53A guidance and develop and maintain a Plan of Actions and Milestones (POA&M) for all identified risks in coordination with the system owner and operating officials;

e. conduct certification activities for all HQ Internal systems categorized at the low level in accordance with Federal and NASA requirements;

f. coordinate all certification activities, as required, for all systems categorized at the Moderate and high levels;

g. conduct and document an annual controls assessment as required by NASA and Federal regulations; and

h. update ISSA documentation as changes occur affecting the security of a system

i. load and maintain all ISSA documentation in the NASA Security Assessment & Authorization Repository (NSAAR).

8.3.4.2 NASA External Systems

In support of the ISSA process for NASA External Systems, the contractor shall:

a. support, or fully develop and maintain ISSA documentation for NASA HQ external systems at outside agencies, contractors, universities, or other organizations. The extent of involvement will be decided on a case-by-case basis;

b. support NASA external system owner, information owner, and accountable official (i.e. NASA authorizing official) in categorizing systems as well as defining system hardware/software, system boundaries, system interconnections, system responsible

officials, and system users. The extent of involvement will be decided on a case-by-case basis;

c. analyze the system and provide security control recommendations to the NASA External System owner in accordance with NASA, NIST SP 800-37 and NIST SP 800-53 guidance. The contractor shall document all security controls compliance for each system as required. The extent of involvement will be decided on a case-by-case basis;

d. conduct a controls assessment in accordance with NASA and NIST SP 800-53A guidance and develop and maintain a Plan of Actions and Milestones (POA&M) for all identified risks in coordination with the NASA External System Owner and Contractor system operating officials. The extent of involvement will be decided on a case-by-case basis;

e. conduct certification activities for HQ External Systems in accordance with Federal and NASA requirements;

f. conduct, document and provision for continuous monitoring of information security controls as required by NASA and Federal regulations; and

g. load and maintain all ISSA documentation in the NASA Security Assessment & Authorization Repository (NSAAR).

Contractor personnel involved with external systems may be required to sign non-disclosure agreements prior to commencing any ISSA activities.

8.3.4.3 Coordinate Risk and POA&M Updates

Prior to each meeting of the HQ Configuration Control Board (CCB), the contractor ITS personnel shall meet with each internal and external system owner (as required) to review system security reviews and mitigation recommendations for the purpose of gaining concurrence. The contractor shall on a monthly basis, coordinate, prepare, and provide an updated POA&M Status Report to the HQ ITSM that reflects the status of each POA&M item for each internal and external system. On a monthly basis, the contractor shall also coordinate, prepare, and provide an ISSA Status Report to the HQ ITSM that includes an update of all ISSA activities that occurred in the last month.

DRD	Description	Frequency
DRD #71	IT C&A Security Plan Assessment using the NASA standard template.	Annually by fiscal year's end.
DRD #72	Risk Assessment.	Annually by fiscal year's end.
DRD #73	Security Controls Assessment Report Assessment using the NASA standard template.	Annually by fiscal year's end.
DRD #74	Plan of Actions and Milestones Assessment using the NASA standard template.	Annually by fiscal year's end.
DRD #75	System Certification Report.	Annually by fiscal year's end.

DRD #76	Monthly POA&M Status Report.	One month after contract start date, monthly thereafter.
DRD #77	Monthly ISSA Status Report.	Two months after contract start date, monthly thereafter.

8.4 Vulnerability Mitigation

The ITS program is responsible for mitigation, response and preventive measures. System vulnerabilities are required to be mitigated in a timely manner. Mitigations shall occur in accordance with the most current NPR 2810.1 and NITR 2810-24, NASA IT Vulnerability Management. Depending on the assessed severity (critical escalated, critical, high, medium, or low) of a vulnerability and NASA System Owner concurrence with the severity, the contractor shall evaluate, test, and implement mitigation. The contractor shall notify the NASA System Owner when vulnerabilities are mitigated. A permanent mitigation is required for an expedited, critical or a high vulnerability. In some cases a temporary mitigation may be necessary. The contractor shall obtain approval by the NASA System Owner 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 NASA System Owner for any deviation from the requirements. In some rare circumstances, the NASA Deputy CIO for ITS, the NASA HQ CIO, or their designees may determine that a particular patch must be applied more urgently. In such cases, all information systems shall be patched in the timeframe specified.

Metric	Description	Performance Level to Achieve Fee
Metric #13	Vulnerability Mitigation. All system vulnerabilities shall be mitigated within the specified times, based on the assessed severity.	95% - 97% meet the criteria.

8.4.1 Incident Response

The contractor shall:

a. staff and operate the NASA HQ Computer Emergency Response Team (CERT) to respond to computer incidents in accordance with the NASA HQ Incident Response SOP (approximately 46 per month);

b. during Prime Time hours of 6:00 am until 6:00 pm Monday through Friday, except for holidays, support the identification and mitigation of incidents. During non-Prime Time hours respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial notification;

c. conduct a daily review of the SOC Daily Reports, SOC Incident Tickets, HQ Antivirus Daily Reports, Content Filter logs and conduct further investigations as appropriate;

d. follow the HQ Incident Response Process and document all incidents in the NASA SOC Incident Management System (IMS);

e. ensure that all SOC incident tickets are processed and closed in a timely manner; and

f. annually conduct incident response training and conduct an incident response exercise in accordance with the NASA HQ Incident Response SOP.

DRD	Description	Frequency
DRD #78	Incident Response Training and Test Report.	Annually by fiscal year's end.

Metric	Description	Performance Level to Achieve Fee
Metric #14	Incident Response. During non-Prime Time hours respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial page.	Meet the criteria 90% - 95% of the time.

8.4.2 Incident Reporting

The contractor shall immediately report to the HQ Computer Emergency Response Team (CERT) any known malicious activity or other suspected incidents that negatively affects the confidentiality, integrity or availability of HQ IT resources. The contractor shall immediately report all losses of IT devices, electronic media, or NASA information in accordance with Agency and HQ requirements.

8.4.3 Computer Sanitization

The contractor shall develop and implement procedures that ensure IT resources leaving control of an assigned user (e.g., the resource is being reassigned, repaired, replaced or excessed) have all NASA data and sensitive application software removed by a NASA approved technique. Applications acquired via a "site license" or "server license" shall be removed prior to resources leaving the control of NASA. Damaged IT storage media for which data recovery is not possible shall be degaussed by a NASA approved technique or destroyed. All sanitization shall meet the

requirements of NPR 2810.1A; NITR 2810-22, *Media Protection Policies and Procedures;* and NASA ITS-HBK-035, *Digital Media Sanitization.*

8.4.4 Computer Anti-Virus Services

The contractor shall provide and properly configure anti-virus software on all workstations and servers. The anti-virus signatures on all systems shall be maintained and updated to the latest signatures as made available by the anti-virus software vendor. The contractor anti-virus server shall, at a minimum make available for distribution to client workstations and servers, updates to anti-virus signature files within two hours of vendor release. The contractor shall ensure that updates to anti-virus signature files are distributed to and activated on all client workstations and servers within eight hours of vendor release.

8.4.5 PKI Encryption Technical Support

The contractor shall provide engineering and technical support for HQ PKI Encryption technology. The contractor shall maintain and update the HQ PKI Registration Authority workstations as required. The contractor shall attend all NASA PKI Technical Working Group meetings and keep the HQ PKI Program Manager apprised of technical issues, changes, and upgrades. The contractor will work with the HQ Desktop Support contractor and the NASA PKI Technical Support to ensure that contractor supplied workstations have current NASA PKI software installed and operational.

8.4.6 Account Establishment and Termination Process

The contractor shall follow the HQ process for requesting, establishing, issuing and closing user accounts and authentication devices, including removal of user accounts after contractor employees depart.

8.4.7 Security Training

The contractor shall:

a. ensure all newly hired employees with access to NASA information resources complete NASA ITS Awareness Training within one month of start date;

b. ensure all of its employees, including sub-contractors with access to NASA information resources, complete NASA Annual ITS Awareness Training;

c. support, as required, the development and presentation of NASA Annual ITS Awareness Training for NASA HQ IT users;

d. employ an effective method for ensuring that all of its new employees, including sub-contractors, understand ITS policies and guidance provided by the ITSM and/or CIO as part of the new employee briefing process; and

e. ensure that all employees with system elevated privileges (1) possess requisite ITS skills in the operating systems they support; and (2) complete NASA elevated privileges

training as required by NITR-2810-14A, *Managing Elevated Privileges on NASA IT Devices* and NASA ITS-HBK-0004, *Managed Elevated Privileges Implementation Guidance Handbook.*

8.5 Classified Work Requirements

Specific work performed by the contractor will require some individuals access to classified information, work in a secure area, or both, up to the level of Top Secret/ Secure Compartmented Information (TS/SCI). This work may include requests to assist NASA's Office of Protective Services (OPS) with classified system (e.g. providing technical support) or to collaborate with the intelligence community within NASA and other federal agencies specific to the details of an IT security incidents of a classified nature (e.g. forensics support). See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification. The Contractor shall ensure that key Contractor ITS personnel have the appropriate security clearances, up to the level of TS/SCI, to receive classified ITS threat information, to implement security controls based on such information, or to support other activities that require access to classified information.

8.5.1 ITCD Communications Security Support and Services

The Contractor shall provide COMSEC support and services to NASA HQ, acting as the HQ COMSEC Account Manager (CAM). Contractor COMSEC personnel shall possess and maintain a current TS/SCI level clearance preferably adjudicated within the last 36 months. In general, the contractor shall:

a. obtain, purchase, receive, safeguard, issue, provision accounting for, ship, and destroy (as required) all COMSEC material and equipment within the NASA HQ COMSEC account in accordance with Federal and NASA regulations and guidelines;
b. install COMSEC equipment, software, and keying material; troubleshoot COMSEC related user, equipment, and software problems; and conduct COMSEC user training and security briefings;
c. conduct HQ-wide COMSEC inspections and inventories consistent with National and NASA COMSEC policy and provide reports to the NASA HQ Information Technology Security Manager;
d. maintain currency and proficiency on National and NASA COMSEC policies and secure communications equipment;
e. coordinate with the NASA COMSEC Office of Record (COR) on COMSEC matters in support of the COMSEC function;
f. ensure availability for services within an agreed to schedule;
g. ensure a secure work environment inclusive of restricting unauthorized access to the COMSEC manager's material or work area; and
h. attend required training, working group meetings and similar authorized COMSEC events.

DRD	Description	Frequency
DRD #79	Quarterly Metric Report summarizing the transaction history, incidents, and inventories/inspections for that report	Due 90 days from contract start, and every 3 months thereafter

8.6 IT Service Continuity Management (ITSCM)

The contractor shall support the overall NASA ITSCM process by ensuring that required IT technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, and technical support) operated by the contractor and supporting NASA HQ (and other NASA facilities as applicable) can be resumed within required business timeframes. The Contractor shall be responsible for developing, implementing, and providing ITSCM procedures that align with Government and NASA ITSCM Processes to mitigate the impact of a disaster or major failure. Plans, procedures and processes include Business Continuity Plans, Disaster Recovery Plans, Information System Contingency Plans, etc. developed in coordination with NASA HQ and other contractors providing IT and other support to NASA HQ. The contractor shall:

a. annually update, maintain, and test the HQ ITS Contingency Plan in accordance with NPR 2810.1 and NIST guidelines;

b. at least annually train contingency teams in plan procedures and operations;

c. at least annually develop, plan, and implement a contingency scenario test designed to validate the effectiveness of the plan to quickly restore HQ IT operations in the event of a disaster; and

d. deliver a lessons learned report from each test and use the results to update the HQ ITS Contingency Plan.

DRD	Description	Frequency
DRD #80	HQ ITS Contingency & Continuity Plan, Training and Test Report annual update	annually by fiscal year's end

8.6.1 Disaster Recovery and Continuity Planning

The contractor shall support NASA in developing and testing plans to ensure continuous availability of IT systems and services at systems located at HQ and also for systems located at other Centers. The contractor shall:

a. support NASA in analyzing and providing comments and suggestions to NASA on the disaster recovery and continuity planning for systems operated by other Federal agencies and by commercial suppliers who provide services to NASA;

b. coordinate with information systems and disaster recovery experts across NASA and NASA's partners to verify integration of procedures and planning techniques for disaster recovery and continuity planning; and

c. support NASA in Agency-wide emergency preparedness and continuity of operations planning (COOP).

8.6.2 Emergency Operation Center (EOC) and Continuity of Operation (COOP) support.

The NASA HQ EOC, located at 300 E St SW, consists of workstations, printers, monitors, PA system and network connections. In an emergency, EOC personnel meet in the room to implement necessary actions. Emergency exercises are conducted in the EOC on a regular basis. Recovery exercises at the remote failover site will be conducted twice a year. The contractor shall provide IT support for the EOC room when needed and during real emergencies. The contractor shall recommend improvements after each recovery exercise and shall implement improvements only after receiving approval by the COTR or designee. In addition to an EOC room, NASA HQ maintains COOP sites at Goddard Space Flight Center, Langley Research Center, and the Glenn Space Center. If NASA HQ becomes inaccessible or as directed, essential Agency leadership personnel will utilize one or more of these sites. The contractor shall support the activation of this capability.

9.0 Other Support Tasks (Non-Core Support)

This PWS represents a comprehensive set of core requirements. Other related services may be required during the life of the contract to provide direct support to Mission Directorates and Mission Support organizations. These other services will be ordered through the indefinite delivery, indefinite quantity provisions of the contract. Several examples of task orders include the following:

- Support the investigation and deployment of state-of-the-art and leading edge technologies for the Exploration Systems Management Directorate. Support to this task has a Research and Development component that complements Headquarters core IT services by demonstrating, exploring, and exploiting new technologies within both development and production environments.

- Support the Exploration Systems Management Directorate in the planning, design, analysis, development, implementation, and training support to the Integrated Collaborative Environment (ICE) project.

- Support the Science Mission Directorate (SMD) through the enhancement of SMD business systems and processes placing emphasis on integration, collaborative solutions, knowledge management, and communications technologies. In addition, develop, maintain, and document the SMD IT architecture as it relates to the Agency IT architecture and to any locations hosting SMD servers/applications.

- Support the daily operations and strategic planning for the HQ Space Operations Center (SOC). Activities include demonstrations, training, on-site support, operation of desktop, web-based and other advanced applications and products.

- Support the Office of the Chief Financial Officer by maintaining the Central Resource Control System, NASA Audit Tracking System, CFO Web Site Portal, and Financial Management Internal Control System.

- Support the Office of Public Affairs (OPA) to include application development, IT strategic guidance, technical support and maintenance, test-bed provisioning, recommendations of software and hardware, multimedia support, and research and development support.

- Support the Chief Information Officer with expert level consultation, recommendations and support on Security Program Management, Governance and Oversight, Security Operations and Security Architecture and Engineering. In addition, provide program management support for each of the Program Managers in the OCIO, including Architecture and Integration, IT Security, Enterprise Portfolio Management, and Policy and Investment; eGovernment Initiatives support; Application Portfolio Management support throughout the Agency; and Agency Business Systems Support.

Appendix A. Data Requirements Documents DRDs

DRD #1	Documentation environment of metrics, analytics and deliverables implementation plan and migration schedule	Updated and available weekly during the first two months of contract start; enhancements and additional content added monthly thereafter until established baseline schedule is met
DRD #2	Transition plan and integrated schedule	Available at contract start with significant weekly updates for the transition period up to Operational Readiness Review and acceptance.
DRD #3	Contract Status Meeting	Monthly – no later than last week of the month
DRD #4	Daily TagUp Review	Daily
DRD #5	Integrated Master Schedule with ability to drill down to supporting data, including resource loading	Updated every 2 weeks from contract start date.
DRD #6	Project Schedule Adherence Report	Monthly – no later than second week of the month
DRD #7	Logistics Management Plan	One month after contract start date.
DRD #8	HQ Enterprise Architecture Plan Updates	240 days after contract start date
DRD #9	Operational Level Agreements	In accordance with Government schedules
DRD #10	Report on response times, ticket aging, and customer satisfaction, delivered	1 month after start date and monthly after that.
DRD #11	Root Cause Analysis and Corrective Action Plan	as requested by ITCD
DRD #12	Configuration Management Plan	Update as required by ITCD
DRD #13	CCB Meeting Minutes	Weekly – 1 day after meeting
DRD #14	Spare Parts Inventory Report	90 days after contract start, quarterly thereafter
DRD #15	Summary of updates to ROSA showing what was modified over previous 3 months	Available quarterly
DRD #16	Diagrams of Application logic, connectivity, interdependence and data flow	90 days after contract start and update continuously
DRD #17	Diagrams of Server dependencies (sinks/sources), physical placement and relationship	90 days after contract start and update continuously

DRD #18	Health & Safety Plan	Submit with proposal
DRD #19	Occupational Injuries and Illnesses Report	One month from contract start and monthly thereafter
DRD #20	Customer Service Metrics Proposal	Deliver within one month of contract start
DRD #21	Customer Satisfaction Survey Report	Deliver at contract start with the customer satisfaction survey, monthly summary analytics and trending
DRD #22	Training Program & Outreach Plan, detailing materials, methods and approach and to include communications, and facilitating relationship building activity. Initial plan and updates shall be submitted on time.	One month from contract start
DRD #23	Customer Advisory and Service Review, meeting notes, action items, results, and schedule.	As required within 2 business days of meetings.
DRD #24	Customer Requirements Adherence Metrics Proposal	Deliver within one month of contract start
DRD #25	Requirements Adherence Report	Deliver at contract start date, monthly thereafter
DRD #26	Summary and Trend Ticket Reporting including number of tickets opened, completed and pending (e.g. under a week, under two or over three) number escalated, rating, closed, times to first respond, customer satisfaction	One month from contract start date and monthly thereafter
DRD #27	Service Request Processing Plan describing overall management and execution of the SR system and customer satisfaction report	Within two weeks of contract start date
DRD #28	Customer Satisfaction Summary and Trending Report	One month after contract start date, monthly thereafter
DRD #29	Catalog Orders Report includes number of orders by category, number complete, funds used versus available, funds in process	Two weeks from contract start date, monthly thereafter
DRD #30	Application Service Framework	Two weeks from contract start date, modifications reflecting approved changes as required
DRD #31	Application Service Roadmap and Implementation Plan	Three months after contract start and every six months thereafter, modifications reflecting approved changes as required.

DRD #32	Legacy application disposition plan	Six months from contract start date, modifications reflecting status and approved changes every 60 days
DRD #33	Legacy application migration report	Six months from contract start date, modifications reflecting status and approved changes every 60 days
DRD #34	Framework for Development Program	Due at contract start, modifications reflecting approved changes as required
DRD #35	Interface Control Documents	One month from contract start date
DRD #36	Software Management Guide	Three months after contract start date, modifications reflecting approved modifications quarterly thereafter
DRD #37	Standard requirements template that documents the service or design need from the perspective of effected discipline areas (e.g. applications development, IT security, customer training, operations) and by level of need (e.g. mandatory, optional, preferred).	Within two months from contract start date
DRD #38	System Design Specification	Two months from contract start date, modifications reflecting approved modifications as needed thereafter
DRD #39	Application Status Review materials	One month from contract start, monthly thereafter
DRD #40	Portfolio Management Views of Application Services and Inventories	Six months from contract start date, continuously thereafter
DRD #41	As built detailed functional and physical description of development environment, its interfaces and processes	Two months from contract start date, provided within 2 days of changes to structural or ITS environment including patches
DRD #42	Application & Website delivery implementation plan	Two months from contract start date
DRD #43	Version Description Document	Scheduled in accordance with CCB
DRD #44	*Reserved*	*Reserved*
DRD #45	Data Exchange Agreement diagram, performance and exception report	One month from contract start date and monthly thereafter

DRD	Service Level Agreement performance and exception	One month from contract start

#46	report	date and monthly thereafter
DRD #47	Availability of hosted and housed services	One month from contract start date and monthly thereafter
DRD #48	Performance of hosted and housed services	One month from contract start date and monthly thereafter
DRD #49	Diagram of server location	Three months from contract start date and on-demand thereafter
DRD #50	Diagram of servers logical connection to network	Three months from contract start date and on-demand thereafter
DRD #51	Capacity and Performance Report	Two months from contract start date, on-demand thereafter
DRD #52	Quarterly/Monthly Patch Release Report	One month after contract start date, monthly thereafter
DRD #53	Equipment Upgrade Evaluation Report	90 days of contract start date and semiannually thereafter
DRD #54	Intrusion Detection Summary	One month after contract start, monthly thereafter
DRD #55	Data Center System Assessment & Recommendations Report	90 days from contract start date, monthly thereafter
DRD #56	Online Innovation Environment. Provide updates, align content so that it is searchable and at the accepted level of detail.	90 days from contract start date, monthly thereafter
DRD #57	Data Center Modernization Plan	Two months from contract start date, and every six months thereafter
DRD #58	HQ Tactical Plan	Annual and updates as required
DRD #59	Systems Engineering & Integration Test Lab Performance Report	Two months from contract start date, continuously available thereafter
DRD #60	Contractor Information Security Management Plan	Within one month from contract start date, updated annually thereafter
DRD #61	Draft Policy, Requirement, Procedure, or Standard	In accordance with accepted SOP updates
DRD #62	eMail Data Search Results	On demand
DRD #63	Monthly Privileged Position Report	Within one month from contract start date, monthly thereafter

DRD #64	Security Reviews and Assessments	On demand
DRD #65	Daily Risk Vulnerability Report	daily
DRD #66	Monthly Vulnerability Scan Report (encrypted)	One month after contract start date, monthly thereafter
DRD #67	Monthly Analog Telephone Scanning Report (encrypted)	Two months after contract start date, monthly thereafter
DRD #68	Monthly Wireless 802.11 Scanning Report (encrypted)	Two months after contract start date, monthly thereafter
DRD #69	Annual Penetration Test Plan and Rules of Engagement and Schedule	annually by fiscal year's end
DRD #70	Annual HQ Penetration Testing Report	annually by fiscal year's end
DRD #71	IT C&A Security Plan Assessment using the NASA standard template	annually by fiscal year's end
DRD #72	Risk Assessment	annually by fiscal year's end
DRD #73	Security Controls Assessment Report Assessment using the NASA standard template	annually by fiscal year's end
DRD #74	Plan of Actions and Milestones Assessment using the NASA standard template	annually by fiscal year's end
DRD #75	System Certification Report	annually by fiscal year's end
DRD #76	Monthly POA&M Status Report	One month after contract start date, monthly thereafter
DRD #77	Monthly ISSA Status Report	Two months after contract start date, monthly thereafter
DRD #78	Incident Response Training and Test Report	annually by fiscal year's end
DRD #79	Quarterly Metric Report summarizing the transaction history, incidents, and inventories/inspections for that report	Due 90 days from contract start date, and every 3 months thereafter
DRD #80	HQ ITS Contingency & Continuity Plan, Training and Test Report annual update	annually by fiscal year's end

ATTACHMENT B

DIRECT LABOR RATES, INDIRECT RATES, AND INCENTIVE/FIXED FEE MATRICES

NNH12CF39C

MAY 7, 2012

1. PRIME DIRECT LABOR RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the rates as specified below for pricing all task orders contemplated or issued in accordance with Clauses B.4, Supplemental Task Ordering Procedures, and H.7, Task Ordering Procedure. Any task orders issued in accordance with these clauses will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.3, Minimum/Maximum Amount of Supplies or Services.

**Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst I					
Business Analyst II					
Business Analyst III					
Business Analyst IV					
Business Analyst V					
Computer Operator I					
Computer Operator II					
Computer Operator III					
Computer Operator IV					
Configuration Mgmt Specialist I					
Configuration Mgmt Specialist II					
Configuration Mgmt Specialist III					
Configuration Mgmt Specialist IV					
Configuration Mgmt Specialist V					
Customer Relationship Manager I					
Customer Relationship Manager II					
Customer Relationship Manager III					
Customer Relationship Manager IV					
Customer Support Specialist I					
Customer Support Specialist II					
Customer Support Specialist III			b(4)		
Customer Support Specialist IV					
Customer Support Specialist V					
Database Administrator I					
Database Administrator II					
Database Administrator III					
Database Administrator IV					
Engineer I					
Engineer II					
Engineer III					
Engineer IV					
Engineer V					
Enterprise Architect I					
Enterprise Architect II					
Enterprise Architect III					
Enterprise Architect IV					
Financial Analyst I					
Financial Analyst II					
Financial Analyst III					
Financial Analyst IV					

**Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
HR Specialist I					
HR Specialist II					
HR Specialist III					
HR Specialist IV					
IT Security Specialist I					
IT Security Specialist II					
IT Security Specialist III					
IT Security Specialist IV					
IT Security Specialist V					
Multimedia Producer I					
Multimedia Producer II					
Multimedia Producer III					
Multimedia Producer IV					
Procurement Analyst I					
Procurement Analyst II					
Procurement Analyst III					
Procurement Analyst IV					
Program Manager I					
Program Manager II					
Program Manager III					
Program Manager IV					
Project Manager I					
Project Manager II					
Project Manager III					
Project Manager IV					
Project Manager V					
Property Manager I					
Property Manager II					
Property Manager III					
Property Manager IV					
Quality Analyst I					
Quality Analyst II					
Quality Analyst III					
Quality Analyst IV					
Software Developer I					
Software Developer II					
Software Developer III					
Software Developer IV					
Software Developer V					
Subject Matter Expert I					
Subject Matter Expert II					
Subject Matter Expert III					
Subject Matter Expert IV					
Subject Matter Expert V					
Systems Administrator I					
Systems Administrator II					
Systems Administrator III					
Systems Administrator IV					
Systems Administrator V					

b(4)

**Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Systems Analyst I					
Systems Analyst II					
Systems Analyst III					
Systems Analyst IV					
Systems Analyst V					
Tech Publications Spec I					
Tech Publications Spec II					
Tech Publications Spec III					
Tech Publications Spec IV					
Technical Manager I					
Technical Manager II					
Technical Manager III					
Technical Manager IV					
Technical Manager V					
Training Specialist I					
Training Specialist II					
Training Specialist III					
Training Specialist IV					

b(4)

****Labor Categories - Prime direct labor categories, are in accordance with the Position Qualifications in Section 6 of this attachment.**

***CY = Contract Year**

^HR = Hourly Rate: These are not-to-exceed rates for pricing purposes only by the prime contractor task orders. The Contractor may propose lower rates when pricing task orders.

2. PRIME INDIRECT COST RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the bid rates as specified below for pricing all task orders contemplated or issued in accordance with with Clauses B.4, Supplemental Task Ordering Procedures, and H.7, Task Ordering Procedure. Any task orders issued in accordance with these clauses will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.3.

Indirect Expenses	*CY 1	CY 2	CY 3	CY 4	CY 5
Fringe		b(4)			
Overhead -- Onsite					
Overhead -- Offsite					
Material and Handling					
General & Administrative					

***CY = Contract Year**

3. PRIME INCENTIVE FEE RATE MATRICES and OVER\UNDER COST SHARE RATIO (For All CPIF Task Orders):

Incentive Fee Rate	*CY 1	CY 2	CY 3	CY 4	CY 5
Minimum		b(4)			
Target					
Maximum					

***CY = Contract Year**

****** Minimum\Target\Maximum = The minimum, target and maximum incentive fee percentage rates that shall be used to calculate the incentive fee amounts for all CPIF task orders issued.**

UNDER AND OVER-RUN COST SHARE RATIO					
*****Share Ratio	*CY 1 Gov\Ctr	CY 2 Gov\Ctr	CY 3 Gov\Ctr	CY 4 Gov/Ctr	CY 5 Gov/Ctr
Underrun	b(4)				
Overrun					

***CY = Contract Year**

******* The share ratio is used to determine the cost incentive fee amount to be awarded at task completion.**

4. PRIME FIXED FEE RATE MATRIX (For All CPFF Task Orders):

	*CY 1	CY 2	CY 3	CY 4	CY 5
*****Fixed Fee Rate	b(4)				

***** The fixed fee rates shall be used to calculate the fixed fee amount for all CPFF task orders issued.**

***CY = Contract Year**

5. SUBCONTRACTOR(S) LOADED LABOR RATE MATRIX (For All Task Orders):

The Contractor shall not exceed the rates as specified below for pricing the subcontractor labor hours on all task orders contemplated or issued in accordance with with Clauses B.4, Supplemental Task Ordering Procedures, and H.7, Task Ordering Procedure. Any task orders issued in accordance with these clauses will be applied to the guaranteed minimum quantity and maximum quantity as provided in Clause B.3.

b(4) **Loaded Labor Rate Matrix (For All Task Orders)**

Onsite Rates – b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst II		b(4)			
Business Analyst III					
Business Analyst IV					
Business Analyst V					
Computer Operator I					
Computer Operator II					
Computer Operator III					
Computer Operator IV					
Configuration Mgmt Specialist I					
Configuration Mgmt Specialist II					
Configuration Mgmt Specialist III					
Configuration Mgmt Specialist IV					
Configuration Mgmt Specialist V					
Customer Relationship Manager I					
Customer Relationship Manager II					
Customer Relationship Manager III					
Customer Relationship Manager IV					
Customer Support Specialist I					
Customer Support Specialist II					
Customer Support Specialist III					
Customer Support Specialist IV					
Customer Support Specialist V					
Database Administrator II					
Database Administrator III					
Database Administrator IV					
Engineer I					
Engineer II					
Engineer III					
Engineer IV					
Engineer V					
Enterprise Architect I					
Enterprise Architect II					
Enterprise Architect III					
Enterprise Architect IV					

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Financial Analyst I					
Financial Analyst II					
Financial Analyst III					
Financial Analyst IV					
HR Specialist I					
HR Specialist II					
HR Specialist III					
HR Specialist IV					
IT Security Specialist I					
IT Security Specialist II					
IT Security Specialist III					
IT Security Specialist IV					
Multimedia Producer I					
Multimedia Producer II					
Multimedia Producer III					
Multimedia Producer IV					
Procurement Analyst I					
Procurement Analyst II					
Procurement Analyst III					
Procurement Analyst IV					
Program Manager I					
Program Manager II					
Program Manager III					
Project Manager I					
Project Manager II					
Project Manager III					
Project Manager IV					
Project Manager V					
Property Manager I					
Property Manager II					
Property Manager III					
Property Manager IV					
Quality Analyst I					
Quality Analyst II					
Quality Analyst III					
Quality Analyst IV					
Software Developer I					
Software Developer II					
Software Developer III					
Software Developer IV					
Software Developer V					
Subject Matter Expert I					
Subject Matter Expert II					
Subject Matter Expert III					
Subject Matter Expert IV					
Systems Administrator I					
Systems Administrator II					
Systems Administrator III					
Systems Administrator IV					
Systems Administrator V					

b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Systems Analyst I					
Systems Analyst II					
Systems Analyst III					
Systems Analyst IV					
Systems Analyst V					
Tech Publications Spec I					
Tech Publications Spec II					
Tech Publications Spec III					
Tech Publications Spec IV					
Technical Manager I					
Technical Manager II					
Technical Manager III					
Technical Manager IV					
Technical Manager V					
Training Specialist I					
Training Specialist II					
Training Specialist III					
Training Specialist IV					

b(4)

Offsite Rates – b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst II					
Business Analyst III					
Business Analyst IV					
Business Analyst V					
Computer Operator I					
Computer Operator II					
Computer Operator III					
Computer Operator IV					
Configuration Mgmt Specialist I					
Configuration Mgmt Specialist II					
Configuration Mgmt Specialist III					
Configuration Mgmt Specialist IV					
Configuration Mgmt Specialist V					
Customer Relationship Manager I					
Customer Relationship Manager II					
Customer Relationship Manager III					
Customer Relationship Manager IV					
Customer Support Specialist I					
Customer Support Specialist II					
Customer Support Specialist III					
Customer Support Specialist IV					
Customer Support Specialist V					
Database Administrator II					
Database Administrator III					
Database Administrator IV					
Engineer I					

b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Engineer II	b(4)				
Engineer III					
Engineer IV					
Engineer V					
Enterprise Architect I					
Enterprise Architect II					
Enterprise Architect III					
Enterprise Architect IV					
Financial Analyst I					
Financial Analyst II					
Financial Analyst III					
Financial Analyst IV					
HR Specialist I					
HR Specialist II					
HR Specialist III					
HR Specialist IV					
IT Security Specialist I					
IT Security Specialist II					
IT Security Specialist III					
IT Security Specialist IV					
Multimedia Producer I					
Multimedia Producer II					
Multimedia Producer III					
Multimedia Producer IV					
Procurement Analyst I					
Procurement Analyst II					
Procurement Analyst III					
Procurement Analyst IV					
Program Manager I					
Program Manager II					
Program Manager III					
Project Manager I					
Project Manager II					
Project Manager III					
Project Manager IV					
Project Manager V					
Property Manager I					
Property Manager II					
Property Manager III					
Property Manager IV					
Quality Analyst I					
Quality Analyst II					
Quality Analyst III					
Quality Analyst IV					
Software Developer I					
Software Developer II					
Software Developer III					
Software Developer IV					
Software Developer V					
Subject Matter Expert I					

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Subject Matter Expert II	b(4)				
Subject Matter Expert III					
Subject Matter Expert IV					
Systems Administrator I					
Systems Administrator II					
Systems Administrator III					
Systems Administrator IV					
Systems Administrator V					
Systems Analyst I					
Systems Analyst II					
Systems Analyst III					
Systems Analyst IV					
Systems Analyst V					
Tech Publications Spec I					
Tech Publications Spec II					
Tech Publications Spec III					
Tech Publications Spec IV					
Technical Manager I					
Technical Manager II					
Technical Manager III					
Technical Manager IV					
Technical Manager V					
Training Specialist I					
Training Specialist II					
Training Specialist III					
Training Specialist IV					

b(4) **Loaded Labor Rate Matrix (For All Task Orders)**

Onsite Rates – b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst I	b(4)				
Business Analyst II					
Business Analyst III					
Business Analyst IV					
Business Analyst V					
Computer Operator I					
Computer Operator II					
Computer Operator III					
Computer Operator IV					
Configuration Mgmt Specialist I					
Configuration Mgmt Specialist II					
Configuration Mgmt Specialist III					
Configuration Mgmt Specialist IV					
Configuration Mgmt Specialist V					

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Customer Relationship Manager I					
Customer Relationship Manager II					
Customer Relationship Manager III					
Customer Relationship Manager IV					
Customer Support Specialist I					
Customer Support Specialist II					
Customer Support Specialist III					
Customer Support Specialist IV					
Customer Support Specialist V					
Database Administrator I					
Database Administrator II					
Database Administrator III					
Database Administrator IV					
Engineer I					
Engineer II					
Engineer III					
Engineer IV					
Engineer V					
Enterprise Architect I					
Enterprise Architect II					
Enterprise Architect III					
Enterprise Architect IV					
Financial Analyst I					
Financial Analyst II					
Financial Analyst III					
Financial Analyst IV			b(4)		
HR Specialist I					
HR Specialist II					
HR Specialist III					
HR Specialist IV					
IT Security Specialist I					
IT Security Specialist II					
IT Security Specialist III					
IT Security Specialist IV					
IT Security Specialist V					
Multimedia Producer I					
Multimedia Producer II					
Multimedia Producer III					
Multimedia Producer IV					
Procurement Analyst I					
Procurement Analyst II					
Procurement Analyst III					
Procurement Analyst IV					
Program Manager I					
Program Manager II					
Program Manager III					
Program Manager IV					
Project Manager I					
Project Manager II					
Project Manager III					

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Project Manager IV					
Project Manager V					
Property Manager I					
Property Manager II					
Property Manager III					
Property Manager IV					
Quality Analyst I					
Quality Analyst II					
Quality Analyst III					
Quality Analyst IV					
Software Developer I					
Software Developer II					
Software Developer III					
Software Developer IV					
Software Developer V					
Subject Matter Expert I					
Subject Matter Expert II					
Subject Matter Expert III					
Subject Matter Expert IV					
Subject Matter Expert V					
Systems Administrator I					
Systems Administrator II					
Systems Administrator III					
Systems Administrator IV					
Systems Administrator V					
Systems Analyst I					
Systems Analyst II					
Systems Analyst III					
Systems Analyst IV					
Systems Analyst V					
Tech Publications Spec I					
Tech Publications Spec II					
Tech Publications Spec III					
Tech Publications Spec IV					
Technical Manager I					
Technical Manager II					
Technical Manager III					
Technical Manager IV					
Technical Manager V					
Training Specialist I					
Training Specialist II					
Training Specialist III					
Training Specialist IV					
		b(4)			

Offsite Rates – b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst I		b(4)			

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Business Analyst II					
Business Analyst III					
Business Analyst IV					
Business Analyst V					
Computer Operator I					
Computer Operator II					
Computer Operator III					
Computer Operator IV					
Configuration Mgmt Specialist I					
Configuration Mgmt Specialist II					
Configuration Mgmt Specialist III					
Configuration Mgmt Specialist IV					
Configuration Mgmt Specialist V					
Customer Relationship Manager I					
Customer Relationship Manager II					
Customer Relationship Manager III					
Customer Relationship Manager IV					
Customer Support Specialist I					
Customer Support Specialist II					
Customer Support Specialist III					
Customer Support Specialist IV					
Customer Support Specialist V					
Database Administrator I					
Database Administrator II					
Database Administrator III					
Database Administrator IV					
Engineer I					
Engineer II					
Engineer III					
Engineer IV					
Engineer V					
Enterprise Architect I					
Enterprise Architect II					
Enterprise Architect III					
Enterprise Architect IV					
Financial Analyst I					
Financial Analyst II					
Financial Analyst III					
Financial Analyst IV					
HR Specialist I					
HR Specialist II					
HR Specialist III					
HR Specialist IV					
IT Security Specialist I					
IT Security Specialist II					
IT Security Specialist III					
IT Security Specialist IV					
IT Security Specialist V					
Multimedia Producer I					
Multimedia Producer II					

b(4)

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Multimedia Producer III					
Multimedia Producer IV					
Procurement Analyst I					
Procurement Analyst II					
Procurement Analyst III					
Procurement Analyst IV					
Program Manager I					
Program Manager II					
Program Manager III					
Program Manager IV					
Project Manager I					
Project Manager II					
Project Manager III					
Project Manager IV					
Project Manager V					
Property Manager I					
Property Manager II					
Property Manager III					
Property Manager IV					
Quality Analyst I					
Quality Analyst II					
Quality Analyst III					
Quality Analyst IV					
Software Developer I					
Software Developer II					
Software Developer III			b(4)		
Software Developer IV					
Software Developer V					
Subject Matter Expert I					
Subject Matter Expert II					
Subject Matter Expert III					
Subject Matter Expert IV					
Subject Matter Expert V					
Systems Administrator I					
Systems Administrator II					
Systems Administrator III					
Systems Administrator IV					
Systems Administrator V					
Systems Analyst I					
Systems Analyst II					
Systems Analyst III					
Systems Analyst IV					
Systems Analyst V					
Tech Publications Spec I					
Tech Publications Spec II					
Tech Publications Spec III					
Tech Publications Spec IV					
Technical Manager I					
Technical Manager II					
Technical Manager III					

++Labor Categories	*CY 1 ^HR Rate	CY 2 HR Rate	CY 3 HR Rate	CY 4 HR Rate	CY 5 HR Rate
Technical Manager IV					
Technical Manager V					
Training Specialist I					
Training Specialist II					
Training Specialist III					
Training Specialist IV					

b(4)

++Labor Categories – Subcontractor loaded direct labor categories are in accordance with the Position Qualifications in Section 6 of this attachment.

***CY = Contract Year**

^HR = Hourly Rate: These are not-to-exceed rates for pricing purposes only for the subcontractor labor hours. The Contractor may propose lower rates when pricing task orders.

6. POSITION QUALIFICATIONS (For All Prime and Subcontractor Direct Labor Categories):

Labor Category	Education	Experience	Position Description
Business Analyst I	B.S./B.A. or Equiv	<2 Years	Analyzes the organization's strategic business needs. Performs operating and business model analysis of the organization's policies and business approaches. Performs IT and technical business analysis. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Prepares and conducts briefings. Prepares and submits position and information papers in response to government requirements.
Business Analyst II	B.S./B.A. or Equiv	2-5 Years	
Business Analyst III	B.S./B.A. or Equiv	5-8 Years	
Business Analyst IV	B.S./B.A. or Equiv.	8-10 Years	
Business Analyst V	B.S./B.A. or Equiv.	>10 Years	
Computer Operator I	B.S./B.A. or Equiv.	<2 Years	Responsible for reconfiguring equipment, identifying and resolving equipment malfunctions and failures, and monitoring system performance. Monitors job distribution and resource allocation to link with internal systems. Prepares and maintains problem logs and serves as a resource to answer questions or troubleshoot problems for staff, and assists in the installation, upgrade, and configuration of network printing, directory structures, rights, security, and software.
Computer Operator II	B.S./B.A. or Equiv.	3-5 Years	
Computer Operator III	B.S./B.A. or Equiv.	6-8 Years	
Computer Operator IV	B.S./B.A. or Equiv.	>8 Years	
Configuration Management Specialist I	B.S./B.A. or Equiv.	<2 Years	Develops and maintains configuration management plans. Schedules and documents all configuration management reviews. Monitors configuration control processes and ensures procedures comply with organizational specifications. Implements change control processes, configuration audits using knowledge of Government regulations, manuals, technical orders, standards, and industry publications related to configuration/ data management required to perform the task. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies.
Configuration Management Specialist II	B.S./B.A. or Equiv.	3-5 Years	
Configuration Management Specialist III	B.S./B.A. or Equiv.	5-8 Years	
Configuration Management Specialist IV	B.S./B.A. or Equiv.	8-10 Years	
Configuration Management Specialist V	B.S./B.A. or Equiv.	>10 Years	
Customer Relationship Manager I	B.S./B.A. or Equiv.	<2 Years	Assists and advises end users with all aspects of user reported problems. Analyzes and evaluates information systems operations and provides recommendations to improve utilization. Reviews records and reports of equipment malfunctions and maintenance, as well as organizational, procedural, and workflow plans and methods.
Customer Relationship Manager II	B.S./B.A. or Equiv.	3-5 Years	
Customer Relationship Manager III	B.S./B.A. or Equiv.	5-8 Years	
Customer Relationship Manager IV	B.S./B.A. or Equiv.	8-10 Years	
Customer Support Specialist I	B.S./B.A. or Equiv.	<2 Years	Serves as primary customer interface to facilitate service requests, requirements definitions, as well as problem management.
Customer Support	B.S./B.A.	2-5 Years	

Labor Category	Education	Experience	Position Description
Specialist II	or Equiv.		Understands the importance of organizational goals and objectives as well as the metrics used to measure their achievement. Familiar with business process modeling and other management techniques. Customer advocate and interface to the service delivery and technical teams. Assists and advises end-users with all aspects of user reported problems. Analyzes and evaluates information systems operations and provides recommendations to improve utilization. Reviews records and reports of equipment malfunctions and maintenance, as well as organizational, procedural, and workflow plans and methods.
Customer Support Specialist III	B.S./B.A. or Equiv.	5-7 Years	
Customer Support Specialist IV	B.S./B.A. or Equiv.	7-10 Years	
Customer Support Specialist V	B.S./B.A. or Equiv.	>10 Years	
Database Administrator I	B.S./B.A. or Equiv	<2 Years	Advises on database performance, tuning, measurement, data standards, modeling, and user access and manipulation. Implements, monitors, and reorganizes databases. Codes, tests, implements, and maintains database architectures. Executes utility requirements such as reorganization, back-up, and recovery. Analyzes and resolves database system production problems. Analyzes user requirements and statistics, and participates in database design and performance evaluation reviews. Advises system engineers on database coding issues. Prepares system documentation and procedures. May assist in the data modeling, data management architecture development. Proposes detailed specifications and flow charts and coordinates installation of revised or new systems.
Database Administrator II	B.S./B.A. or Equiv	3-5 Years	
Database Administrator III	B.S./B.A. or Equiv	5-7 Years	
Database Administrator IV	B.S./B.A. or Equiv	>7 Years	
Engineer I	B.S./B.A.	<2 Years	Responsible for design, development, test, implementation, and analysis of technical products and systems. Provides functional and empirical analysis related to design, development, and implementation of assigned hardware, software, or telecommunications systems. Performs studies to determine requirements, strategies, and designs of information technology systems.
Engineer II	B.S./B.A	2-5 Years	
Engineer III	B.S./B.A	5-7 Years	
Engineer IV	B.S./B.A	7-10 Years	
Engineer V	B.S./B.A	>10 Years	
Enterprise Architect I	B.S./B.A. or Equiv	0-2 Years	Has expertise that includes Software as a Service (SaaS), Infrastructure as a Service (IaaS), Cloud Computing, Infrastructure Virtualization, or Data Center Consolidation. Possesses definitive expertise and knowledge of specific methodologies, tools, middleware, process designs, or data management techniques that are deployed. Top level technical or functional expert responsible for monitoring key technologies and technical standards. Works across organizations on
Enterprise Architect II	B.S./B.A. or Equiv	2-5 Years	
Enterprise Architect III	B.S./B.A. or Equiv	5-8 Years	
Enterprise Architect IV	B.S./B.A. or Equiv	>8 Years	

Labor Category	Education	Experience	Position Description
			many projects. Works to define standards in the context of the developed principles and meets with key vendors and services providers to monitor standards and directions. Actively monitors market trends and assists the client in defining a set of technical standards that define the infrastructure architecture. Advises on selection of products based on the definition of standards within the architecture with regards to processing, data storage, data access, and applications development. Advises on potential future projects to management. Provides guidance to others. Performs highly complex responsibilities with considerable latitude. Interprets company initiatives and client requirements.
Financial Analyst I	B.A/B.S in Business.	0-2 Years	Assists with preparation of weekly, monthly, and quarterly financial analysis schedules of actual versus. budget variances. Prepares detailed annual financial budget and monthly financial forecasts. Provides financial analysis support to various areas of the company. Supports program and project managers with pricing of customer requests and new service and product offerings.
Financial Analyst II	B.A/B.S in Business	2-5 Years	
Financial Analyst III	B.A/B.S in Business CPA cert, or CFA cert.	5-8 Years	
Financial Analyst IV	B.A/B.S in Business CPA cert, or CFA cert.	>8 Years	
HR Specialist I	B.S./B.A. or Equiv	0-2 Years	Answers employee questions about human resources policies and procedures. Supports HR activities and programs, such as staffing, compensation, benefits, training, and safety. Participates in developing new policies, procedures, and programs. Coordinates projects and implements employee compensation, training, and benefit programs, including communications. Supports and maintains HR activities and programs, such as staffing, compensation, benefits, training, and safety. Has special skills and knowledge that include benefits and compensation, recruiting, employee relations, human resources, and Human Resources Information System (HRIS). Responsible for Human Resources (HR) Functions, benefits, administration, supporting multiple managers/directors/executives, and scheduling.
HR Specialist II	B.S./B.A. or Equiv	2-5 Years	
HR Specialist III	B.S./B.A. or Equiv	5-8 Years	
HR Specialist IV	B.S./B.A. or Equiv	>8 Years	
IT Security Specialist I	B.S./B.A. or Equiv.	0-2 Years	Monitors, evaluates, and maintains systems and procedures to protect data systems,

Labor Category	Education	Experience	Position Description
IT Security Specialist II	B.S./B.A. or Equiv.	2-5 Years	databases, and network systems from unauthorized users. Identifies potential threats and responds to reported security violations. Determines causes of security violations and recommends corrective actions. Researches, recommends, and implements changes to procedures and systems to enhance security. Assists in communicating security procedures to users. Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks.
IT Security Specialist III	B.S./B.A. or Equiv.	5-8 Years	
IT Security Specialist IV	B.S./B.A. or Equiv.	8-10 Years	
IT Security Specialist V	B.S./B.A. or Equiv.	>10 Years	
Multimedia Producer I	High School Diploma	<2 Years	Facilitates the technical and content objectives for assigned projects. Responsible for scoping multimedia projects, communicating with the requirements owner and development team, and leading the multimedia efforts from inception through completion. Generates and manipulates graphic images, animations, sound, text, and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. Creates special effects, animation, or other visual images using film, video, computers, or other electronic tools and media for use in products.
Multimedia Producer II	B.S./B.A. or Equiv.	2-5 Years	
Multimedia Producer III	B.S./B.A. or Equiv.	5-7 Years	
Multimedia Producer IV	B.S./B.A. or Equiv.	>7 Years	
Procurement Analyst I	High School Diploma	0-2 Years	Performs a variety of financial, contract, and personnel administration functions, including payroll administration, purchasing and/or financial analysis. Coordinates and monitors the scheduling, pricing, and technical performance of programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Has lead responsibility for project and/or contract administration, financial management, and/or human resources.
Procurement Analyst II	High School Diploma	2-5 Years	
Procurement Analyst III	B.S./B.A. or Equiv	5-8 Years	
Procurement Analyst IV	B.S./B.A. or Equiv	>8 Years	
Program Manager I	B.S./B.A. or Equiv PMP Cert	>7 Years	Is the senior company executive assigned to the contract. Serves as single point contact on the HITSS program and is the primary interface to NASA management. Has full responsibility for all aspects of contract performance – technical, cost, schedule,
Program Manager II	B.S./B.A. or Equiv PMP Cert	8-10 Years	

Labor Category	Education	Experience	Position Description
Program Manager III	B.S./B.A. or Equiv PMP Cert	>10 Years	safety, risk, and customer satisfaction. Has authority to commit the company, to assign all contract resources, and to hire and replace personnel and subcontractors, when necessary. Develops solutions to program problems. Responsibilities also include aiding in the negotiation of contracts and coordinating preparations of proposal, plans, specifications, and financial conditions of contracts.
Program Manager IV	B.S./B.A. or Equiv PMP Cert	15-20 Years	
Project Manager I	B.S./B.A. or Equiv./ PMP Cert.	<5 Years	Responsible for running complex programs and projects– from design and development through production and deployment. Creates strategies for contingency planning and risk mitigation. Plans and schedules project goals, milestones, and deliverables. Defines requirements and plans the project lifecycle deployment. Defines resources and schedule for project and program implementation. Identifies and solves project issues effectively. Oversees and directs the project engineering team and manages conflicts within the different groups. Develops RFP (Requests for Proposals) for external services. Performs team assessment and evaluations. Exhibits leadership qualities to define requirements for project risks. Possesses organizational, presentation, and customer service skills. Designs and maintains project and technical documentation. Possesses in-depth knowledge of the Federal Acquisition Regulations. Assembles project teams, assigns individual responsibilities, develops project schedules, and is responsible for determining and acquiring resources needed. Must be familiar with the entire scope and requirements of project(s) and serves as liaison between team members and functional area management requesting project.
Project Manager II	B.S./B.A. or Equiv./ PMP Cert.	5-8 Years	
Project Manager III	B.S./B.A. or Equiv./ PMP Cert.	8-10 Years	
Project Manager IV	B.S./B.A. or Equiv./ PMP Cert.	10-15 Years	
Project Manager V	B.S./B.A. or Equiv./ PMP Cert.	>15 Years	
Property Manager I	High School Diploma	0-2 Years	Manages the operations of the IT procurement and inventory management function. Manages the maintenance of records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Is familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A
Property Manager II	B.S./B.A. or Equiv	2-5 Years	
Property Manager III	B.S./B.A. or Equiv	5-8 Years	
Property Manager IV	B.S./B.A. or Equiv.	>8 Years	

Labor Category	Education	Experience	Position Description
			wide degree of creativity and latitude is required.
Quality Analyst I	B.S./B.A. or Equiv.	<2 Years	Defines, develops, and implements quality assurance practices and procedures, test plans and other QA assessments. Establishes standards and best practices for project development/implementation. Designs/ develops automated testing systems using commercial tools, scripts, and data set. Ensures that all items follow the change management process and are entered and tracked through the change management software. Works directly with appropriate personnel to understand project concept, objectives, and approach of software development projects. Acts as a consultant on quality methods, processes, and tools.
Quality Analyst II	B.S./B.A. or Equiv.	3-5 Years	
Quality Analyst III	B.S./B.A. or Equiv.	5-8 Years	
Quality Analyst IV	B.S./B.A. - or Equiv.	>8 Years	
Software Developer I	B.S./B.A. or Equiv.	<2 Years	Provides top-level technical leadership and expertise, including leading/performing in-depth and complex software systems programming and analysis. Ensures these systems are compatible and in compliance with the standards for open systems and the clients enterprise architecture. Determines and identifies high level functional and technical requirements based on interactions with the user community and knowledge of the enterprise architecture. Identifies, assesses, and presents options for meeting the functional and technical requirements including hardware and software updates or upgrades. Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Creates detailed design specifications for use by software development staff members. Interacts with project management to plan project schedules and technical direction. Develops software design documents and technology white papers. Responsible for developing high level system design diagrams and for program design, coding, testing, debugging, and documentation. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products. Prepares charts and diagrams to assist in problem analysis, and submits recommendations for solution. Prepares program specifications and diagrams, and develops coding logic
Software Developer II	B.S./B.A. or Equiv.	3-5 Years	
Software Developer III	B.S./B.A. or Equiv.	5-8 Years	
Software Developer IV	B.S./B.A. or Equiv.	8-15 Years	
Software Developer V	B.S./B.A. or Equiv.	>15 Years	

Labor Category	Education	Experience	Position Description
			flowcharts. Encodes, tests, debugs, and installs the operating programs and procedures in coordination with computer operations and user departments.
Subject Matter Expert I	B.S./B.A. or Equiv.	2-5 Years	Uses project-related experience to provide guidance and direction for specific sub-tasks of a project. Has specific expertise in one or more of the service areas and knowledgeable in at least one other. Interfaces with the client on a day-to-day basis. Supports the completion of project-specific tasks within estimated time frames and budget constraints. Possesses expertise in specific methodologies, tools, middleware, process designs, or data management techniques.
Subject Matter Expert II	B.S./B.A. or Equiv.	5-7 Years	
Subject Matter Expert III	B.S./B.A. or Equiv.	7-10 Years	
Subject Matter Expert IV	B.S./B.A. or Equiv.	10-15 Years	
Subject Matter Expert V	B.S./B.A. or Equiv.	> 15 Years	
Systems Administrator I	High School Diploma	<2 Years	Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values. Engineers SA-related solutions for various project and operational needs. Installs new and rebuilds existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Develops and maintains installation and configuration procedures. Contributes and maintains system standards. Researches and recommends innovative, and where possible, automated approaches for system administration tasks. Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes; reviewing system and application logs; and verifying completion of scheduled jobs such as backups. Performs regular security monitoring to identify any possible intrusions. Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Performs regular file archival and purge as necessary. Creates, changes, and deletes user accounts per request. Coordinates and communicates with impacted constituencies. Applies OS patches and upgrades on a regular basis and upgrades administrative tools and utilities. Configures and adds new
Systems Administrator II	B.S./B.A. or Equiv.	2-5 Years	
Systems Administrator III	B.S./B.A. or Equiv.	5-8 Years	
Systems Administrator IV	B.S./B.A. or Equiv.	8-10 Years	
Systems Administrator V	B.S./B.A. or Equiv.	>10 Years	

Labor Category	Education	Experience	Position Description
			services as necessary. Upgrades and configures system software. Maintains operational, configuration, or other procedures. Performs periodic performance reporting to support capacity planning. Performs ongoing performance tuning, hardware upgrades, and resource optimization as required. Configures CPU, memory, and disk partitions as required and maintains data center environmental and monitoring equipment.
Systems Analyst I	High School Diploma	<2 Years	Analyzes information systems requirements and planning for the current and future system sizing and capacity requirements of the system. Has knowledge of methodologies used in designing scalability into the system, and knowledge of available hardware, system software, and input/output devices. Analyzes information technology requirements to provide system capabilities required for projected workloads. Plans layout and installation of new system or modification of existing system. Understands all facets of computer components at the mainframe, UNIX, Linux, and microcomputer levels, including planning, installation, maintenance, administration, and integration of system software DB products. Performs computer systems research and analysis and provides recommendations for the most productive use of the variety of computer resources. Participates with or leads teams in the analysis and design of new large-scale application computer systems and/or modifications or changes to existing systems. Performs capacity planning and management of large-scale computer systems environments and recommends expansion/replacement of existing hardware and software components utilizing latest state-of-the-art hardware and software available from a wide range of commercial vendors. Works with technical staff and project managers to obtain information on limitations and capabilities of existing system. Develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.
Systems Analyst II	B.S./B.A. or Equiv.	2-5 Years	
Systems Analyst III	B.S./B.A. or Equiv.	5-8 Years	
Systems Analyst IV	B.S./B.A. or Equiv.	8-15 Years	
Systems Analyst V	B.S./B.A. or Equiv.	>15 Years	

Labor Category	Education	Experience	Position Description
Tech Publications Spec I	B.S./B.A. or Equiv.	<2 Years	Collects and organizes information required for preparation of user manuals, training materials, installation guides, proposals, and reports and technical drawings. Edits functional descriptions, system specifications, user manuals, special reports, drawings, or any other customer deliverables and documents. Has specialized experience that includes preparing technical documentation, which is to include researching for applicable government and industry documentation standards. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Writes technical reports, brochures, and/or manuals for internal documentation, customer reference, or publications. Monitors system changes to ascertain effects on system documentation. Verifies documentation with related departments. May coordinate the production and distribution of material.
Tech Publications Spec II	B.S./B.A. or Equiv.	2-5 Years	
Tech Publications Spec III	B.S./B.A. or Equiv.	5-8 Years	
Tech Publications Spec IV	B.S./B.A. or Equiv.	>8 Years	
Technical Manager I	B.S./B.A. or Equiv.	>2 Years	Oversees servicing of a range of equipment from workstations to servers to networks. Plans, directs, and coordinates daily activities of a department/group/team. Performs extensive customer communication. Plans, directs, and coordinates the internal information technology help desk. Interfaces with management and staff to facilitate resolution of problems/competing priorities. Manages software for multiple software development and maintenance initiatives. Coordinates customer and technical teams to successfully deliver software solutions. Responsible for capturing customer requirements and project scope in a functional specification deliverable. Creates and executes deployment plans across multiple projects and revises, as appropriate, to meet changing needs and requirements. Manages customer expectations through formal and informal communications. Provides technical direction for the development, design, and systems integration across multiple client engagements from definition phase through implementation. Manages multiple technical and functional resources within budget and project schedules.
Technical Manager II	B.S./B.A. or Equiv.	3-6 Years	
Technical Manager III	B.S./B.A. or Equiv.	6-10 Years	
Technical Manager IV	B.S./B.A. or Equiv.	10-15 Years	
Technical Manager V	B.S./B.A. or Equiv	>15 Years	
Training Specialist I	B.S./B.A. or Equiv.	0-2 Years	Administers, organizes, and conducts training and educational programs in specialized

Labor Category	Education	Experience	Position Description
Training Specialist II	B.S./B.A. or Equiv.	2-5 Years	applications of personal computer/information technology systems. Monitors employee progress and program effectiveness. Assesses training needs and requirements. Recommends outside training, as required.
Training Specialist III	B.S./B.A. or Equiv.	5-8 Years	
Training Specialist IV	B.S./B.A. or Equiv.	>8 Years	

Description	Manufacturer	Model number	Equipment	Acquisition Value	Manufacturer Serial Number	Location	Custodian Account	Detail Status Due Date	Detail Status Out Date	FSC Code
CAMERA SYSTEM, DIGITAL	SONY CORP	DCR-VX1000	1664079	3625	99637	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	6720
COMPUTER, LAPTOP	ACER INC	314SMI	3066237	1885	LXT870E3254600064KS0	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1106	3066193	2043	W853535CRG4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1106	3066430	2043	SW85104ADRG4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1107	3066208	3475	W85401W6SQ5	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1138	3066244	2426	W854911TUDX	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1138	3066245	2426	W854911RUDX	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1139	3066256	2356	W8604033SX2	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165898	2536	W86133ATVJ3	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	3066263	2160	W861312EVJ2	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1181	2164845	1624	4H6511DUWGP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1181	2165809	1774	W88082WG0P2	CONTRACTOR'S FACILITY	n/a	5/31/2011	11/3/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2164840	3740	W86490R6W0L	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165097	3472	W87080F6W0L	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165632	3074	W86490R0W0L	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1212	2165085	2759	W87070X6W0M	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1237	2165606	3423	W881323318X	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1237	2165849	1929	W88120GAY5G	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1260	2165837	2640	W8619094YK0	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	APPLE COMPUTER INC	A1261	2165807	3200	W88141QDYP4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	APPLE COMPUTER INC	A1261	2165835	3010	W8a191KJYP4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	APPLE COMPUTER INC	A1261	2165836	3010	W8a191G4YP4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1261	2165854	3059	W88260EHYP4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1286	2172201	2885	W892533E64C	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1286	2172223	2450	SWF93217064C	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172211	3199	W892617B0YB	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/29/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172224	2270	W89381YE8YB	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172225	2270	W89381YF8YB	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172226	2270	W89381U68YB	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172371	2700	C02D71DYDC7C	CONTRACTOR'S FACILITY	n/a			7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172387	2567	C02DJ0BVDC7C	CONTRACTOR'S FACILITY	n/a			7025
COMPUTER, LAPTOP	APPLE COMPUTER INC	G4	3066239	2591	W85484FBSX3	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	APPLE COMPUTER INC	G4 POWERBOOK	2164036	1876	W843200BQHX	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	6000D	3066191	3963	28241070193	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	DELL COMPUTER CORP F-PCS LTD	6000D	3066192	3963	36187733361	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2165828	2299	1BBR5G1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2165843	2878	6VS4BG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2165844	2878	4VS4BG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2165846	2878	5VS4BG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2165847	2878	7VS4BG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	DELL COMPUTER CORP F-PCS LTD	PP04X	2172348	2878	2VS4BG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	3/22/2010	7021
Computer, Laptop	DELL COMPUTER CORP F-PCS LTD	PP05X	2165830	2699	GW8R6G1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	DELL COMPUTER CORP F-PCS LTD	PP05X	2165831	2699	1X8R6G1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Laptop	DELL COMPUTER CORP F-PCS LTD	PP05X	2165832	2699	CW8RG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP05X	2165834	2699	CW8RG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP14L	2165075	880	176111A2077	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP15L	3066213	3151	G72MN81	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP17L	2165091	1070	BFHQKC1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP17L	2165092	1070	JDHQKC1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP17L	2165093	1070	7FHQKC1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	DELL COMPUTER CORP F-PCS LTD	PP19L	2165894	4029	0K9J9B1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	8710W	3031789	3099	CND821M57G	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	DV7T	2172234	1553	CNF9425VHB	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021

COMPUTER, LAPTOP	HEWLETT-PACKARD CO	NC4010	3066396	2099	CNU5210W0G	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	NC6000	3037642	2300	2UA426P0JC	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	NC6230	2164934	1629	CNU532253N	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	NC6230	2164935	1629	CNU532252H	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	NW9440	2164851	2293	CND6511RYC	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	HEWLETT-PACKARD CO	PAVILION DV7	2172232	1295	CNF94511NTH	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	IBM	X40	3066232	2087	LVXL706	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY CORP	PCG4E1L	3066412	2319	281974303101324	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY CORP	PCG-4F2L	3066241	2233	J0010TR9	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY CORP	PCG-6H4L	3066228	1736	J0015T7X	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY CORP OF AMERICA	A1095	2164049	1995	W84341DPQW3	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY CORP OF AMERICA	PCG-4B1L	2164006	2830	281760303100065	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, LAPTOP	SONY ELECTRONICS, INC	VGN-SZ645P	2165850	1562	3001213	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1047	2165022	2750	GP4512TSQPR	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1047	3066437	2887	G85112TWQPS	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1117	2165912	5233	G86301YZR70	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2164846	4789	G86513AAUPZ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165628	5976	407360BVUPZ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165629	5976	407360BUUPZ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
Computer, Micro	APPLE COMPUTER INC	A1186	2165839	6499	G88193F5XYL	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165948	2645	Z0D800018	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	M01186	2165658	9865	4074503L0GP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	APPLE COMPUTER INC	M9031LL/A	3039880	2000	SYM3405LGNVQ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	DELL COMPUTER CORP F-PCS LTD	5100C	3066181	1749	CDF6181	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	DELL COMPUTER CORP F-PCS LTD	5100C	3066420	1749	GDF6181	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	DELL COMPUTER CORP F-PCS LTD	PRECISION 390	2165672	1454	9WBH3F1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	DELL COMPUTER CORP F-PCS LTD	PRECISION 390	2165673	1454	DWBH8F1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	DELL COMPUTER CORP F-PCS LTD	PRECISION 390	2165674	1454	FWBH8F1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	FORENSIC COMPUTERS	PCV1000PLUS	3081792	6000	FT-11-1008-0339	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	FORENSIC COMPUTERS	PCV1000PLUS	3081793	6000	FT11-1008-0340	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	D530CP3	3053711	1002	S2UB413033D	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	DX2000M1P2	3066405	569	MXD52305NJ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	PJ360UA	2164928	2512	MXL5140MF7	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	PJ360UA	2164930	2512	MXL5140MK8	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	PROMODX5150S	3066406	628	2UA5270BM9	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	XW4300	3066202	1077	2UAJ37183H	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MICRO	HEWLETT-PACKARD CO	XW4300	3066203	1077	2UA53718SJ	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MINI	APPLE COMPUTER INC	A1103	3066433	1096	YM51112ERHS	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
COMPUTER, MINI	APPLE COMPUTER INC	A1103	3066434	1096	YM51112FRHS	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
DISPLAY UNIT	APPLE COMPUTER INC	A1081	2164834	639	2A6301M6UF2	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
DISPLAY UNIT	APPLE COMPUTER INC	A1082	3066395	1494	2A5101M1PKL	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
DISPLAY UNIT	SAMSUNG	213	3066386	724	NB21HCHY101592	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
DISPLAY UNIT	SAMSUNG	213T	3066387	724	NB21H4JY101332	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
HARD DRIVE DUPLICATOR	LOGICUBE INC.	F-SONIX	2165900	1895	37649	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
MONITOR	APPLE COMPUTER INC	A0183	3066266	2429	CY5470BCUG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1082	2164841	999	2A64212UG0	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1082	2165903	1213	2A6220KFUG0	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2164833	1812	CY6431EMUG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2164843	1837	CY64307KUG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165607	1664	CY7281TBXMP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165608	1664	CY7281TVXMP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165609	1664	CY7281TTXMP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165611	1664	CY7281TWXMP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165853	1599	CY8080777XMP	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	APPLE COMPUTER INC	A1083	2165904	2334	CY6280KNUG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025

MONITOR	APPLE COMPUTER INC	A1267	2172200	817	S2A9190Z50K0	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/29/2010	7025
MONITOR	DELL COMPUTER CORP F-PCS LTD	2005FPW	3066182	695	MX0T6130483235?R16XL	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	DELL COMPUTER CORP F-PCS LTD	2005FPW	3066183	695	MX0T6130483235?R173L	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	DELL COMPUTER CORP F-PCS LTD	2405	3066220	1069	CN0T61334663359G13DS	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	DELL COMPUTER CORP F-PCS LTD	2405FPW	3066240	1043	CN0T61334663359N0V6S	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	DELL COMPUTER CORP F-PCS LTD	2405FPW	3066242	1043	CN0T61334663359N1A2S	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
Monitor	DELL COMPUTER CORP F-PCS LTD	2408WFPB	2165829	610	MX-0JU436-74262-83V-2CK	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
Monitor	DELL COMPUTER CORP F-PCS LTD	WFP-HC	2165842	1290	MX-0YW258-72485-841-GS2	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
Monitor	DELL COMPUTER CORP F-PCS LTD	WFP-HC	2165848	1290	JFGJWD1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S204	2165010	849	9262305	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S204	2165011	849	9262322	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S204	2165016	849	9262317	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S204	2165805	849	9262315	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S204 B	3066229	849	N/A (VERIFIED)	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	SONY CORP	SDM-S2041/B	3066411	704	S019271903H	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR	VIEWSONIC	VLCDS22494-1B	3039876	2744	AOBO34110226	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
MONITOR, 26	ACER AMERICA CORP	AL2616W	2165076	760	82080076500658D4200	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
PRINTER, ADP, LASER	HEWLETT-PACKARD CO	2100TN	2165858	1575	USGR083173	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
PRINTER, ADP, LASER	HEWLETT-PACKARD CO	Q5402A	3066428	1499	CNBXB27463	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
PROJECTOR	DELL COMPUTER CORP F-PCS LTD	1200MP	2165083	691	OYF549-72571-GB10074	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	6730
PROJECTOR	DELL COMPUTER CORP F-PCS LTD	3400MP	2165087	1089	29272959793	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	6730
PROJECTOR	DELL COMPUTER CORP F-PCS LTD	3400MP	2165088	1089	36468434737	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	6730
ROUTER	CISCO	3845	3081773	8435	FCZ12197706A	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SCANNER	EPSON PORTLAND INC	E10000XL-PH	2165605	2940	FVS0010167	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
SERVER	APPLE COMPUTER INC	A1009	2164847	6348	QP652029RS4	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	APPLE COMPUTER INC	A1068	2501477	2426	QP54804RSLX	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	APPLE COMPUTER INC	A1289	2172373	4230	YM03417HEUH	CONTRACTOR'S FACILITY	n/a			7021
SERVER	APPLE COMPUTER INC	A168	2501450	377	QP5020CDRTS	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	APPLE COMPUTER INC	XSERVE-G5	2172235	4374	QP50503ESLX	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/8/2010	7035
SERVER	COMPAQ COMPUTER CORP	201516-B21	3066424	1041	W105JB4ZA001	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2850	2501452	5440	8W7M871	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	1672563	5833	FRPP6D1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	1672591	6375	DJJ1SF1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7021
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	3081739	9112	HP0KWXG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	3081740	9112	7PKWXG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	3081758	8376	38MYGX1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950	3081765	10978	7YMZXG1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950 III	1672614	9600	2ZXW0G1	CONTRACTOR'S FACILITY	n/a	5/10/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE 2950 III	3081706	8500	DYB9WG1	CONTRACTOR'S FACILITY	n/a	5/10/2011	6/1/2010	7035
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE R710	2172179	9609	GHV05K1	CONTRACTOR'S FACILITY	n/a			7025
SERVER	DELL COMPUTER CORP F-PCS LTD	POWEREDGE R710	2172187	9609	JHV05K1	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/8/2010	7025
SERVER	DELL COMPUTER CORP F-PCS LTD	SVU	3066233	2775	C87SW81	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
Server	SUN MICROSYSTEMS	ENTERPRISE T5220	2172214	1595	BEL0907WVR	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165635	6814	0735FML05R	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165640	6814	0722FL4041	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	SUN MICROSYSTEMS	SUNFIRE X4200	1644644	12730	0651BD02AA	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004212	4066	FM63950007	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004226	3695	FN63810323	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004227	3695	FN63810303	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7035
TRANSPORT, MAGNETIC TAPE	EXABYTE CORP	MAGNUM 1X7	2165094	3886	87005205	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025
VIDEO RECORDER, PORTABLE	SONY CORP OF AMERICA	GV-HD700	3081785	2198	326524	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	5820
VIDEO SIGNAL GENERATOR, HANDHELD	HARRIS CORP	HD STAR 866188SCL	3081903	3550	040900254	CONTRACTOR'S FACILITY	n/a	5/31/2011	6/1/2010	7025

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
Verisign Java Code Signing cert- 1 year	Verisign Java Code signing cert- 1 year	1
Crystal Reports Replacement Media Enterprise XI	Crystal Reports Replacement Media Enterprise XI	1
Adobe Creative Suite 3 Web Standard	Adobe Creative Suite 3 Web Standard (MAC Platform)	1
Business Objects Crystal Reports XI Professional Edition	Crystal Reports XI Developer Edition	1
Office of the General Council (OGC) Acquisition Integrity Program (AIP) Database System	MicroPact entelliTrak Quote	1
Red Hat Linux (RHEL) licensing for production servers	Red Hat Linux (RHEL) licensing for production servers	1
Entellitrak subscription renewal - 3 user development platform	Entellitrak subscription renewal - 3 user development platform	1
Adobe ColdFusion Builder	Adobe ColdFusion Builder	3
Adobe ColdFusion 8 Enterprise	Adobe ColdFusion 8 Enterprise	5
Red Hat Enterprise Linux ES Premium Edition - premium subscription	Red Hat Enterprise Linux ES Premium Edition - premium subscription	2
Microsoft SQL Server 2005 Enterprise Edition	Microsoft SQL Server 2005 Enterprise Edition - complete package	2
Adobe ColdFusion 8 Enterprise	Adobe ColdFusion 8 Enterprise	4
vp uml 6.2 enterprise edition	vp uml 6.2 enterprise edition	5
ERWIM	ERWIM	6
BPWIN	BPWIN	6
MovCaptioner Single User License English	MovCaptioner Single User License English (Video Captioning Software)	1
WEBSENSE WF/SS MIGR 3MO 1001-250	WEBSENSE WF/SS MIGR 3MO 1001-250 (Websense Software)	2200
WEBSENSE WEBFILT SS/MIG 1Y RNW 1001 -	WEBSENSE WEBFILT SS/MIG 1Y RNW 1001 -(Websense Software)	2200
Microsoft Office Project Prof 2007 - Complete pkg	Microsoft Office Project Prof 2007 - Complete pkg (Multimedia Equipment for Tactical Plan Purchase)	4
Luxology: Modo 302 - DVD for Mac	Luxology: Modo 302 - DVD for Mac (Multimedia Equipment for Tactical Plan Purchase)	4
Project Wizards: Merlin V. 2 Project Mgmt for Mac	Project Wizards: Merlin V. 2 Project Mgmt for Mac (Multimedia Equipment for Tactical Plan Purchase)	3
Apple: Aperture 2.0	Apple: Aperture 2.0	3
Mac OS X v10.5 Leopard with Time Machine	Mac OS X v10.5 Leopard with Time Machine (Multimedia Equipment for Tactical Plan Purchase)	4
Vara: Wirecast 3.0.5 for Windows	Vara: Wirecast 3.0.5 for Windows (Multimedia Equipment for Tactical Plan Purchase)	8
MainConcept: AAC Encoder Version 1.0.4	MainConcept: AAC Encoder Version 1.0.4 (Multimedia Equipment for Tactical Plan Purchase)	8
Realnetworks: Helix Server Unlimited License and Support	Realnetworks: Helix Server Unlimited License and Support (Multimedia Equipment for Tactical Plan Purchase)	1
Red Hat Enterprise Linux ES Premium Edition	Red Hat Enterprise Linux ES Premium Edition - premium subscription	7
Real Player Plus	Real Player Plus (Video conversion and capture software for Real Media video and Windows Media)	1
AVS Video Tools	AVS Video Tools (Video conversion and capture software for Real Media video and Windows Media)	1
Microsoft Office for Mac	Microsoft Office for Mac 2008	17
Tivoli Storage manager (TSM) Licenses for 2 Servers	IBM Tivoli Storage Manager Extended Edition 10 Value Units License + SW Subscription 12 Months	1
Deque Worldspace	Deque Worldspace	1
Key Survery Enterprise Installation	Enterprise Installation (Key Survey)	1
Microsoft Windows Server 2008 Standard - complete package 1 server, 10 CALs - DVD - 32/64-bit - Eng.	Microsoft Windows Server 2008 Standard - complete package 1 server, 10 CALs - DVD - 32/64-bit - Eng.	10
VMware Infrastructure Enterprise X3 Plus Support	VMware Infrastructure Enterprise X3 Plus Support (VMware Licenses)	1
SafeCopy 2.0 Mobile	Software for HITSS Security SafeCopy 2.0 Mobile	1
Microsoft Windows Server 2008 Enterprise - complete package server, 25 CALs - DVD - 32/64-bit - Eng	Microsoft Windows Server 2008 Enterprise - complete package server, 25 CALs - DVD - 32/64-bit - Eng (Microsoft Windows 2008 Server Software)	5
Microsoft SQL Server 2008 Enterprise - complete package	Microsoft SQL Server 2008 Enterprise - complete package(SQL Server 2008)	2
Microsoft SQL Server 2008 Standard - complete package	Microsoft SQL Server 2008 Standard - complete package(SQL Server 2008)	2
Adobe Dreamweaver CS4 MAC	Adobe Dreamweaver CS4 MAC (Software for Applications Development)	3
Adobe Acrobat 9 Professional	Adobe Acrobat 9 Professional (Software for Applications Development)	6
Adobe Acrobat 9 Professional	Adobe Acrobat 9 Professional (Software for Applications Development)	2
IBM Rational Functional Tester 8.2.0.1 Authorized User Annual SW Subscription & Support Renewal	Ratl Functional Tester Auth Usr	5
IBM Rational Performance Tester Product ID E01M9LL Authorized User Annual SW Subscription & Support Renewal	Ratl Performance Tester Auth User	5
IBM Rational Annual SW Architect Standard Edition Floating User Annual SW Subscription & Support Renewal	RATL SW Arch SE per Flt Usr	18
IBM Rational Quality Manager Standard Edition 2.1.1.1 Install with 3 Authorized Users Annual SW Subscription & Support Renewal	RATL QMS Ed inst wth 3 Auth Users	1
IBM Rational Software Architect Floating User Single Install Annual SW Subscription & Support Renewal	Ratl SW Arch FU Single Install	18
IBM Rational Software Architect Extension for Integrated Architecture Frameworks Floating User Single Install Annual SW Subscription & Support F	Ratl SAE for IntgrArch FW FU SI	18
IBM Rational Software Architect Extension for C++ Floating User Single Install Annual SW Subscription & Support Renewal	Ratl SA Extension for C++ FUSI	18

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
IBM Rational SoftwareArchitect Extension for Deployment Planning Floating User Single Install Annual SW Subscription & Support Renewal	Ratl SAE for Deployment FUSI	18
IBM Rational SoDA 7.0.1.0 Floating User Annual SW Subscription & Support Renewal	Ratl SoDA FloatUsr	3
IBM Rational Robot 7.0.3.4 Authorized User Annual SW Subscription & Support Renewal	Ratl Robot AuthUsr	3
IBM Rational LifeCycle Package 7.1.2 with ClearCase Authorized User Annual SW Subscription & Support Renewal	Ratl LCP w/CC per Auth User	3
IBM Rational LifeCycle Package 7.1.2 with ClearCase Floating User License + SW Subscription & Support 12 Months	Ratl LCP w/CC per Flt User	4
IBM Rational Quality Manager 2.0.1.1 Client Authorized User License + SW Subscription & Support 12 Months	RATL QM Client Auth User	3
IBM Rational Quality Manager 2.0.1.1 Client Floating User License + SW Subscription & Support 12 Months	RATL QM Client Flt User	2
IBM Rational PurifyPlus for Windows Authorized User License + SW Subscription & Support 12 Months	Ratl PurifyPlus Windows AuthUsr	3
IBM Rational Rose Enterprise Authorized User License + SW Subscription & Support 12 Months	Ratl Rose Enterprise Auth User	3
IBM Rational Publishing Engine 1.1.1.2 Floating User License + SW Subscription & Support 12 Months	Ratl PE FU Single Install	1
Access Data's FORENSIC TOOLKIT 2.0	Access Data's FORENSIC TOOLKIT 2.0 (Security Forensic Tools)	2
X-Ways Forensics	X-Ways Forensics (Security Forensic Tools)	2
AirMagnet Laptop Pro Wi-Fi Network Analyzer Software	AirMagnet Laptop Pro Wi-Fi Network Analyzer Software (Security Forensic Tools)	1
VMware Software	VMware Software	1
Microsoft Windows Server 2008 Standard - complete package 1 server, 10 CALs - DVD - 32/64-bit - Eng.	Microsoft Windows Server 2008 Standard - complete package 1 server, 10 CALs - DVD - 32/64-bit - Eng. (Microsoft Windows 2008 Server Software)	5
Common Look 4.0	Common Look 4.0 (Software for Applications Development)	2
Adobe Dreamweaver CS4 XP	Adobe Dreamweaver CS4 XP (Software for Applications Development)	37
yWorks Academic Site license	yWorks Academic Site license	1
yWorks Academic Site license	yWorks Academic Annual Subscription	1
Matlab 7.5	Matlab 7.5	1
3D Turbosquid models (bottles, remote, foakleys, itouch, itooth, radio)	3D Turbosquid models (bottles, remote, foakleys, itouch, itooth, radio)	4
3D Supersquid models	patio_set_3.zip	1
3D Supersquid models	Kitchen 08	1
3D Supersquid models	appliances_ss_max6.zip	1
3D Supersquid models	Living room 014	1
3D Supersquid models		0
3D Supersquid models	3D Studio Max Format	0
Cinema 4D Modules	Cinema 4D Upgrade 10.5	1
Cinema 4D Modules	Cinema 4D Advanced Render 2.6	1
Cinema 4D Modules	Cinema 4D Sketch and Toon	1
Cinema 4D Modules	Cinema 4D Thinking Particles	1
Cinema 4D Modules	Autodesk SketchBook Pro	1
Cinema 4D Modules	ImageSynth	1
Cinema 4D Modules	Total Textures – Trees and Plants	1
Cinema 4D Modules	Total Textures – Textures from round the World 2	1
Cinema 4D Modules	Total Textures – Ancient Tribes and Civilizations	1
Cinema 4D Modules	Total Textures – Clean Textures	1
Cinema 4D Modules	Total Textures – Base and Layers:	1
Cinema 4D Modules	Total Textures – General Textures	1
Cinema 4D Modules	3D Environment Lighting	1
Cinema 4D Modules	Classic Designer Kit	1
Cinema 4D Modules	Asian Furniture Kit –	1
Cinema 4D Modules	Apple Kit	1
Cinema 4D Modules	Antiques Kit	1
3D Total sofware order	Total Textures-Buy All 16 Bundle	1
Modo Instructional Manuals	Instructional Book on Modo	3
Sketchbook Pro	Sketchbook Pro for Macintosh	1
3D Turbosquid models	instructional book on Modo	4
3D Turbosquid models	texture library bundle	2
3D Turbosquid models	video tutorial download	1
3D Turbosquid models	collection of reflecting telescope, radiotelescope, gamma ray scope	2
3D Turbosquid models	collection of communications antennaes	2
3D Turbosquid models	radio tower	2
3D Turbosquid models	video tutorial download	1
Turbosquid Model: Mars Sojourner Pathfinder Rover	Mars Sojourner Pathfinder Rover Model (or equivalent specs)	1
Abobe Creative Suite 3 Master Collection (Mac)	Abobe Creative Suite 3 Master Collection (Mac)	1
Maya Complete upgrade for Mac	Maya Complete Upgrade; Maya Unlimited Upgrade and Maintenece renewal; electric image 3D; Modo 3d modeling	1

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
Maya Unlimited upgrade and maintenance support renewal for Mac	Maya Complete Upgrade; Maya Unlimited Upgrade and Maintenece renewal; electric image 3D; Modo 3d modeling	1
Electricimage 3d animation upgrade to version 7 for Mac	Maya Complete Upgrade; Maya Unlimited Upgrade and Maintenece renewal; electric image 3D; Modo 3d modeling	1
Modo 3d modeling package upgrade to version 3 Mac	Maya Complete Upgrade; Maya Unlimited Upgrade and Maintenece renewal; electric image 3D; Modo 3d modeling	1
Adobe Master Collection CS3 for the Macintosh	Adobe Master Collection CS3 for the Macintosh	1
Rain's Swift 3D version 5 for the Macintosh	Rain's Swift 3D version 5 for the Macintosh	1
Sothink SWF Decompiler version 5 for Macintosh	Sothink SWF Decompiler version 5 for Macintosh	1
Parallels 3.0	Parallels 3.0	1
Microsoft Office 2008	Microsoft Office 2008	1
Roxio Toast v9 for the Macintosh	Roxio Toast v9 for the Macintosh	1
Fetchsoftworks Fetch v5.3	Fetchsoftworks Fetch v5.3	1
SmithMicro Stuffit Deluxe v12	SmithMicro Stuffit Deluxe v12	1
Apple Quicktime Pro	Apple Quicktime Pro	1
Adobe Flex Builder 3 Standard	Adobe Flex Builder 3 Standard	1
Essential ActionScript 3.0	Essential ActionScript 3.0	1
Adobe Flex 3: Training from the Source	Adobe Flex 3: Training from the Source	1
ActionScript 3.0 Game Programming University	ActionScript 3.0 Game Programming University	1
MovCaptioner - 10 User license bundle	Subtitling Software	1
Parallels Desktop 5.0	Parallels Desktop 5.0	5
Cinema 4D 11.5	Multimedia Software	1
Turbulance 4D	Multimedia Software	1
Turbulance 2D - After Effects plug-in	Multimedia Software	1
Optical Flares Bundle	Multimedia Software	2
Vue 8.4 Upgrade from v7.0	Multimedia Software	1
Versions for STACR integration	Versions for STACR integration	2
Snow Leopard	Snow Leopard for Mac	2
Mac OS Upgrade to Mac OS X v.10.6.2	Mac OS X Snow Leopard	1
Liferay 6.0 Enterprise Edition	Liferay Portal EE/Production	1
Liferay 6.0 Enterprise Edition	Liferay Portal EE/Non-Production	2
Liferay 6.0 Enterprise Edition	Liferay Portal EE/Backup	1
Liferay 6.0 Enterprise Edition		1
MicroPact Software	MicroPact Software	1
Mindjet MindManager 8 license	MindManager 8 for Windows (Physical Box)	1
Checkpoint VPN-1 Power Gateways	Upgrade Software from 50-user to 250-user (Checkpoint)	1
IP Blue software	VTGO-PC-508 with one year support	1
MicroPact entellitrak activation and licenses for CATS	entellitrak Site Activation	1
MicroPact entellitrak activation and licenses for CATS	entellitrak Application - Seat Users	40
Mac OS X Server Leopard Unlimited Client Edition - (v. 10.5) - complete package - 1 server	Mac OS X Server Leopard Unlimited Client Edition - (v. 10.5) - complete package - 1 server, unlimi	2
360PanViewer	360PanViewer (for 1 workstation and unlimited websites)	1
QUICKBOOKS POINT OF SALE PRO V9.0 UPGRADE	QUICKBOOKS POINT OF SALE PRO V9.0 UPGRADE	2
Trend Micro ServerProtect Multi-Platform	Trend Micro ServerProtect Multi-Platform - license	55
Cisco ACS Software	Cisco Secure ACS 4.2 for Windows	2
Cisco ACS Software	SW APP SUPP CiscoSecure ACS 4.2 for Windows	2
Adobe Presenter Software - 1 License	Adobe Presenter	1
NetBackup Oracle Database Agent / Client Software	VRTS NETBACKUP CLIENT APPLICATION AND DATABASE PACK Unix Std Lic	12
NetBackup Oracle Database Agent / Client Software	VRTS NETBACKUP CLIENT APPLICATION AND DATABASE PACK Unix 1 Yr Maintenance	12
Apple Mac OS X Server 10.5 and 10.6 Unlimited Client Complete Package	Mac OS X Server Snow Leopard Unlimited Client - (v. 10.6.X) - complete package	1
Apple Mac OS X Server 10.5 and 10.6 Unlimited Client Complete Package	Mac OS X Server Leopard Unlimited Client - (v. 10.5.X) - complete package	1
ScriptLogic Secure Copy Version 5	SECURE COPY V5 1 SERVER LIC 1 YR STD SUPPORT	2
Solar Winds Orion Network Performance Monitor (NPM) & NetFlow Traffic Analyzer for Orion NPM	Orion Network Performance Monitor (NPM) SLX (unlimited elements)	1
Solar Winds Orion Network Performance Monitor (NPM) & NetFlow Traffic Analyzer for Orion NPM	NetFlow Traffic Analyzer for Orion NPM	1
Cisco Works	LMS 3.2 Small Enterprise II, networks of 300 to 1500 devices	1
Cisco Works	SW APP SUPP LMS 3.2 Small Enterprise II	1
Page Gate software from Note Page	Page Gate 100 Pager License	1
Page Gate software from Note Page	Priority Support	1
Page Gate software from Note Page	Email Interface	1

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
Page Gate software from Note Page	Web Interface	1
Page Gate software from Note Page	Commandline/Ascii Interface	1
Page Gate software from Note Page	GUI Interface	1
Page Gate software from Note Page	1 Additional Connector	1
FoxTrot Professional Search for Mac 20 users with FoxTrot Search Server	FoxTrot Professional Search for Mac 20 users with FoxTrot Search Server	1
SnagIt 8.2 Single User License	SnagIt Software (screen capture tool for technical writers.)	1
Visual Paradigm Enterprise Single Seat License Software Purchase	Visual Paradigm Enterprise Single Seat License Software Purchase (Enterprise Single Seat Lic)	1
Visual Paradigm Enterprise Single Seat License Software Purchase	Visual Paradigm Enterprise Single Seat License Software Purchase (Enterprise Single Seat Lic) 1 Year Maintenance	1
MS Project Standard 2007	MS Project Standard 2007 (Software for Mac Laptops)	1
Versions	Versions (Software for Mac Laptops)	3
VMware Fusion	VMware Fusion (Software for Mac Laptops)	3
Adobe Creative Suite 4 Design Premium	Adobe Creative Suite 4 Design Premium	3
Symantec Backup Exec DLO 11D Desktop and Laptop Option	Symantec Backup Exec DLO 11D Desktop and Laptop Option (30 additional licences)	3
QuickTime Pro	QuickTime 7 Pro for Mac OS X	6
QuickTime Pro	QuickTime 7 Pro for Windows	7
DVD-Cloner Platinum	DVD-Cloner Platinum	2
Microsoft Visio Standard	Licenses for Standard Visio licenses	2
SIMS Software annual renewal	License / SIMS Software	8
Microsoft Office Visio 2007 Standard Editoin	Windows Office Visio 2007 Standard Edition	2
GFI - 25 additional licenses	GFI EventsManager for WS SMA Renewal for 1 year	50
GFI - 25 additional licenses	GFI EventsManager for Additional Workstations	25
CA ARCserve Backup Agent for Exchange server	CA ARCserve Backup r15 for Windows Agent for Microsoft Exchange - Product + 1 Yr Enterprise Maintenance	1
GFI - 25 additional licenses	GFI EventsManager Windows Workstations	25
entelliTrak RAMS MicroPact annual support and upgrade subscription renewal	entelliTrak RAMS annual support and upgrade	1
ASPOSE.TOTAL	ASPOSE.TOTAL for .NET developer - Enterprise Subscription	1
Cold Fusion 8 (5Copies)	Adobe ColdFusion Standard Edition 8.0 2-CPU(5 copies)	5
RedHat Linux OS license renewals	RedHat Basic Enterprise Linux License	10
Poly Trans v4.4 Upgrade	PolyTrans v4.4 upgrade	1
Poly Trans v4.4 Upgrade	Dcc/Pack - which includes the export module for MAYA	1
Visual Studio Team Suite 2008	Visual Studio 2008 Professional Upgrade (Retail box) (OR EQUIVALENT SPECS)	5
MS SQL Server 2008 Standard Edition (RETAIL BOX)	RETAIL BOX VERSION of: MS SQL Server 2008 Standard Edition 1 Processor	2
ASPOSE.TOTAL	ASPOSE.TOTAL for .NET developer - Enterprise Subscription	1
Cold Fusion 8 (5Copies)	Adobe ColdFusion Standard Edition 8.0 2-CPU(5 copies)	5
RedHat Linux OS license renewals	RedHat Basic Enterprise Linux License	10
Poly Trans v4.4 Upgrade	PolyTrans v4.4 upgrade	1
Poly Trans v4.4 Upgrade	Dcc/Pack - which includes the export module for MAYA	1
Visual Studio Team Suite 2008	Visual Studio 2008 Professional Upgrade (Retail box) (OR EQUIVALENT SPECS)	5
MS SQL Server 2008 Standard Edition (RETAIL BOX)	RETAIL BOX VERSION of: MS SQL Server 2008 Standard Edition 1 Processor	2
MS SQL Server 2008 Standard Ed.	MS SQL Server 2008 Standard edition with 10 CALs (3 Copies) (retail Box)	3
XML Spy 2009 Professional (XML Development Tool)	XML spy 2009, and Experts Exchange Service Subscription	1
Experts Exchange Service Subscription	XML spy 2009, and Experts Exchange Service Subscription	1
Red Hat Enterprise Linux License	Red Hat Enterprise Linux Licenses for Science Mission Directorate	10
Visio Software	Visio Software Standard 2007 for Windows	2
MS Office Ultimate 2007 (	MS Office Ultimate 2007 (2 copies)	2
Mental Ray: Fundamentals	Mental Ray: Fundamentals (Animation Tools)	1
Mental Ray: Lighting and Shaders	Mental Ray: Lighting and Shaders (Animation Tools)	1
Mental Ray: Global Illumination	Mental Ray: Global Illumination (Animation Tools)	1
Maya Dynamics: Outer Space Environments	Maya Dynamics: Outer Space Environments (Animation Tools)	1
RedHat Linux OS license renewals	RedHat Basic Enterprise Linux License	10
RedHat Linux OS license renewals	Imation LTO 3 Tape, 17532 Ultrium 3 400/800 GB Data Cartridge	10
Windows server 2008 standard 32/64 bit with 10 CALs and Windows 7	Windows server 2008 standard 32/64 bit with 10 CALs	5
Windows server 2008 standard 32/64 bit with 10 CALs and Windows 7	Windows 7 Ultimate full version 64 bit	3
ColdFusion 9 Standard edition	ColdFusion 9 Standard edition (ColdFusion 9 software)	2
ColdFusion 9 CD/DVD for installation	ColdFusion 9 CD/DVD for installation (ColdFusion 9 software)	1
Survey Monkey	Annual Subscription	1
Survey Monkey	License renewal - Survey Monkey Survey Hosting	1

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
JEC Production License JAVA Exchange	JEC Production License	1
EXT JS License	Ext JS library	1
Visual Paradigm for UML 7.1 Modeler Edition	Visual Paradigm for UML 7.1 Modeler Edition	8
Archibus Software Subscription & Technical Support Renewal	Archibus Software Subscription & Technical Support Renewal	1
CommonLook Section 508 for Adobe Acrobat	Procure two software products to support the Agency 508 effort (NetCentric's CommonLook Section 508 for Adobe Acrobat and HiSoftware's ACCRepair)	1
AccRepair Stand Alone Edition	Procure two software products to support the Agency 508 effort (NetCentric's CommonLook Section 508 for Adobe Acrobat and HiSoftware's ACCRepair)	1
NetCentric Maintenance Agreement Renewal for CommonLook Section PDF Plug In	NetCentric Maintenance Agreement Renewal for CommonLook Section PDF Plug In	1
NetCentric Maintenance Agreement Renewal for CommonLook Section 508 PDF plug-in	NetCentric Maintenance/Renewal for CommonLook Section 508 Plug-in for PDF	1
entellitrak Application	entellitrak Application - 140 seat users	140
entellitrak Site Activation	entellitrak Site Activation (MicroPact entellitrak license upgrade)	1
entellitrak Annual Support & Upgrade	entellitrak Annual Support & Upgrade (05/01/2009 - 08/31/2009) (MicroPact entellitrak license upgrade)	1
MicroPact entellitrak license upgrade	entellitrak Site Activation	1
MicroPact entellitrak license upgrade	entellitrak Annual Support & Upgrade (05/01/2009 - 08/31/2009)	1
MircoPact entellitrak license annual maintenance	entellitrak Annual Support & Upgrade Subscription	1
Ontrack® EasyRecovery™ Professional	Ontrack® EasyRecovery™ Professional 6.2 - Standard Edition	1
Document Exchange Professional 4	Document Exchange Professional 4 by Bring2mind.net for PIMS	2
Thinstall 3.3 Virtualization Suite	Thinstall 3.3 Virtualization Suite	1
Descriptions Now Software	Descriptions Now (Software)	1
Super Antispyware	SUPERAntiSpyware Professional	1
Acronis True Image Echo Enterprise Server - license	Acronis True Image Echo Enterprise Server - license	1
Windows Server 2008 Standard x64	Windows Server 2008 Standard x64	3
MS SQL Server 2008 Standard x64	MS SQL Server 2008 Standard x64	2
MS Windows Server 2008 User Lic	MS Windows Server 2008 User Lic	20
SQL Server 2008 User Lic	SQL Server 2008 User Lic	40
Microsoft Office Standard 2007 - Open License	Microsoft Office Standard 2007 - Open License	150
Microsoft Office Professional 2007 - Open License	Microsoft Office Professional 2007 - Open License	10
CodeSmith v5.0.4	CodeSmith Standard Edition	2
MS Visio 2007 Professional	Microsoft Office Visio Professional 2007 - Open license	3
Microsoft Visual Studio 2008 Professional Edition + MSDN Premium Subscriptions	Microsoft Visual Studio 2008 Pro. Ed + MSDN Premium Sub. DVD	1
CFX_Excel version 3.0	CFX_Excel version 3.0	2
PrimalScript Universal Resource Kit	PrimalScript Universal Resource Kit	1
Symantec Endpoint Protection (formerly called AntiVirus Corporate Ed)	Symantec Endpoint Protection	25
Symantec Endpoint Protection (formerly called AntiVirus Corporate Ed)	Norton AntiVirus v11 for MAC (via Download)	10
Adobe Acrobat 8 Professional WIN	Adobe Acrobat 8 Professional WIN	2
Adobe Acrobat 8 Professional MAC	Adobe Acrobat 8 Professional MAC	1
Adobe Acrobat 8 Standard WIN	Adobe Acrobat 8 Standard WIN	2
Open-DocumentLibrary 3.0	Open-DocumentLibrary v3.0	2
InDooGrid v2.3	InDooGrid v2.3	2
Adobe Acrobat 9.0 Professional	Adobe Acrobat Pro - (v. 9) - complete package	5
DXperience Enterprise v2008 vol 3 (V8.3.4) - Includes source code for WinForms and ASP.NET components 1 Developer License - Includes one year subscrip	DXperience Enterprise v2008 vol 3 (V8.3.4) - Includes source code for WinForms and ASP.NET component	1
Adobe Acrobat Standard Edition	Adobe Acrobat Standard v.9 (TLP lic)	6
Microsoft Office for Mac 2008 Standard edition	Microsoft Office for Mac 2008 Standard edition	6
Microsoft Office Visio Standard 2007	Microsoft Office Visio Standard 2007	2
Microsoft Project Standard 2007	Microsoft Project Standard 2007	2
Parallels Desktop 4.0 for Mac	Parallels Desktop 4.0 for Mac	2
Microsoft Windows XP professional edition w/ SP2	Microsoft Windows XP professional edition w/ SP2	2
NCP Secure Entry Client	NCP Secure Entry Client (Win32/64)	3
FileMaker Pro	Filemaker Pro 10	3
Batch & Print Pro 3.04	Batch & Print Pro 3.04	2
PGP Desktop Mail	PGP Desktop Mail	10
Custom Tag: CFX_Excel, Version 3.2	Custom Tag: CFX_Excel, Version 3.2	2
Express Metrix - Software Manager Professional 250 Clients	Express Software Manager Professional License E	250
Symantec Anti-Virus for MACs	EXP SAV MAC 10.0 BDL NODE BAS 12M 25-49U	40
Camtasia Studio 6	Camtasia Studio 6	2
Acronis Backup & Recovery 10 Server for Windows	Acronis Backup & Recovery 10 Server for Windows	4

Attachment C-1
HITSS GFP-GFE (Off-Site Software)
May 16, 2011

Software Title	Description	Quantity
Acronis Backup & Recovery 10 Advanced Server Virtual	Acronis Backup & Recovery 10 Advanced Server Virtual	1
Microsoft Visio Standard 2007 (Select Lic)	Microsoft Visio Standard 2007 (Select Lic)	6
Microsoft Project Standard 2007 (Select Lic)	Microsoft Project Standard 2007 (Select Lic)	6
Photodex ProShow Producer Software for Bus Ops Presentations	Photodex ProShow Producer	1
Photodex ProShow Producer Software for Bus Ops Presentations	SytlePacks (1-3 $19.95 each)	3
Photodex ProShow Producer Software for Bus Ops Presentations	Media Source (Albums & Collages)	1
Photodex ProShow Producer Software for Bus Ops Presentations	Media Source (Winter Occasions)	1
VMware Workstation Upgrade from Version 5.x and 6.x to VMware Workstation 7	VMware Workstation Upgrade from Version 5.x and 6.x to VMware Workstation 7	3
Parallels for Mac	Parallels Desktop 5 for Mac	1
Parallels for Mac	Parallels Desktop 5 for Mac Upgrade	1
ShareVis Model-Driven Processes Automation for SharePoint	Sharevis	1
Org Chart Software	Org Plus 8 Premium	1
Acronis® Backup and Recovery™ 10 Advanced Workstation	Acronis® Backup and Recovery™ 10 Advanced Workstation	5
Coldfusion 9 Upgrade (Standard Edition)	Coldfusion 9 Upgrade (Standard Edition)	2
Microsoft GSA Windows Professional Upgrade / Software Assurance	MS GSA WIN PRO UPG/SA for Windows 7	20
PGP Desktop Email 10.x - with Bronze Maintenance (Win & Mac) - Perpetual	PGP Desktop Email 10.x - with Bronze Maintenance (Win & Mac) - Perpetual	15
iStock Subscription	300 Credits of "Pay as you Go" iStock http://www.istockphoto.com/buy-stock-credits-pay-as-you-go.php	1
Adobe Acrobat X Standard Edition	Acrobat X Standard	1
Microsoft Project	Microsoft Project	2
Microsoft Project Standard 2010	Upgrade to Microsoft Project (Standard) 2007 or 2010	3
DMX document exchange 5.3	DMX Document Exchange 5.3	2
Hyena 3 License Pack	Hyena 3 License Pack	1

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

Description	Manufacturer	Model number	Expr1003	AcquistnVa	ManufSeria	Location	Room	Custodian	Detail Stati	Detail Stati	FSC Code	Equipment
ANALYZER, COMMUI	ACTERNA	HST-3000CCEC	2165795	13417	99PTSP01	HQ-2IS	6N60	LIT6			6625	2165795
TEST SET, TELECOM	ACTERNA	570ISDN	3081658	8710	TEAS8XAI	HQ-2IS	5N60	LIT6			6625	3081658
TAPE LIBRARY	ADIC	SCALAR	2165896	39849	A0C02560	HQ-2IS	CY31	LIT8			7025	2165896
COMPUTER, MICRO	AOPEN AMERICA INC	MP57-D	2172403	1059	03300008J	HQ-2IS	CY31	LIT8			7021	2172403
COMPUTER, MICRO	AOPEN AMERICA INC	MP57-D	2172404	1059	03100131J	HQ-2IS	CY31	LIT8			7021	2172404
COMPUTER, MICRO	AOPEN AMERICA INC	MP57-D	2172405	1059	03100135J	HQ-2IS	CY31	LIT8			7021	2172405
COMPUTER, MICRO	AOPEN AMERICA INC	MP57-D	2172406	1059	03100103J	HQ-2IS	CY31	LIT8			7021	2172406
COMPUTER, MICRO	AOPEN AMERICA INC	MP57-D	2172407	1059	03100146J	HQ-2IS	CY31	LIT8			7021	2172407
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165877	1994	W86190GE	HQ-2IS	HOME	LIT14	5/31/2011	6/1/2010	7021	2165877
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165878	1994	W8619067	HQ-2IS	HOME	LIT14	5/31/2011	6/1/2010	7021	2165878
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165880	1994	W86190GE	HQ-2IS	CS26	LIT14	5/31/2009	9/17/2008	7021	2165880
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165881	1994	W86190G\	HQ-2IS	HOME	LIT14	5/31/2011	6/1/2010	7021	2165881
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1150	2165892	1994	W86210Q>	HQ-2IS	NOC	LIT14	5/31/2011	6/1/2010	7021	2165892
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2164839	2265	W86483TF	HQ-2IS	5P37	LIT14			7021	2164839
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165077	1839	W87035N3	HQ-2IS	HOME	LIT14	5/31/2011	6/1/2010	7021	2165077
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165078	1839	W87036X3	HQ-2IS	NOC	LIT14	5/31/2011	6/1/2010	7021	2165078
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165084	3085	W87071C7	HQ-2IS	NOC	LIT14	5/31/2011	6/1/2010	7025	2165084
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1211	2165098	1894	W87080AF	HQ-2IS	6P71	LIT14			7021	2165098
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172375	2812	C02D90C8	HQ-2IS	6D44	LIT14			7021	2172375
COMPUTER, LAPTOP	APPLE COMPUTER INC	A1297	2172376	2858	C02D91PG	HQ-2IS	6D46	LIT14			7021	2172376
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165625	5976	407360BT	HQ-2IS	6D46	LIT14	5/31/2011	6/1/2010	7021	2165625
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165626	5976	407360BR	HQ-2IS	6D44	LIT14			7021	2165626
COMPUTER, MICRO	APPLE COMPUTER INC	A1186	2165627	5976	407360BS	HQ-2IS	6P71	LIT14			7021	2165627
COMPUTER, MICRO	APPLE COMPUTER INC	A1289	2172395	2450	H0045212	HQ-2IS	CY31	LIT8			7025	2172395
COMPUTER, MICRO	APPLE COMPUTER INC	A1289	2172396	2450	H004618C	HQ-2IS	CY31	LIT8			7025	2172396
MONITOR	APPLE COMPUTER INC	A1038	2163972	1194	N54171NS	HQ-2IS	3N60	LIT6			7025	2163972
MONITOR	APPLE COMPUTER INC	A1038	2163973	1194	N54171NH	HQ-2IS	CY65	LIT14			7025	2163973
MONITOR	APPLE COMPUTER INC	A1083	2165100	1810	CY70901U	HQ-2IS	6D46	LIT14			7025	2165100
MONITOR	APPLE COMPUTER INC	A1083	2165606	1664	CY7281TU	HQ-2IS	6P71	LIT14			7025	2165606
MONITOR	APPLE COMPUTER INC	A1083	2165610	1664	CY7281SE	HQ-2IS	6D44	LIT14			7025	2165610
MONITOR	APPLE COMPUTER INC	A1083	2165949	1843	CY64314U	HQ-2IS	3G28	LIT14			7025	2165949
MONITOR	APPLE COMPUTER INC	A1083	2172390	1802	CY0300HN	HQ-2IS	3G28	LIT14			7025	2172390
MONITOR	APPLE COMPUTER INC	A1316	2172392	2500	2A0389Q7	HQ-2IS	CY31	LIT8			7025	2172392

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

MONITOR	APPLE COMPUTER INC	A1316	2172393	2500	2A0400V7I	HQ-2IS	CY31	LIT8	7025 2172393
MONITOR	APPLE COMPUTER INC	M7649ZM/B	3036577	919	SY13370U	HQ-2IS	CY31	LIT8	7025 3036577
MONITOR	APPLE COMPUTER INC	M8537ZM/A	3037462	1822	CY4091A8	HQ-2IS	3T15	LIT14	7025 3037462
SERVER	APPLE COMPUTER INC	A1009	2165864	12999	QP614077I	HQ-2IS	CS33	LIT9	7035 2165864
SERVER	APPLE COMPUTER INC	A1009	2165883	11879	QP6220DK	HQ-2IS	CS33	LIT9	7035 2165883
SERVER	APPLE COMPUTER INC	A1009	2165895	11879	QP6260TE	HQ-2IS	CS33	LIT9	7035 2165895
SERVER	APPLE COMPUTER INC	A1009	2165920	7938	SQP54207	HQ-2IS	CY31	LIT8	7035 2165920
SERVER	APPLE COMPUTER INC	A1009	3066195	5994	SQP5350H	HQ-2IS	CY31	LIT8	7035 3066195
SERVER	APPLE COMPUTER INC	A1009	3066196	12994	QP5350HS	HQ-2IS	CY31	LIT8	7035 3066196
SERVER	APPLE COMPUTER INC	A1009	3066248	7539	015140955	HQ-2IS	CY31	LIT8	7035 3066248
SERVER	APPLE COMPUTER INC	A1068	1644649	3999	QP617048:	HQ-2IS	CS33	LIT9	7035 1644649
SERVER	APPLE COMPUTER INC	A1068	2501471	4131	QP5390G0	HQ-2IS	CY31	LIT8	7035 2501471
SERVER	APPLE COMPUTER INC	A1068	3066214	7938	QP54302F	HQ-2IS	CY31	LIT8	7035 3066214
SERVER	APPLE COMPUTER INC	M9743LL/A	1672684	3193	QP43601LI	HQ-2IS	CY31	LIT8	7035 1672684
SERVER	APPLE COMPUTER INC	M9743LL/A	2165039	3193	QP5020GC	HQ-2IS	CS33	LIT9	7035 2165039
SERVER	APPLE COMPUTER INC	M9743LL/A	2165040	3193	QP5020GH	HQ-2IS	CS33	LIT9	7035 2165040
SERVER	APPLE COMPUTER INC	XSERVE-G5	1644632	4374	QP50503D	HQ-2IS	CY31	LIT8	7035 1644632
SERVER	APPLE COMPUTER INC	XSERVE-G5	2501479	4374	QP505067:	HQ-2IS	CS33	LIT9	7035 2501479
SERVER	APPLE COMPUTER INC	XSERVE-G5 A1	1644886	4374	QP50503A	HQ-2IS	CY31	LIT8	7035 1644886
CONTROLLER	BLUESOCKET INC.	BSC-2200-0TT-0	3081811	11800	72001608(	HQ-2IS	CS33	LIT9	7021 3081811
CONTROLLER	BLUESOCKET INC.	BSC-2200-0TT-0	3081812	11800	72001608(	HQ-2IS	CS33	LIT9	7021 3081812
SWITCHING UNIT	BROCADE COMMUNICATIONS SYS	SILKWORM 410	1644636	20021	LX060039(	HQ-2IS	CS33	LIT9	5895 1644636
SWITCHING UNIT/PR	BROCADE COMMUNICATIONS SYS	SILKWORM 410	2501470	20021	SKX06001:	HQ-2IS	CS33	LIT9	5895 2501470
PRINTER/PLOTTER, ⁴	CANNON CO	iPF8100	2172353	8708	AGD0210(	HQ-2IS	3H25	LIT14	7021 2172353
DISK DRIVE UNIT	CD DIMENSIONS	CDD-DVD516-P	3066390	981	150505018	HQ-2IS	CX54	LIT14	7025 3066390
COMPUTER, MICRO	COMPAQ COMPUTER CORP	D510	3035313	1235	6Y32KN8Z	HQ-2IS	CU16	LIT9	7021 3035313
COMPUTER, MICRO	COMPAQ COMPUTER CORP	ML330 G2	2030056	1169	6J28KH38I	HQ-2IS	CS33	LIT9	7021 2030056
COMPUTER, MICRO	COMPAQ COMPUTER CORP	ML330 G2	2030057	1169	6J28KH38I	HQ-2IS	CS33	LIT9	7021 2030057
COMPUTER, MICRO	COMPAQ COMPUTER CORP	ML330 G2	2030058	1169	6J28KH38I	HQ-2IS	CS33	LIT9	7021 2030058
TRANSPORT, MAGNE	COMPAQ COMPUTER CORP	10/20 GBDLT	3081892	3755	CX630001!	HQ-2IS	CT33	LIT14	7025 3081892
SERVER	CORESTREET LTD	RA2400D	1630912	6523	5M512D1	HQ-2IS	CS33	LIT9	7021 1630912
MULTIPORT SWITCH	DATACOM SYSTEMS INC	VS-1046	1672595	7684	3068	HQ-2IS	CS33	LIT9	5895 1672595
MULTIPORT SWITCH	DATACOM SYSTEMS INC	VS-1046	1672596	7684	3069	HQ-2IS	CS33	LIT9	5895 1672596
SWITCH, MULTIPORT	DATACOM SYSTEMS INC	VS-1046	1644656	7684	3047	HQ-2IS	CS33	LIT9	5895 1644656

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

DATA VIDEO RECOR	DATAVIDEO CORP.	DN-500	1672683	1819	00286008	HQ-2IS	CQ31	LIT14			6760	1672683
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004245	14700	GFW5XB1	HQ-2IS	CS33	LIT9			7035	L004245
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004246	14700	7W16XB1	HQ-2IS	CS33	LIT9			7035	L004246
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004247	14700	9W16XB1	HQ-2IS	CY31	LIT8			7035	L004247
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004248	14700	CSG7XB1	HQ-2IS	CS33	LIT9			7035	L004248
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004249	14700	9SG7XB1	HQ-2IS	CS33	LIT9			7035	L004249
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004250	14700	JTG6XB1	HQ-2IS	CS33	LIT9			7035	L004250
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004251	14700	DFW5XB1	HQ-2IS	CY31	LIT8			7035	L004251
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004252	14700	BW16XB1	HQ-2IS	CY31	LIT8			7035	L004252
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004253	14700	6W16XB1	HQ-2IS	CS33	LIT9			7035	L004253
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004254	14700	HFW5XB1	HQ-2IS	CY31	LIT8			7035	L004254
SERVER	DELL COMPUTER CORP	POWEREDGE 2	L004255	14700	CFW5XB1	HQ-2IS	CS33	LIT9			7035	L004255
COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTI	DHM	2164053	1504	CCXPL51	HQ-2IS	CS24	LIT9			7021	2164053
COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTI	GX270	3066391	1450	DBK2J41	HQ-2IS	4N60	LIT6			7021	3066391
COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTI	OPTIPLEX 330	3081791	500	D978GH1	HQ-2IS	CU16	LIT14	5/31/2010	6/1/2009	7021	3081791
COMPUTER, MICRO	DELL COMPUTER CORP F-PC'S LTI	PRECISION 390	2165675	1454	CWBH8F1	HQ-2IS	NOC	LIT14	5/31/2011	6/1/2010	7021	2165675
CONSOLE, DIGITAL (	DELL COMPUTER CORP F-PC'S LTI	310-0360	1628233	1900	A536937H	HQ-2IS	CS33	LIT9			7025	1628233
DISPLAY UNIT	DELL COMPUTER CORP F-PC'S LTI	SL340	2040937	3279	DSNTW00	HQ-2IS	CS33	LIT9			7025	2040937
MONITOR	DELL COMPUTER CORP F-PC'S LTI	1901FP	2164052	599	CN05Y232	HQ-2IS	CS24	LIT9			7025	2164052
MONITOR	DELL COMPUTER CORP F-PC'S LTI	1905FP	2164794	649	CB0T6116	HQ-2IS	HOME	LIT14	5/31/2011	6/1/2010	7025	2164794
POWERVAULT, MD1	DELL COMPUTER CORP F-PC'S LTI	E04J	1672649	17179	FPV7BN1	HQ-2IS	CY31	LIT8			7025	1672649
RACK-ENCLOSURE,	DELL COMPUTER CORP F-PC'S LTI	NONE	1957486	5500	NONE	HQ-2IS	CS33	LIT9			5975	1957486
RACK-ENCLOSURE,	DELL COMPUTER CORP F-PC'S LTI	NONE	1957487	5500	NONE	HQ-2IS	CS33	LIT9			5975	1957487
SERVER	DELL COMPUTER CORP F-PC'S LTI	6650	3066431	14289	6GBHZ61	HQ-2IS	CS33	LIT9			7035	3066431
SERVER	DELL COMPUTER CORP F-PC'S LTI	6650	3066432	14289	5YQZ61	HQ-2IS	CS33	LIT9			7035	3066432
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWER EDGE '	1644868	2777	8P28Z51	HQ-2IS	CY31	LIT8			7035	1644868
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWER EDGE '	1644870	2777	1N28Z51	HQ-2IS	CY31	LIT8			7035	1644870
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWER EDGE ;	3037737	9190	BMPNK21	HQ-2IS	CS33	LIT9			7035	3037737
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWER VAULT	2165591	17407	B0GML41	HQ-2IS	CS33	LIT9			7035	2165591
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWEREDGE 1	2501436	4842	8PV9L21	HQ-2IS	CS33	LIT9			7035	2501436
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWEREDGE 1	2165005	2467	4J3S761	HQ-2IS	CY31	LIT8			7035	2165005
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWEREDGE 1	2165006	2467	7J3S761	HQ-2IS	CY31	LIT8			7035	2165006
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWEREDGE 2	1644657	9190	57MQN41	HQ-2IS	CS33	LIT9			7035	1644657
SERVER	DELL COMPUTER CORP F-PC'S LTI	POWEREDGE 2	1644883	9190	1M9ZD61	HQ-2IS	CY31	LIT8			7035	1644883

SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2501449	9190	9M9ZD61	HQ-2IS	CS33	LIT9	7035	2501449
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1644650	5561	7B48Y91	HQ-2IS	CY31	LIT8	7035	1644650
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1644654	5563	JCVYT91	HQ-2IS	CS33	LIT9	7035	1644654
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1644888	10067	5SZZC81	HQ-2IS	CS33	LIT9	7035	1644888
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1644889	10067	6SZZC81	HQ-2IS	CS33	LIT9	7035	1644889
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672553	5833	CRPP6D1	HQ-2IS	CY31	LIT8	7035	1672553
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672554	5833	1RPP6D1	HQ-2IS	CS33	LIT9	7035	1672554
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672555	5833	GRPP6D1	HQ-2IS	CS33	LIT9	7035	1672555
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672556	5833	8QPP6D1	HQ-2IS	CY31	LIT8	7035	1672556
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672557	5833	1PMY6D1	HQ-2IS	CY31	LIT8	7035	1672557
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672558	5833	CQPP6D1	HQ-2IS	CS33	LIT9	7035	1672558
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672559	5833	DRPP6D1	HQ-2IS	CY31	LIT8	7035	1672559
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672560	5833	4RPP6D1	HQ-2IS	CY31	LIT8	7035	1672560
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672561	5833	BQPP6D1	HQ-2IS	CY31	LIT8	7035	1672561
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672562	5833	3RPP6D1	HQ-2IS	CY31	LIT8	7035	1672562
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672564	5833	6RPP6D1	HQ-2IS	CY31	LIT8	7035	1672564
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672585	6375	BJJ1SF1	HQ-2IS	CS33	LIT9	7021	1672585
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672586	6375	HJJ1SF1	HQ-2IS	CS33	LIT9	7021	1672586
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672587	6375	CJJ1SF1	HQ-2IS	CY31	LIT8	7021	1672587
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672588	6375	8JJ1SF1	HQ-2IS	CS33	LIT9	7021	1672588
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672590	6375	2KJ1SF1	HQ-2IS	CS33	LIT9	7021	1672590
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672592	6375	3KJ1SF1	HQ-2IS	CS33	LIT9	7021	1672592
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672593	6375	4KJ1F1	HQ-2IS	CS33	LIT9	7021	1672593
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672594	6375	JJJ1SF1	HQ-2IS	CS33	LIT9	7021	1672594
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165612	6000	C0NBLD1	HQ-2IS	CS33	LIT9	7035	2165612
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165613	6000	JZMBLD1	HQ-2IS	CS33	LIT9	7035	2165613
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165616	6000	60NBLD1	HQ-2IS	CY31	LIT8	7035	2165616
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165617	6000	80NBLD1	HQ-2IS	CS33	LIT9	7035	2165617
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165618	6000	30NBLD1	HQ-2IS	CS33	LIT9	7035	2165618
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165619	6000	90NBLD1	HQ-2IS	CY31	LIT8	7035	2165619
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165620	6000	20NBLD1	HQ-2IS	CY31	LIT8	7035	2165620
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165621	6000	40NBLD1	HQ-2IS	CY31	LIT8	7035	2165621
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165622	6000	FZMBLD1	HQ-2IS	CY31	LIT8	7035	2165622
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	2165771	5369	9Y6WJF1	HQ-2IS	CY31	LIT8	7035	2165771

SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165776	5369	7Y6WJF1	HQ-2IS	CY31	LIT8	7035	2165776
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165777	5369	9RRTJF1	HQ-2IS	CY31	LIT8	7035	2165777
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165778	5369	6Y6WJF1	HQ-2IS	CY31	LIT8	7035	2165778
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165779	5369	8Y6WJF1	HQ-2IS	CY31	LIT8	7035	2165779
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165780	5369	FRRTJF1	HQ-2IS	CY31	LIT8	7035	2165780
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165781	5369	6RRTJF1	HQ-2IS	CY31	LIT8	7035	2165781
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165782	5369	DRRTJF1	HQ-2IS	CY31	LIT8	7035	2165782
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165783	5369	2RRTJF1	HQ-2IS	CY31	LIT8	7035	2165783
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165784	5369	4RRTJF1	HQ-2IS	CY31	LIT8	7035	2165784
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165840	8129	70XX9G1	HQ-2IS	CS33	LIT9	7035	2165840
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165841	8129	60XX9G1	HQ-2IS	CS33	LIT9	7035	2165841
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2165859	5749	GLG7RG1	HQ-2IS	CY31	LIT8	7035	2165859
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 2172218	8376	DG4C5D1	HQ-2IS	CS33	LIT9	7025	2172218
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081730	9112	1GNXXG1	HQ-2IS	CS33	LIT9	7035	3081730
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081731	9112	4GNXXG1	HQ-2IS	CS33	LIT9	7035	3081731
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081732	9112	5GNXXG1	HQ-2IS	CY31	LIT8	7035	3081732
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081733	9112	DCMYXG1	HQ-2IS	CS33	LIT14	7035	3081733
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081734	9112	2CMYXG1	HQ-2IS	CY31	LIT8	7035	3081734
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081735	9112	4CMYXG1	HQ-2IS	CS33	LIT9	7035	3081735
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081736	9112	3CMYXG1	HQ-2IS	CY31	LIT8	7035	3081736
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081737	9112	9CMYXG1	HQ-2IS	CS33	LIT9	7035	3081737
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081738	9112	CCMYXG1	HQ-2IS	CY31	LIT8	7035	3081738
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081741	9112	FPKWXG1	HQ-2IS	CY31	LIT8	7035	3081741
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081742	9112	9PKWXG1	HQ-2IS	CS33	LIT9	7035	3081742
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081743	8732	4BMYXG1	HQ-2IS	CS33	LIT9	7035	3081743
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081744	8732	3BMYXG1	HQ-2IS	CS33	LIT9	7035	3081744
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081745	8732	2BMYXG1	HQ-2IS	CS33	LIT9	7035	3081745
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081746	8732	1BMYXG1	HQ-2IS	CY31	LIT8	7035	3081746
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081747	8732	59MYXG1	HQ-2IS	CS33	LIT9	7035	3081747
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081748	8732	19MYXG1	HQ-2IS	CS33	LIT9	7035	3081748
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081749	8732	69MYXG1	HQ-2IS	CS33	LIT9	7035	3081749
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081750	8732	39MYXG1	HQ-2IS	CS33	LIT9	7035	3081750
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081752	8376	B6MYXG1	HQ-2IS	CY31	LIT8	7035	3081752
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2 3081753	8376	D6MYXG1	HQ-2IS	CS33	LIT9	7035	3081753

SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081754	8376	26MYXG1	HQ-2IS	CS33	LIT9	7035	3081754
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081755	8376	18MYXG1	HQ-2IS	CY31	LIT8	7035	3081755
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081756	8376	58MYXG1	HQ-2IS	CY31	LIT8	7035	3081756
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081757	8376	48MYXG1	HQ-2IS	CS33	LIT9	7035	3081757
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081759	10978	8YMZXG1	HQ-2IS	CY31	LIT8	7035	3081759
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081760	8732	6YMZXG1	HQ-2IS	CY31	LIT8	7035	3081760
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081761	10191	C7MYXG1	HQ-2IS	CY31	LIT8	7035	3081761
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081762	9112	D7MYXG1	HQ-2IS	CS33	LIT9	7035	3081762
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081763	9112	F7MYXG1	HQ-2IS	CS33	LIT9	7035	3081763
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081764	10191	77MYXG1	HQ-2IS	CY31	LIT8	7035	3081764
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081766	10978	9YMZXG1	HQ-2IS	CY31	LIT8	7035	3081766
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081896	8376	HYXWG0(	HQ-2IS	CS33	LIT9	7035	3081896
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672610	9600	FYXW0G1	HQ-2IS	CY31	LIT8	7035	1672610
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672611	9600	HYXW0G1	HQ-2IS	CS33	LIT9	7035	1672611
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672612	9600	1ZXW0G1	HQ-2IS	CS33	LIT9	7035	1672612
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	1672641	9600	H9LJLJ1	HQ-2IS	CS33	LIT9	7035	1672641
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081703	9750	HFRBWG1	HQ-2IS	CS33	LIT9	7035	3081703
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081704	8500	32C7WG1	HQ-2IS	CS33	LIT9	7035	3081704
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081705	8500	BYB9WG1	HQ-2IS	CS33	LIT9	7035	3081705
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081707	8500	8YB9WG1	HQ-2IS	CS33	LIT9	7035	3081707
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081708	8500	GFRBWG'	HQ-2IS	CY31	LIT8	7035	3081708
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081709	8500	JFRBWG1	HQ-2IS	CS33	LIT9	7035	3081709
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081710	8500	DFRBWG1	HQ-2IS	CS33	LIT9	7035	3081710
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081711	8500	FYB9WG1	HQ-2IS	CS33	LIT9	7035	3081711
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081712	8500	FYB9WG1	HQ-2IS	CY31	LIT9	7035	3081712
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 2	3081895	9600	5ZXW0G1	HQ-2IS	CS33	LIT9	7035	3081895
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 6	3035294	1440	4356M01	HQ-2IS	CS33	LIT9	7035	3035294
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 7	2501448	2081	FZHKS61	HQ-2IS	CS33	LIT9	7035	2501448
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 8	1672541	2750	CCX4VC1	HQ-2IS	CS33	LIT9	7035	1672541
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 8	1672542	2750	BCX4VC1	HQ-2IS	CS33	LIT9	7035	1672542
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 8	1672566	2025	2TL3KD1	HQ-2IS	CY31	LIT6	7035	1672566
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE 8	1672567	2025	JSL3KD1	HQ-2IS	CY31	LIT6	7035	1672567
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE M	2172410	1120	BGMRWP'	HQ-2IS	CY31	LIT8	7025	2172410
SERVER	DELL COMPUTER CORP F-PC'S LTE POWEREDGE M	2172391	1120	18KS3P1	HQ-2IS	CY31	LIT8	7025	2172391

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE M	2172397	1120	66RD5P1	HQ-2IS	CY31	LIT8	7025	2172397
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172160	1900	DGXHXJ1	HQ-2IS	CY31	LIT8	5975	2172160
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172169	20190	8DFS4K1	HQ-2IS	CS33	LIT9	7025	2172169
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172170	20190	7DFS4K1	HQ-2IS	CS33	LIT9	7025	2172170
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172171	17515	GNFS4K1	HQ-2IS	CS33	LIT9	7025	2172171
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172174	9609	HHV05K1	HQ-2IS	CY31	LIT8	7025	2172174
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172175	9609	FHV05K1	HQ-2IS	CS33	LIT9	7025	2172175
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172176	9609	BHV05K1	HQ-2IS	CY31	LIT8	7025	2172176
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172177	11735	4XB6K1	HQ-2IS	CY31	LIT8	7025	2172177
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172178	11735	8XBG6K1	HQ-2IS	CY31	LIT8	7025	2172178
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172180	9609	CHV05K1	HQ-2IS	CY31	LIT8	7025	2172180
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172181	9609	DHV05K1	HQ-2IS	CS33	LIT9	7025	2172181
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172182	11735	5XBG6K1	HQ-2IS	CY31	LIT8	7025	2172182
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172183	9609	9HV05K1	HQ-2IS	CY31	LIT8	7025	2172183
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172184	11735	6XBG6K1	HQ-2IS	CY31	LIT8	7025	2172184
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172185	11735	3XBG6K1	HQ-2IS	CY31	LIT8	7025	2172185
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172186	11735	7XBG6K1	HQ-2IS	CY31	LIT8	7025	2172186
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172227	11025	5DX6WK1	HQ-2IS	CS33	LIT9	7025	2172227
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172228	11025	4DX6WK1	HQ-2IS	CY31	LIT8	7025	2172228
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172229	11025	DPCMYK1	HQ-2IS	CY31	LIT8	7025	2172229
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172230	11025	CPCMYK1	HQ-2IS	CY31	LIT8	7025	2172230
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172241	10684	H1ML3M1	HQ-2IS	CY31	LIT8	7021	2172241
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172242	20930	JCTP3M1	HQ-2IS	CY31	LIT8	7021	2172242
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172379	11879	95ZPNM1	HQ-2IS	CY31	LIT8	7021	2172379
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	2172380	11879	95ZNNM1	HQ-2IS	CY31	LIT8	7021	2172380
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081906	1900	BB4JTJ1	HQ-2IS	CY31	LIT8	5975	3081906
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081907	1900	7B4JTJ1	HQ-2IS	CY31	LIT8	5975	3081907
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081908	1900	8B4JTJ1	HQ-2IS	CS33	LIT9	5975	3081908
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081909	1900	9B4JTJ1	HQ-2IS	CY31	LIT8	5975	3081909
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081910	1900	2B4JTJ1	HQ-2IS	CY31	LIT8	5975	3081910
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081911	1900	3B4JTJ1	HQ-2IS	CZ41	LIT9	5975	3081911
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081912	1900	5B4JTJ1	HQ-2IS	CY31	LIT8	5975	3081912
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE F	3081913	1900	1B4JTJ1	HQ-2IS	CS33	LIT9	5975	3081913
SERVER	DELL COMPUTER CORP F-PC'S LTD POWEREDGE2	1672589	6375	FJJ1SF1	HQ-2IS	CS33	LIT9	7021	1672589

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

Server	DELL COMPUTER CORP	F-PC'S LTE	R710	2172231	11025	FHDRYK1	HQ-2IS	CY31	LIT8		7025	2172231
SERVER	DELL COMPUTER CORP	F-PC'S LTE	R710	2172239	9599	8QXLTL1	HQ-2IS	CY31	LIT8		7025	2172239
SERVER	DELL COMPUTER CORP	F-PC'S LTE	R710	2172362	11560	H20HSL1	HQ-2IS	CS33	LIT9		7025	2172362
SERVER	DELL COMPUTER CORP	F-PC'S LTE	R710	2172363	11560	H21FSL1	HQ-2IS	CS33	LIT9		7025	2172363
SERVER	DELL COMPUTER CORP	F-PC'S LTE	R710	2172364	11560	H20GSL1	HQ-2IS	CS33	LIT9		7025	2172364
SERVER	DELL COMPUTER CORP	F-PC'S LTE	R710	2172365	11560	H21GSL1	HQ-2IS	CS33	LIT9		7025	2172365
TRANSPORT, MAGNE	DELL COMPUTER CORP	F-PC'S LTE	POWERVAULT	2102944	6232	DE08P293	HQ-2IS	CX24	LIT8		7025	2102944
PRINTER, ADP	EPSON PORTLAND INC		R1800	2165081	549	GJXE0885	HQ-2IS	6D46	LIT14		7025	2165081
SERVER	F5 NETWORKS INC		BIG-IP 2400	3039674	17281	BIP05 487(	HQ-2IS	CY31	LIT8		7035	3039674
SERVER	F5 NETWORKS INC		BIG-IP 2400	3066261	17281	BIP055471	HQ-2IS	CY31	LIT8		7035	3066261
COMPUTER, MICRO	FALCON NORTHWEST		FRAGBOX II	3066200	3469	AT991028	HQ-2IS	3G28	LIT14		7021	3066200
COMPUTER, LAPTOP	FUJITSU		LIFEBOOK E78(	2172384	1850	R0708053	HQ-2IS	NOC	LIT14		7021	2172384
SERVER	GOOGLE INC		GB10011	2172161	44328	S5-K9LS6L	HQ-2IS	CS33	LIT9		7025	2172161
SERVER	GOOGLE INC		GB10011	2172162	44328	S5-JU326J	HQ-2IS	CY31	LIT8		7025	2172162
PRINTER, COLOR NE	HEWLETT-PACKARD		Q7493A	2172240	1599	SJP8RD34	HQ-2IS	CX25	LIT14		7021	2172240
COMPUTER, LAPTOP	HEWLETT-PACKARD CO		NC6000	2165825	1179	CNU41401	HQ-2IS	CV16	LIT9		7021	2165825
COMPUTER, LAPTOP	HEWLETT-PACKARD CO		NC6000	3081891	2300	CNU4220C	HQ-2IS	CY31	LIT8		7021	3081891
COMPUTER, LAPTOP	HEWLETT-PACKARD CO		NC8000	2165066	2300	2UA516KV	HQ-2IS	CV14	LIT9		7021	2165066
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530 CMT	3039766	1146	USU4250(	HQ-2IS	CX24	LIT8		7021	3039766
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530C/P3	3037674	1002	USW4200(	HQ-2IS	CX24	LIT8		7021	3037674
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530C/P3	3037873	1002	2UB41303	HQ-2IS	CX24	LIT8		7021	3037873
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530C/P3	3037896	1002	2UB41303	HQ-2IS	CV16	LIT9		7021	3037896
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530C/P3	3039764	1002	SUSW412(	HQ-2IS	CV16	LIT9		7021	3039764
COMPUTER, MICRO	HEWLETT-PACKARD CO		D530CMT	3037592	1003	USU4260F	HQ-2IS	CX24	LIT8		7021	3037592
PRINTER, ADP	HEWLETT-PACKARD CO		Q3715A	3081729	3036	JPSC8490(	HQ-2IS	6D44	LIT14		7025	3081729
PRINTER, ADP	HEWLETT-PACKARD CO		Q5981A	2165099	816	CNYBF23E	HQ-2IS	6P71	LIT14		7025	2165099
PRINTER, ADP, LASE	HEWLETT-PACKARD CO		2100TN	2165858	1575	USGR083'	HQ-2IS	CQ23	LIT14	5/31/2011	6/1/2010 7025	2165858
PRINTER, ADP, LASE	HEWLETT-PACKARD CO		C4251A	2041183	1519	USBD000E	HQ-2IS	CU27	LIT14		7025	2041183
PRINTER, ADP, LASE	HEWLETT-PACKARD CO		C7063A	2164971	1120	SJPDGJ50	HQ-2IS	CU35	LIT14		7025	2164971
PRINTER, ADP, LASE	HEWLETT-PACKARD CO		LASERJET 380(	2165079	800	CNYBB87:	HQ-2IS	6D46	LIT14		7025	2165079
PRINTER, B&W NETV	HEWLETT-PACKARD CO		CB516A	2172368	2129	SCNDY29E	HQ-2IS	CX58	LIT14		7021	2172368
SCANNER	HEWLETT-PACKARD CO		8250	3037743	659	SCN35RTC	HQ-2IS	CX58	LIT14		7025	3037743
SERVER	HEWLETT-PACKARD CO		DL360	3037734	2090	337054-00	HQ-2IS	CS33	LIT9		7035	3037734
SERVER	HEWLETT-PACKARD CO		ML530	3037733	4816	180286-00	HQ-2IS	CS33	LIT9		7035	3037733

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

STORAGE ARRAY	HEWLETT-PACKARD CO	ULTRIUM 1840	3081713	3524	HU182024	HQ-2IS	CY31	LIT8	7025	3081713
STORAGE ARRAY	HEWLETT-PACKARD CO	ULTRIUM 1840	3081714	3524	HU182024	HQ-2IS	CY31	LIT8	7025	3081714
TRANSPORT, MAGNE	HEWLETT-PACKARD CO	Q1539B	2172189	735	HU106325	HQ-2IS	CS33	LIT9	7025	2172189
COMPUTER, PORTAE	INTERNATIONAL BUSINESS MACHI	9548	2165796	3988	78FY281	HQ-2IS	CS24	LIT9	7021	2165796
COMPUTER, PORTAE	INTERNATIONAL BUSINESS MACHI	9548	2165797	3988	78FY940	HQ-2IS	CS24	LIT9	7021	2165797
TEST SET, T1	JDSU	HST3000C	2172357	4435	ARHP5072	HQ-2IS	5N60	LIT6	7125	2172357
CAMERA-RECORDEI	JVC CO OF AMERICA	DY7000	1957344	5836	14350261	HQ-2IS	CS33	LIT14	5836	1957344
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NX	3035174	619	S3Z10978(	HQ-2IS	CX24	LIT8	7025	3035174
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NX	3035182	619	S3Z10979'	HQ-2IS	CX24	LIT8	7025	3035182
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	2164837	680	33006684\	HQ-2IS	CT33	LIT14	7025	2164837
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035188	619	S4110081(	HQ-2IS	CX24	LIT8	7025	3035188
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035201	619	S4110081:	HQ-2IS	CX24	LIT8	7025	3035201
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035204	619	S4110081!	HQ-2IS	CY31	LIT8	7025	3035204
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035251	619	S4110060!	HQ-2IS	CS24	LIT9	7025	3035251
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035258	619	S4110108'	HQ-2IS	CX24	LIT8	7025	3035258
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035280	619	S4110109:	HQ-2IS	CY21	LIT8	7025	3035280
MONITOR	NEC AMERICA INC BROADCASTIN(	LCD1960NXI	3035283	619	S4110061(	HQ-2IS	CX32	LIT8	7025	3035283
SERVER	NEC AMERICA INC BROADCASTIN(	EXPRESS 5800	3066392	9153	ECHK4202	HQ-2IS	4N60	LIT6	7035	3066392
SERVER	NEC AMERICA INC BROADCASTIN(	NEAX2000	3066393	7308	1617PIMM	HQ-2IS	4N60	LIT6	7035	3066393
DISPLAY UNIT	NEC INFORMATION SYSTEMS INC	PX42VM2A	1957620	6767	13000169T	HQ-2IS	CV17	LIT9	7025	1957620
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1850E	3081636	780	206023357	HQ-2IS	CS33	LIT9	7025	3081636
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1860NX	3036966	619	S3501033:	HQ-2IS	CU16	LIT14	7025	3036966
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1860NX	3036976	619	S3200585'	HQ-2IS	CU12	LIT9	7025	3036976
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1860NX	3037000	619	S3500957'	HQ-2IS	CU17	LIT9	7025	3037000
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1860NX	3037255	619	S3500958:	HQ-2IS	CV17	LIT14	7025	3037255
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3034351	619	S4210240!	HQ-2IS	CX24	LIT8	7025	3034351
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3034364	619	S4210240!	HQ-2IS	CY23	LIT8	7025	3034364
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3034369	619	S4210239(	HQ-2IS	CX24	LIT8	7025	3034369
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3034377	619	S4210222'	HQ-2IS	CX24	LIT8	7025	3034377
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3034394	619	S4210222!	HQ-2IS	CY23	LIT8	7025	3034394
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3036941	619	S4210214!	HQ-2IS	CX34	LIT8	7025	3036941
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3036954	619	S4210219(	HQ-2IS	3G28	LIT14	7025	3036954
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037038	619	S4210225'	HQ-2IS	CX32	LIT8	7025	3037038
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037056	619	S4210232:	HQ-2IS	CX24	LIT8	7025	3037056

MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037094	619	S4210250	HQ-2IS	CV13	LIT9	7025	3037094
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037097	619	S4210209	HQ-2IS	CX24	LIT8	7025	3037097
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037110	619	S4210241	HQ-2IS	CX24	LIT8	7025	3037110
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037713	619	S4210215	HQ-2IS	CX24	LIT8	7025	3037713
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037840	689	S4411133	HQ-2IS	CX24	LIT8	7025	3037840
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3037841	689	S4411134	HQ-2IS	CX24	LIT8	7025	3037841
MONITOR	NEC INFORMATION SYSTEMS INC	LCD1960NXI	3039648	694	S4210241	HQ-2IS	CX24	LIT8	7025	3039648
MONITOR	NEC TECHNOLOGIES INC	LCD1960NXI	3037654	689	S4411190	HQ-2IS	CX24	LIT8	7025	3037654
FILE DIRECTOR	NEOPATH NETWORKS, INC	NONE	L004256	24998	DC2ZX81	HQ-2IS	CY31	LIT8	7035	L004256
FILE DIRECTOR	NEOPATH NETWORKS, INC	NONE	L004257	24998	JC2ZX81	HQ-2IS	CY31	LIT8	7035	L004257
STORAGE UNIT	NETAPP	DS14A-R5	2172163	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172163
STORAGE UNIT	NETAPP	DS14A-R5	2172164	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172164
STORAGE UNIT	NETAPP	DS14A-R5	2172165	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172165
STORAGE UNIT	NETAPP	DS14A-R5	2172166	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172166
STORAGE UNIT	NETAPP	DS14A-R5	2172167	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172167
STORAGE UNIT	NETAPP	DS14A-R5	2172168	29313	SHU89767	HQ-2IS	CS33	LIT9	7025	2172168
CONTROLLER	NETWORK APPLIANCE	FAS2050	2165642	27330	JWM0435	HQ-2IS	CS33	LIT9	7025	2165642
CONTROLLER	NETWORK APPLIANCE	FAS2050	2165643	27330	JWM0435	HQ-2IS	CS33	LIT9	7025	2165643
STORAGE CONTROL	NETWORK APPLIANCE INC	SP594-Y01A	L004264	62946	SM56109	HQ-2IS	CS33	LIT9	7035	L004264
STORAGE CONTROL	NETWORK APPLIANCE INC	SP594-Y01A	L004265	62946	SL56726	HQ-2IS	CS33	LIT9	7035	L004265
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	2172172	24960	SHU68840	HQ-2IS	CS33	LIT9	7025	2172172
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081720	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081720
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081721	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081721
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081722	24960	SHU87967	HQ-2IS	CS33	LIT9	7025	3081722
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081723	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081723
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081724	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081724
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081725	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081725
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081726	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081726
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081727	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081727
DISK SHELF, VIRTUA	NETWORK APPLIANCE INC.	DSX-14	3081728	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081728
STORAGE SERVER	NETWORK APPLIANCE INC.	FAS2050-R5	3081716	20760	JWM-0722	HQ-2IS	CS33	LIT9	7025	3081716
STORAGE SERVER	NETWORK APPLIANCE INC.	FAS2050-R5	3081718	20760	JWM-0722	HQ-2IS	CS33	LIT9	7025	3081718
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DS14A-R5	3081796	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081796
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DS14A-R5	3081797	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081797

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

STORAGE SYSTEM	NETWORK APPLIANCE INC.	DS14A-R5	3081798	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081798
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081799	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081799
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081800	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081800
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081801	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081801
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081802	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081802
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081803	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081803
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081804	24960	SHU89767	HQ-2IS	CS33	LIT9	7025	3081804
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081805	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081805
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081807	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081807
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081808	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081808
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081809	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081809
STORAGE SYSTEM	NETWORK APPLIANCE INC.	DSX-14-OTB-R5	3081810	24960	LBW65534	HQ-2IS	CS33	LIT9	7025	3081810
STORAGE SYSTEM	NETWORK APPLIANCE INC.	FAS2050-R5	3081794	20760	JWM-0770	HQ-2IS	CS33	LIT9	7025	3081794
STORAGE SYSTEM	NETWORK APPLIANCE INC.	FAS2050-R5	3081795	20760	JWM-0770	HQ-2IS	CS33	LIT9	7025	3081795
STORAGE SYSTEM	NETWORK APPLIANCE INC.	FAS2050-R5	3081806	20760	JWM-0770	HQ-2IS	CS33	LIT9	7025	3081806
TAPE LIBRARY, VIRT	NETWORK APPLIANCE INC.	VTL 1400 R5	3081715	49351	JWM-0722	HQ-2IS	CS33	LIT9	7025	3081715
TAPE LIBRARY, VIRT	NETWORK APPLIANCE INC.	VTL 1400 R5	3081717	49351	JWM-0722	HQ-2IS	CS33	LIT9	7025	3081717
MONITOR	PANASONIC	BT-LH1700WPS	3081771	2469	G8TW889	HQ-2IS	CS33	LIT14	7025	3081771
RECORDER-REPRO	PANASONIC	DMR-E30PP	2165801	1044	KU21A008	HQ-2IS	CU17	LIT14	5836	2165801
CAMCORDER	PANASONIC CORP	AG-HPX170PUJ	2172346	4549	C0TCB001	HQ-2IS	CQ31	LIT14	6760	2172346
CAMCORDER	PANASONIC CORP	AG-HPX170PUJ	2172347	4549	C0TCB002	HQ-2IS	CQ31	LIT14	6760	2172347
RECORDER, VIDEO	PANASONIC IND CO DIV OF MATSU	AG 1980P	3081588	1344	B9TC0140	HQ-2IS	CD61	LIT14	5836	3081588
RECORDER, VIDEO	PANASONIC IND CO DIV OF MATSU	AG 1980P	3081589	1344	B9TC0163	HQ-2IS	CD61	LIT14	5836	3081589
TAPE LIBRARY, EXP	QUANTUM CO	SC2000	2165624	63804	263302414	HQ-2IS	CS33	LIT9	7025	2165624
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	2172408	22011	A0C03477	HQ-2IS	CS33	LIT9	7025	2172408
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	2172409	22011	A0C0268A	HQ-2IS	CS33	LIT9	7025	2172409
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	3081767	19905	A0C05286	HQ-2IS	CY31	LIT8	7025	3081767
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	3081768	19905	A0C00886	HQ-2IS	CS33	LIT9	7025	3081768
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	3081769	19905	A0C05486	HQ-2IS	CY31	LIT8	7025	3081769
TAPE LIBRARY	QUANTUM CORP	LSC51-CL4G-22	3081813	22011	A0C0388A	HQ-2IS	CS33	LIT9	7025	3081813
MIXER, AUDIO	ROLAND CORP	V6	1973470	12791	ZL20382	HQ-2IS	CS33	LIT9	5820	1973470
PROCESSOR, AUDIC	ROLAND CORP	V5	1969869	12791	ZL91194	HQ-2IS	CS33	LIT14	5820	1969869
TELEVISION	SAMSUNG	400dx-2	2172402	1412	BV40HCJZ	HQ-2IS	CY31	LIT8	5836	2172402
SWITCHING UNIT	SILKWORM INC	200E	1644655	6487	RD060025	HQ-2IS	CY31	LIT8	5895	1644655

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

COMPUTER, LAPTOP	SONY CORP	PCG-4F1L	3066226	2508	J0013CY1	HQ-2IS	CQ20	LIT14	7021	3066226
MONITOR	SONY CORP	PFM-32C1	2165594	3998	2003068	HQ-2IS	CV17	LIT9	7025	2165594
RECORDER-REPROI	SONY CORP	SVO2100	1957352	1411	0051680B	HQ-2IS	CS33	LIT14	5836	1957352
CAMERA, VIDEO COI	SONY CORP OF AMERICA	EVI-D30	1829988	995	S01-01056	HQ-2IS	CD61	LIT14	5820	1829988
TELEVISION	SONY CORP OF AMERICA	35	3037013	1599	9083986	HQ-2IS	3N60	LIT6	5820	3037013
VIDEO RECORDER, I	SONY CORP OF AMERICA	GV-HD700	3081784	2198	326531	HQ-2IS	CS33	LIT14	5820	3081784
NETWORK DEFENSE	SOURCEFIRE, INC.	DC1000-000-00(	2172360	13945	DC10-0511	HQ-2IS	CY31	LIT8	7021	2172360
Server	SUN MICROSYSTEMS	ENTERPRISE T:	2172213	15951	BEL0927E	HQ-2IS	CS33	LIT9	7025	2172213
Server	SUN MICROSYSTEMS	ENTERPRISE T:	2172215	15951	BEL09219	HQ-2IS	CY31	LIT8	7025	2172215
Server	SUN MICROSYSTEMS	ENTERPRISE T:	2172216	15951	BEL09123	HQ-2IS	CS33	LIT9	7025	2172216
Server	SUN MICROSYSTEMS	ENTERPRISE T:	2172217	15951	BEL0927E	HQ-2IS	CY31	LIT8	7025	2172217
SERVER	SUN MICROSYSTEMS	SUNFIRE 245	3081899	6814	0820FML0	HQ-2IS	CY31	LIT8	5975	3081899
SERVER	SUN MICROSYSTEMS	SUNFIRE 245	3081900	6814	0820FML0	HQ-2IS	CY31	LIT8	5975	3081900
SERVER	SUN MICROSYSTEMS	SUNFIRE 245	3081901	6814	0820FML0	HQ-2IS	CY31	LIT8	5975	3081901
SERVER	SUN MICROSYSTEMS	SUNFIRE 245	3081902	6814	0820FML0	HQ-2IS	CY31	LIT8	5975	3081902
SERVER	SUN MICROSYSTEMS	SUNFIRE T200(	3081775	15847	0808BD15	HQ-2IS	CS33	LIT9	7035	3081775
SERVER	SUN MICROSYSTEMS	SUNFIRE T200(	3081776	15847	0809BD16	HQ-2IS	CS33	LIT9	7035	3081776
SERVER	SUN MICROSYSTEMS	SUNFIRE T200(	3081779	15847	0808BD16	HQ-2IS	CS33	LIT9	7035	3081779
SERVER	SUN MICROSYSTEMS	SUNFIRE T200(	3081783	15847	0808BD16	HQ-2IS	CS33	LIT9	7035	3081783
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672573	4705	FM452501	HQ-2IS	CY31	LIT8	7021	1672573
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672575	4705	FM452501	HQ-2IS	CS33	LIT9	7021	1672575
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672576	4705	FM452300	HQ-2IS	CS33	LIT9	7021	1672576
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672577	4705	FM452501	HQ-2IS	CS33	LIT9	7021	1672577
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672578	4705	FM452501	HQ-2IS	CS33	LIT9	7021	1672578
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672581	4705	FM452500	HQ-2IS	CS33	LIT9	7021	1672581
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672583	4705	FM502100	HQ-2IS	CY31	LIT8	7021	1672583
SERVER	SUN MICROSYSTEMS	SUNFIRE V210	1672584	4705	HM332187	HQ-2IS	CY31	LIT8	7021	1672584
SERVER	SUN MICROSYSTEMS	SUNFIRE V240	1672579	3420	FN502200	HQ-2IS	CY31	LIT8	7021	1672579
SERVER	SUN MICROSYSTEMS	SUNFIRE V240	1672580	3420	FN502201	HQ-2IS	CS33	LIT9	7021	1672580
SERVER	SUN MICROSYSTEMS	SUNFIRE V240	1672582	3420	FN502200	HQ-2IS	CS33	LIT9	7021	1672582
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165633	6814	0735FML0	HQ-2IS	CY31	LIT8	7035	2165633
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165634	6814	0735FML0	HQ-2IS	CY31	LIT8	7035	2165634
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165636	6814	0735FML0	HQ-2IS	CS33	LIT9	7035	2165636
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165637	6814	0735FML0	HQ-2IS	CY31	LIT8	7035	2165637

SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165638	6814	0735FML0	HQ-2IS	CS33	LIT9	7035 2165638
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165639	6814	0735FML0	HQ-2IS	CS33	LIT9	7035 2165639
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165641	6814	0735FML0	HQ-2IS	CS33	LIT9	7035 2165641
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165644	7238	0735FML0	HQ-2IS	CS33	LIT9	7035 2165644
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165645	7238	0734FML0	HQ-2IS	CY31	LIT8	7035 2165645
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165646	7238	0735FML0	HQ-2IS	CY31	LIT8	7035 2165646
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165647	7238	0735FML0	HQ-2IS	CY31	LIT8	7035 2165647
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165648	7238	0735FML0	HQ-2IS	CY31	LIT8	7035 2165648
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165651	5939	0738FML0	HQ-2IS	CS33	LIT9	7035 2165651
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165810	7753	0810FML0	HQ-2IS	CY31	LIT8	7035 2165810
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165811	7753	0810FML0	HQ-2IS	CY31	LIT8	7035 2165811
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165812	7753	0810FML0	HQ-2IS	CS33	LIT9	7035 2165812
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165813	7753	0810FML0	HQ-2IS	CS33	LIT9	7035 2165813
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165814	7753	0810FML0	HQ-2IS	CY31	LIT8	7035 2165814
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165815	7753	0810FML0	HQ-2IS	CS33	LIT9	7035 2165815
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165816	7753	0810FML0	HQ-2IS	CY31	LIT8	7035 2165816
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165817	7753	0810FML0	HQ-2IS	CS33	LIT9	7035 2165817
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165818	6779	0750FML0	HQ-2IS	CY31	LIT8	7035 2165818
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165819	6779	0751FML0	HQ-2IS	CY31	LIT8	7035 2165819
SERVER	SUN MICROSYSTEMS	SUNFIRE V245	2165820	6779	0750FML0	HQ-2IS	CY31	LIT8	7035 2165820
SERVER	SUN MICROSYSTEMS	SUNFIRE V345	2165652	5939	0738FML0	HQ-2IS	CY31	LIT8	7035 2165652
SERVER	SUN MICROSYSTEMS	SUNFIRE X410(	1644645	4964	070BD0A2	HQ-2IS	CS33	LIT9	7035 1644645
SERVER	SUN MICROSYSTEMS	SUNFIRE X410(	1644646	4964	0709BD0B	HQ-2IS	CS33	LIT9	7035 1644646
SERVER	SUN MICROSYSTEMS	SUNFIRE X410(	1644647	4964	0708BD0B	HQ-2IS	CS33	LIT9	7035 1644647
SERVER	SUN MICROSYSTEMS	SUNFIRE X410(	1644648	4964	0708BD0A	HQ-2IS	CY31	LIT8	7035 1644648
SERVER	SUN MICROSYSTEMS	SUNFIRE X420(	1672537	1771	0708BD01	HQ-2IS	CY31	LIT8	7035 1672537
SERVER	SUN MICROSYSTEMS	SUNFIRE X420(	1672538	1771	0708BD01	HQ-2IS	CS33	LIT9	7035 1672538
SERVER	SUN MICROSYSTEMS	SUNFIRE X420(	1672539	1771	0708BD01	HQ-2IS	CY31	LIT8	7035 1672539
SERVER	SUN MICROSYSTEMS	T5240	2172367	26441	FML10220	HQ-2IS	CY31	LIT8	7125 2172367
SERVER	SUN MICROSYSTEMS	T5240	3081774	32470	BEL0825Q	HQ-2IS	CS33	LIT9	7035 3081774
SERVER	SUN MICROSYSTEMS	T5240	3081777	32470	BEL08191	HQ-2IS	CS33	LIT9	7035 3081777
SERVER	SUN MICROSYSTEMS	T5240	3081778	32470	BEL08191	HQ-2IS	CS33	LIT9	7035 3081778
SERVER	SUN MICROSYSTEMS	T5240	3081780	32470	BEL08191	HQ-2IS	CY31	LIT8	7035 3081780
SERVER	SUN MICROSYSTEMS	T5240	3081781	32470	BEL08191	HQ-2IS	CY31	LIT8	7035 3081781

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

SERVER	SUN MICROSYSTEMS	T5240	3081782	32470	BEL08191	HQ-2IS	CS33	LIT9	7035	3081782
SERVER	SUN MICROSYSTEMS	ULTRA 10	2164848	1995	FW105106	HQ-2IS	CV17	LIT14	7035	2164848
STORAGE SYSTEM	SUN MICROSYSTEMS	7110	2172366	13384	1024QAE0	HQ-2IS	CY31	LIT8	7125	2172366
CD ROM	SUN MICROSYSTEMS INC	611	2165685	743	727G0714	HQ-2IS	CV18	LIT9	7025	2165685
COMPUTER, MICRO	SUN MICROSYSTEMS INC	SUN ULTRA	2165046	37125	632F126A	HQ-2IS	CS24	LIT9	7021	2165046
COMPUTER, MICRO	SUN MICROSYSTEMS INC	ULTRA 10	3035290	4000	FW041407	HQ-2IS	CT23	LIT9	7021	3035290
COMPUTER, MICRO	SUN MICROSYSTEMS INC	V240	2164051	3420	FN433201(	HQ-2IS	CS33	LIT9	7021	2164051
DISK ARRAY	SUN MICROSYSTEMS INC	3100	2501465	6456	1094MIL-0	HQ-2IS	CS33	LIT9	7025	2501465
DISK DRIVE UNIT	SUN MICROSYSTEMS INC	711	3066206	4422	0331F0008	HQ-2IS	CS33	LIT9	7025	3066206
EXTERNAL HARD DF	SUN MICROSYSTEMS INC	599206101	2040927	2587	650G8190	HQ-2IS	CS24	LIT9	7025	2040927
SERVER	SUN MICROSYSTEMS INC	SERVER	L004219	4066	FM639101	HQ-2IS	CY31	LIT8	7035	L004219
SERVER	SUN MICROSYSTEMS INC	SF V210	1644890	3146	FM550300	HQ-2IS	CY31	LIT8	7035	1644890
SERVER	SUN MICROSYSTEMS INC	SF V210	1644891	3146	FM550300	HQ-2IS	CS33	LIT9	7035	1644891
SERVER	SUN MICROSYSTEMS INC	SF V210	1644892	3146	FM551200	HQ-2IS	CY31	LIT8	7035	1644892
SERVER	SUN MICROSYSTEMS INC	SF V210	1644894	3146	FM550300	HQ-2IS	CY31	LIT8	7035	1644894
SERVER	SUN MICROSYSTEMS INC	SF V210	1644895	3146	FM551200	HQ-2IS	CY31	LIT8	7035	1644895
SERVER	SUN MICROSYSTEMS INC	SUN FIRE X420	2165932	11072	0626AM28	HQ-2IS	CY31	LIT8	7035	2165932
SERVER	SUN MICROSYSTEMS INC	SUN FIRE X420	2165933	11072	0626AM28	HQ-2IS	CY31	LIT8	7035	2165933
SERVER	SUN MICROSYSTEMS INC	SUNFIRE T200C	L004221	10696	0635NNNN	HQ-2IS	CS33	LIT9	7035	L004221
SERVER	SUN MICROSYSTEMS INC	SUNFIRE T200C	L004222	10696	0635NNN0	HQ-2IS	CY31	LIT8	7035	L004222
SERVER	SUN MICROSYSTEMS INC	SUNFIRE T200C	L004223	10696	0637NNN0	HQ-2IS	CS33	LIT9	7035	L004223
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V20Z	1644630	3453	0612MM20	HQ-2IS	CS33	LIT9	7035	1644630
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V20Z	1644631	3453	0612MM20	HQ-2IS	CS33	LIT9	7035	1644631
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V20Z	2501468	2408	0536MM21	HQ-2IS	CS33	LIT9	7035	2501468
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	2165860	2721	FX613400	HQ-2IS	CY31	LIT8	7035	2165860
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	3066270	2721	FM609502	HQ-2IS	CU16	LIT8	7035	3066270
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004207	4066	FM639102	HQ-2IS	CS33	LIT9	7035	L004207
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004209	4066	FM639101	HQ-2IS	CY31	LIT8	7035	L004209
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004210	4066	FM639100	HQ-2IS	CS33	LIT9	7035	L004210
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004211	4066	FM635502	HQ-2IS	CS33	LIT9	7035	L004211
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004213	4066	FM635502	HQ-2IS	CY31	LIT8	7035	L004213
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004214	4066	FM635501	HQ-2IS	CY31	LIT8	7035	L004214
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004215	4066	FM638400	HQ-2IS	CY31	LIT8	7035	L004215
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004216	4066	FM637300	HQ-2IS	CY31	LIT8	7035	L004216

SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004217	4066	FM626100	HQ-2IS	CY31	LIT8	7035 L004217
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004218	4066	FM639101	HQ-2IS	CS33	LIT9	7035 L004218
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004220	4066	FM639101	HQ-2IS	CY31	LIT8	7035 L004220
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004233	4066	FM639101	HQ-2IS	CS33	LIT9	7035 L004233
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004234	4066	FM635501	HQ-2IS	CS33	LIT9	7035 L004234
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004235	4066	FM639101	HQ-2IS	CS33	LIT9	7035 L004235
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004236	4066	FM639101	HQ-2IS	CY31	LIT8	7035 L004236
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004237	4066	FM635502	HQ-2IS	CY31	LIT8	7035 L004237
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004238	4066	FM635502	HQ-2IS	CS33	LIT9	7035 L004238
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004239	4066	FM635501	HQ-2IS	CS33	LIT9	7035 L004239
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004240	4066	FM633400	HQ-2IS	CY31	LIT8	7035 L004240
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004241	4066	FM635502	HQ-2IS	CY31	LIT8	7035 L004241
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004242	4066	FM635502	HQ-2IS	CY31	LIT8	7035 L004242
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004243	4066	FM685502	HQ-2IS	CS33	LIT9	7035 L004243
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V210	L004244	4066	FM635502	HQ-2IS	CY31	LIT8	7035 L004244
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004203	3695	FN638100	HQ-2IS	CY31	LIT8	7035 L004203
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004204	3695	FN638103	HQ-2IS	CS33	LIT9	7035 L004204
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004205	3695	FN638201	HQ-2IS	CY31	LIT8	7035 L004205
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004228	3695	FN638201	HQ-2IS	CY31	LIT8	7035 L004228
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004229	3695	FN638100	HQ-2IS	CY31	LIT8	7035 L004229
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004230	3695	FN638103	HQ-2IS	CY31	LIT8	7035 L004230
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004231	3695	FN638100	HQ-2IS	CT29	LIT9	7035 L004231
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V240	L004232	3695	FN638200	HQ-2IS	CS33	LIT9	7035 L004232
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V245	2165802	6000	0810FML0	HQ-2IS	CS33	LIT9	7035 2165802
SERVER	SUN MICROSYSTEMS INC	SUNFIRE V245	2165803	6000	0810FML0	HQ-2IS	CS33	LIT9	7035 2165803
SERVER	SUN MICROSYSTEMS INC	SUNFIRE X410	L004224	1995	0638AM12	HQ-2IS	CY31	LIT8	7035 L004224
SERVER	SUN MICROSYSTEMS INC	SUNFIRE X410	L004225	1995	0638AM12	HQ-2IS	CY31	LIT8	7035 L004225
SERVER	SUN MICROSYSTEMS INC	SURFIRE V240	L004206	3695	FN638100	HQ-2IS	CS33	LIT9	7035 L004206
SERVER	SUN MICROSYSTEMS INC	V100	2501472	878	FV540400	HQ-2IS	CY31	LIT8	7035 2501472
SERVER	SUN MICROSYSTEMS INC	V120	1664141	4765	FF310200	HQ-2IS	CY31	LIT8	7035 1664141
SERVER	SUN MICROSYSTEMS INC	V120	2102950	4357	CF240042	HQ-2IS	CS33	LIT9	7035 2102950
SERVER	SUN MICROSYSTEMS INC	V120	3012781	5326	CF239036	HQ-2IS	CS33	LIT9	7035 3012781
SERVER	SUN MICROSYSTEMS INC	V210	1644659	5688	FM437301	HQ-2IS	CY31	LIT8	7035 1644659
SERVER	SUN MICROSYSTEMS INC	V210	1644660	5688	FM452501	HQ-2IS	CY31	LIT8	7035 1644660

SERVER	SUN MICROSYSTEMS INC	V210	1644661	5688	FM502100	HQ-2IS	CY31	LIT8		7035	1644661
SERVER	SUN MICROSYSTEMS INC	V210	1644662	5688	FM452501	HQ-2IS	CY31	LIT8		7035	1644662
SERVER	SUN MICROSYSTEMS INC	V210	1644663	5688	FM502100	HQ-2IS	CY31	LIT8		7035	1644663
SERVER	SUN MICROSYSTEMS INC	V210	1644664	5688	FM452501	HQ-2IS	CY31	LIT8		7035	1644664
SERVER	SUN MICROSYSTEMS INC	V210	2164787	4705	FM437300	HQ-2IS	CS33	LIT9		7035	2164787
SERVER	SUN MICROSYSTEMS INC	V210	2501425	3630	HM332187	HQ-2IS	CY31	LIT8		7035	2501425
SERVER	SUN MICROSYSTEMS INC	V210	2501426	3630	HM333396	HQ-2IS	CT29	LIT9		7035	2501426
SERVER	SUN MICROSYSTEMS INC	V210	2501427	3630	HM333392	HQ-2IS	CY31	LIT8		7035	2501427
SERVER	SUN MICROSYSTEMS INC	V210	2501428	3630	HM332186	HQ-2IS	CY31	LIT8		7035	2501428
SERVER	SUN MICROSYSTEMS INC	V210	2501429	3630	HM333396	HQ-2IS	CY31	LIT8		7035	2501429
SERVER	SUN MICROSYSTEMS INC	V210	2501430	3630	HM333396	HQ-2IS	CY31	LIT8		7035	2501430
SERVER	SUN MICROSYSTEMS INC	V210	2501432	3630	HM332187	HQ-2IS	CY31	LIT8		7035	2501432
SERVER	SUN MICROSYSTEMS INC	V210	2501433	3630	HM333396	HQ-2IS	CY31	LIT8		7035	2501433
SERVER	SUN MICROSYSTEMS INC	V210	2501434	3630	HM333392	HQ-2IS	CS33	LIT9		7035	2501434
SERVER	SUN MICROSYSTEMS INC	V210	2501451	3938	FM512604	HQ-2IS	CY31	LIT8		7035	2501451
SERVER	SUN MICROSYSTEMS INC	V210	2501455	3630	FM452501	HQ-2IS	CS33	LIT9	8/5/2005	8/5/2004 7035	2501455
SERVER	SUN MICROSYSTEMS INC	V210	2501463	4145	FM531300	HQ-2IS	CY31	LIT8		7035	2501463
SERVER	SUN MICROSYSTEMS INC	V210	2501464	2610	FM531100	HQ-2IS	CY31	LIT8		7035	2501464
SERVER	SUN MICROSYSTEMS INC	V240	1644658	8570	FN439102	HQ-2IS	CS33	LIT9		7035	1644658
SERVER	SUN MICROSYSTEMS INC	V240	2501462	6013	FN532300	HQ-2IS	CS33	LIT9		7035	2501462
SERVER	SUN MICROSYSTEMS INC	V60X	1672643	9000	FM415200	HQ-2IS	CS33	LIT9		7035	1672643
SERVER	SUN MICROSYSTEMS INC	V60X	2501446	3695	FG438500	HQ-2IS	CY31	LIT8		7035	2501446
SERVER	SUN MICROSYSTEMS INC	V60X	2501447	9000	SFG42510	HQ-2IS	CY31	LIT8		7035	2501447
SERVER	SUN MICROSYSTEMS INC	V60X	2501467	8527	FG419400	HQ-2IS	CS33	LIT9		7035	2501467
SERVER	SUN MICROSYSTEMS INC	V65X	1644859	3995	FG436400	HQ-2IS	CS33	LIT9		7035	1644859
SERVER	SUN MICROSYSTEMS INC	V65X	1644861	3995	FG436400	HQ-2IS	CS33	LIT9		7035	1644861
SERVER	SUN MICROSYSTEMS INC	V65X	1644866	9450	FG436400	HQ-2IS	CS33	LIT9		7035	1644866
SERVER	SUN MICROSYSTEMS INC	V65X	2501440	9449	FG436400	HQ-2IS	CS33	LIT9		7035	2501440
SERVER	SUN MICROSYSTEMS INC	W-19800	2501461	4145	FM531300	HQ-2IS	CS33	LIT9		7035	2501461
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	2102951	1298	241C543C	HQ-2IS	CS33	LIT9		7025	2102951
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	2108920	1453	151C5E7E	HQ-2IS	CT27	LIT9		7025	2108920
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	2501424	1235	322AD1CF	HQ-2IS	CS33	LIT9		7025	2501424
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	3012816	1235	305AD1B2	HQ-2IS	CS33	LIT9		7025	3012816
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	3012817	1235	305AD1AF	HQ-2IS	CS33	LIT9		7025	3012817

Attachment D
IAGP (On-Site) NFS 1852.245-71
NNH12CF39C
April 8, 2011

TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	3012818	1235	305AD1B4	HQ-2IS	CS33	LIT9	7025	3012818
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	3012819	1235	305AD1E4	HQ-2IS	CS33	LIT9	7025	3012819
TRANSPORT, MAGNE	SUN MICROSYSTEMS INC	611	3066205	2094	108C51FD	HQ-2IS	CS33	LIT9	7025	3066205
INTERFACE UNIT, VI	TANDBERG INC.	CODEC 6000 / 1	2164926	15430	25A20871	HQ-2IS	5E44	LIT14	5836	2164926
STREAMING MEDIA I	VIEWCAST CORP	96-01225	2172244	21995	HD101000	HQ-2IS	CQ31	LIT14	7025	2172244
STREAMING MEDIA I	VIEWCAST CORP	96-01225	2172245	21995	HD101000	HQ-2IS	CQ31	LIT14	7025	2172245

Attachment D-1
IAGP (On-Site Workstations) NFS 1852.245-71
NNH12CF39C
April 8, 2011

Description	Quantity	Location
Destop Computers*	39	HQ Building
Latptop Computers*	21	HQ Building
Printers**	4	HQ Building

*All computeres will be configured to support the business applications specified in the PWS

**Printers will have shared printing capabilities

Attachment D-2
HITSS IAGP (On-Site Software)
May 6, 2011

Application	Version
PuTTY	0.6
Remote Desktop Connection	XP
VMWare Vcenter	4
VMWare ESX VSphere	4.1.0
Veritas Netbackup	6.5
Solarwinds	10
IBM Appscan	7.9
Jumpstart	10
Kickstart	5
PXE	5
Oracle Enterprise Manager	10G
RMAN	10G
DBArtisan	8.7
SQL Server Studio	2008
Microsoft Access	2007
WinSCP	4.2.9
Microsoft Visio	2007
Wordpress	3.1.1
Roxio	5
Hyperterminal	XP
Toad	9.1
SQL Developer	1.5
Filemaker Developer	7
Cisco Unified Communication Manager	7.1
Filezilla	3.4
Clonezilla	1.2
Cisco VPN	4.0.5
Red Hat Linux (RHEL)	5.x / 6.x
Adobe ColdFusion Enterprise	8 & 9
Red Hat Enterprise Linux ES	5.x
Microsoft SQL Server Enterprise Edition	2005 / 2008
Windows Server	2003 / 2008
Mac OS X Server	10.x
Solaris	9.x / 10.x
Tivoli Storage manager (TSM) Server	6.2
Key Survery	7.1
VMWare ESX VSphere	4.1
NetBackup	6.5

Attachment D-2
HITSS IAGP (On-Site Software)
June 22, 2012

Operating System	Application	Version
Red Hat Enterprise Linux Server release 5 5.5 (Tikanga)	Apache 2	2
Solaris 10 SPARC	Apache Tomcat 5	5
Solaris 9 SPARC	Apache Tomcat 6	6
	BRIO 8.1.0	8.1.0
	CiscoACS 2.3.6(2)	2.3.6(2)
	ColdFusion Server 6,1,0,63958	6,1,0,63958
	Coldfusion 8,0,0,176276	8,0,0,176276
	Coldfusion 9,0,0,251028	9,0,0,251028
	Crystal Reports 11.5	11.5
	Google Search Appliance 6.0.0.G.32 (CentOS-based)	6.0.0.G.32
	Helix Server (Tahiti) (14)	-14
	Nagios 2.9	2.9
	NetBackup Server 6.5	6.5
	OpenView 7.5	7.5
	Oracle 10	10
	ProFTPD 1.2.10,HQ_REV=04.06062005	4.06062005
	Putty	
	RSA Authentication Manager 6.0.2	6.0.2
	SAMBA 3.4.7,REV=2010.04.21	3.4.7
	Snort 2.8.6.1	2.8.6.1
	Subversion 1.5.4	1.5.4
	Sun Java System Web Server 7	7
	Sun ONE Web Server 6.1	6.1
	Sun ONE Web Server 7	7
	SunONE Directory Server 5.2p4	5.2p4
	Tivoli Storage Manager 6.1.2.0	6.1.2.0
	Tivoli Storage Manager/Sun Server 5.3.4.2	5.3.4.2
	Webtop 10	10
	Winscp	
	Worldspace version 3	3
	Xming Server	
	gpg (GnuPG) 1.2.1	1.2.1
	mysql 5.0.45	5.0.45

Attachment D-2
HITSS IAGP (On-Site Software)
June 22, 2012

Operating System
Server 2008, Enterprise Edition 6.0 Build 6001 SP2 32
Server 2008, Enterprise Edition 6.0 Build 6001 SP2 64
Server 2008, Standard Edition 5.2./SP2 32
Server 2008, Standard Edition 5.2./SP2 64
Server 2003, Enterprise Edition 5.2/SP2 Build 3790
Server 2003, Standard Edition 5.2./SP2 Build 3790
Server 2003, Standard Edition 5.2./SP2/R2 Build 3790
Server 2003, Standard Edition 5.2./SP1 Build 3790
Server 2000, Standard Edition 5.0./SP4 Build 2195
MAX OS X
MAX OS X
MAX OS X

Attachment D-2
HITSS IAGP (On-Site Software)
June 22, 2012

Application	Version
Microsoft Server Update Service Version 3.2.7600.226	3.2.7600.226
Microsoft Windows Internet Naming Service 1.0	1.0
Microsoft Active Directory Sites and Services Version 5.2.379.	5.2.379.
Microsoft Group Policy Management Console Version 1.0.2	1.0.2
Microsoft IIS 6.0	6.0
Microsoft IIS7.0	7.0
Microsoft Sql Server 2005	2005
Microsoft Sql Server 2000	2000
Microsoft Mysql 5.0	5.0
ColdFusion 9,0,0,2	9,0,0,2
NetBackup Server 6.5.5	6.5.5
Putty	
Xming Server	
Microsoft Management Console 3.0	3.0
NETIQ Directory and Resource Administrator 8.50	8.50
NETIQ Group Policy Administrator 6.2.0.372	6.2.0.372
Solarwinds Orion Core ver 2010.2.1	2010.2.1
Nagios 2.9	2.9
KACE1000	
CICO	
Symantec Endpoint Protection Manager Version 11.0	11.0
Symantec System Center Version 10.1.5.5000	10.1.5.5000
Cisco VPN Version 5.0.06.0160	5.0.06.0160
Secure Copy Version 5.5	5.5
NetApp Ontap Version 7.2	7.2
VeriSign Aladin eToken Version 4.55.81	4.55.81
Versign Managed PKI	
Hyena Version 3.0	3.0
Verisgn Backup Exec Version 12.5	12.5
Iron Mountain SecureSync	
Cumulus Version 8.1.2	8.1.2
Filemaker Pro	
LanRev	

Attachment D-2
HITSS IAGP (On-Site Software)
June 22, 2012

Software Title	Description	Quantity
Adobe Acrobat	Server	5
Archibus / FM	Server	1
Backup Exec	Server	2
Backup Exec	Server	2
Backup Exec	Server	1
Basis Client	Server	107
BASIS Client	Server	
BASIS Development License BASIS Maintenance	Server	135
Basis Server	Server	
CaseSentry	Server	
CheckPoint	Server	1
Cisco CCX Unified IP & IVR	Server	25
Cisco Secure Access Control	Server	2
Cisco-Wireless Control System	Server	2
Cold Fusion MX	Server	2
Cold Fusion Studio	Server	
ColdFusion MX support	Server	2
Coldfusion Std	Server	2
ConnectDirect	Server	
Data Masker for Oracle	Server	
Data Masker for SQL Server	Server	
Data Server ELS - Archived	Server	3
DELL Hardware Support (DelMar)	Server	
ePrintDirect	Server	1
FAX Sr Server	Server	
FileMaker	Server	3
FileMaker Server 7 Upgrade	Server	4
FMPro Server 7.0 v3	Server	4
Foundstone	Server	
Free BSD	Server	
GCC Utility	Server	
HP OpenView for NT/Solaris	Server	1
iEmpower	Server	
iPlanet Web Server Enterprise Edition	Server	
Java Utility	Server	
Juniper Network-SNA	Server	
Linux Network Operating System	Server	
Linux Red Hat OS -Archived	Server	1
MAC OS X/Leopard	Server	
MAC OS/Spooling	Server	
Mac OSX Server Snow Leopard	Server	
Managed PKI for SSL Renewal Gold Support Extra Administrator	Server	
MRTG	Server	
Netbackup Enterprise-Tier 1	Server	1
Netbackup Enterprise-Tier 3	Server	1

Netbackup Option Vault	Server	2
Netbackup Option-Library	Server	4
Netbackup Option-Tier 3	Server	1
Netbackup Option-Tier 4	Server	1
Netbackup Standard	Server	5
Netoctopus	Server	
Oracle/Net 8	Server	
PageGate	Server	100
PatchLink	Server	3300
Perl Utility	Server	
PocketMac for BlackBerry	Server	2
Qpopper	Server	
realProducer Plus	Server	
Retrospect Backup Server Upgrade	Server	2
Retrospect Remote	Server	
Scalar i2000	Server	
Servlet Container	Server	
SGI Irix Network Operating System	Server	
SiteNet (Liebert)- Archived	Server	2
SMS Asset Insight	Server	
Sourcefire Defense Center	Server	
SQL Server Cold Fusion Application Server	Server	
SQL Server Enterprise	Server	50
SQL Server Standard	Server	2
SQL Server Std Edition	Server	30
SUN	Server	
SunFire	Server	
SunFire	Server	
SunFire	Server	
SunFire	Server	
Sunfire	Server	
Sunfire	Server	
SYMC Backup Exec Agent Remote For Linux	Server	
Team Track (SEF)/Mashups	Server	5
Team Track/Mashups	Server	30
Vara Wirecast	Server	
Verisign Managed PKI for SSL	Server	50
Verisign Security Secure Socket Layer (SSL) Certificates	Server	60
Verity Ultraseek Bundle (Search Engine)	Server	
VPN	Server	
Web Load- Archived	Server	10
Web Server	Server	
Web Trends	Server	
Websense	Server	
WebStar	Server	
Windows 2003 std r2	Server	10

Windows 2003 Std Server	Server	1
Windows Server 2000 Standard	Server	2
Windows Server 2000 Standard	Server	2
Windows Server ENT 2003	Server	2
Windows Server Enterprise	Server	125
Windows Server Standard	Server	50
Windows Server Standard	Server	100

Attachment E – Contract Historical Data
April 8, 2011
NNH12CF39C

As provided in clause G.7 ADVANCED AGREEMENT BETWEEN THE PARTIES: REQUIREMENT TO PROVIDE CONTRACT HISTORICAL DATA, and based on the written request from the Contracting Officer, the Contractor shall provide all of the following historical data from this contract:

(1) Provide all labor resources employed under this contract in the last twelve months , by Company Labor Category . For each labor category, provide the number of full-time equivalents (FTEs), the current average wage rate (unburdened "straight time" rate), and the average seniority level;
(2) For each labor category, identify the most recent date that wages were escalated and provide the percentage by which wages were escalated;
(3) For each labor category, identify whether the category is "exempt", "non-exempt", or "union" as governed under the Services Contract Act;
(4) For each labor category, provide a brief position description in sufficient detail to indicate the duties of each category and any minimum education and experience requirements.

Example Table of Requested Data:

Labor Category	# of *FTE by Company's Title	**Current Weighted Avg. Unburdened Hourly Rate for this category	Average Seniority for this category	Date and amount of last rate escalation	Identification "exempt," "non-exempt", "union"
b(4)					

* *1 FTE is defined as the work of a full time equivalent. Example: Four employees working 2 hours per day make up one FTE.*
** *Straight time labor rates only, not bid rates or burdened rates*

(5) Provide the actual non-labor (other direct costs) expenditures for the prior twelve months, delineated by each of the following cost elements: Materials, equipment, travel, supplies, and any other non-labor expenditures (e.g. service centers, training, facilities, etc.);
(6) Provide an estimate of the number of FTEs, including associated labor category titles/descriptions, for those personnel currently supporting this contract that are accounted for as indirect. This may include administrative employees (e.g., accounting or clerical personnel), management employees and/ or technical employees (e.g. computer support personnel); and

(7) The information required in (1) through (6) above shall be provided for the prime contractor and all significant subcontractors. Significant subcontractors are those subcontractors that have performed more than **$TBD** million in work over the life of this contract.

Pages 206 through 263 redacted for the following reasons:
- -
b(4), b(4) Attachment F - Safety and Health Plan
b(4), b(4) Attachment H - Security Management Plan

CLAUSE J.1 ATTACHMENT I

FINANCIAL MANAGEMENT REPORTING

FOR

HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES (HITSS)

NNH12CF39C

APRIL 8, 2011

Attachment I
NNH12CF39C
April 8, 2011

Financial Management Reporting Requirements

General

Financial Management Reports shall be submitted by the Contractor on the NASA 533 series reports, in accordance with the instructions on the reverse of the forms, NASA Procedural Requirements NPR 9501.2D entitled "NASA Contractor Financial Management Reporting, dated May 23, 2001, and additional instructions issued by the Contracting Officer.

a. Level of Detail

The Contractor's 533 Reports shall contain a summary of total contract costs, as well as the following:

1. For the core requirement a separate 533 sheet for each major section of the Performance Work Statement.

    a. Program Management
    b. Program-wide Services
    c. Customer Relationship Management
    d. Application Development and Information Management
    e. NASA HQ Data Center
    f. Systems Engineering and Integration (SE&I)
    g. IT Security Program

2. For the task orders issued under the IDIQ portion of the contract, submit a separate 533 sheet for each task order. A breakout for each major section of the Performance Work Statement is not necessary for IDIQ task orders.

The Contractor shall ensure that all Subcontractor invoices are received in a timely manner to ensure they get incorporated into the 533 in the time period for which costs were incurred.

The reports shall contain a breakdown of each area by the elements of cost listed in paragraph c below.

b. Distribution

The Contractor shall distribute 533 reports to each addressee indicated in the Basic Contract Clause G.15 "Financial Management Reporting." The 533M and 533Q reports shall be distributed as follows:

Contracting Officer (electronic media)
Contracting Officer's Technical Representative (1 hard copy and electronic media)
Resources Analyst (1 hard copy and electronic media)
Regional Finance Office Cost Team, Code 155 (electronic media)

c. Reporting Requirements

Each report sheet shall provide costs data for reporting categories presented below:

1. Labor Categories:

    a. Direct On-Site Labor Hours by applicable labor category
    Prime
    Subcontractors (list separately)
    Total On-Site Direct Labor Hours

    b. Direct Off-Site Labor Hours by applicable labor category
    Prime
    Subcontractors (list separately)
    Total Off-Site Direct Labor Hours

    c. Direct On-Site Labor Dollars by applicable labor category
    Prime Only

    d. Direct Off-Site Labor Dollars by applicable labor category
    Prime Only

2. Overhead Expenses

    a. Prime On-site Overhead

    b. Prime Off-site Overhead

    c. Total Prime Overhead

3. Other Direct Costs (ODCs):

    a. Subcontractor (list separately – one line for total costs for each subcontractor)

    b. Travel

c. Training

d. Maintenance Agreements

e. HITSS Catalog Purchases

f. Life Cycle Refresh

g. Tactical Plan

h. Miscellaneous Other ODC's

i. Total ODCs

4. Subtotal (Labor, Overhead and ODCs)

5. G&A Expense

6. Subtotal Cost thru G&A

For CPIF Core requirement and CPIF task orders:

7. Total Cost (Target)

8. Incentive Fee (Target)

9. Total Cost-Plus-Incentive-Fee (CPIF)

For CPFF task orders:

7. Total Estimated Cost

8. Fixed Fee

9. Total Cost-Plus-Fixed-Fee (CPFF)

PERSONAL IDENTITY VERIFICATION (PIV) CARD ISSUANCE PROCEDURES

PIV Card Issuance Procedures in accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel. FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

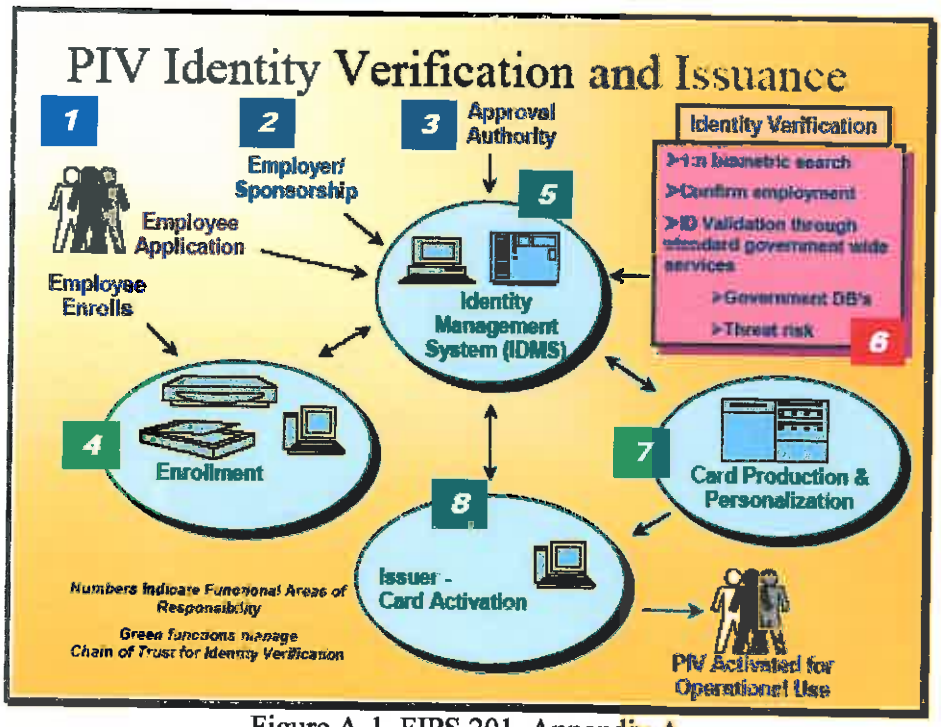

Figure A-1, FIPS 201, Appendix A

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[1] 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.

[1] 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

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.

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.

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.

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.

3. Upon return of the completed NAC, the process will continue from Step 5.

ATTACHMENT K

INCENTIVE FEE PLAN AND INCENTIVE FEE QUALITY ASSURANCE PLAN

FOR

HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES (HITSS)

NNH12CF39C

MAY 7, 2012

NASA HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES (HITSS) INCENTIVE FEE PLAN

I. INTRODUCTION

This Incentive Fee Plan reflects the agreement between the Government and the Contractor regarding incentive fees available under the contract. It explains the applicability and operation of incentive fee clauses contained elsewhere in the contract. This plan addresses only the negotiated incentive fees. It does not apply to tasks ordered under the contract on a cost-plus-fixed-fee basis (CPFF) under the Indefinite Delivery Indefinite Quantity (IDIQ) provisions.

II. BACKGROUND

This contract includes a cost-plus-incentive-fee (CPIF) core requirement for information technology support services for the Information Technology and Communications Division. In addition, some IDIQ tasks may be ordered on a CPIF basis. Under the core requirement and CPIF task orders, there are incentive fees for technical performance and cost. The operation of these incentives is detailed in this plan.

III. INCENTIVE FEES

Contract Clause B.11, [Core] Estimated Cost and Incentive Fee, provides the estimated cost and incentive fee applicable to the core requirement of this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

Contract Clause B.10, [IDIQ] Estimated Cost and Incentive Fee, provides the estimated cost and incentive fee applicable to any tasks awarded as CPIF tasks under this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

In accordance with Clauses B.7, [Core] Incentive Fee Pools, the incentive fees negotiated under the contract are divided between the technical and cost incentive fee pools as follows: technical performance 70% and cost performance 30%. The amount of the incentive fee the Contractor earns depends on performance in each of the incentive fee areas being measured. Technical performance incentive fee is earned based solely on technical performance. Cost performance incentive fee is earned based on cost performance.

The two incentive fee pools are separate and distinct, and the fee earned from each is determined separately based on different performance parameters. The two incentive fee pools are discussed individually in the following sections.

A. Technical Performance Incentive Fee

The Government and the Contractor agree that:

1. During each evaluation period, the Contractor may earn technical performance incentive fee for the core requirement based on the performance level achieved for each performance requirement identified in the tables in Section III.A.4.
2. During each evaluation period, the Contractor may earn technical performance incentive fee for CPIF tasks awarded under the IDIQ provisions of the contract, based on the performance levels established in the task order. Each CPIF task order will have its own set of performance standards and weightings, including method of calculation of the incentive fees.
3. The evaluation periods for which technical incentive fee is available is in accordance with the chart below for the entire period of performance, which includes a 1-year base and four 1-year options.

AVAILABLE TECHNICAL INCENTIVE FEE FOR EACH PERIOD

Contract Period	Incentive Fee Period	Start Date - End Date	Technical Incentive Fee*
Base	1	Contract Start Date plus 6 months	b(4)
Base	2	6-month period thereafter	
Option 1	3	6-month period thereafter	
Option 1	4	6-month period thereafter	
Option 2	5	6-month period thereafter	
Option 2	6	6-month period thereafter	
Option 3	7	6-month period thereafter	
Option 3	8	6-month period thereafter	
Option 4	9	6-month period thereafter	
Option 4	10	6-month period thereafter	
	Total		

*Technical Incentive Fee amounts are based on Target Fee only

4. Each required service (and associated performance requirement) shall be evaluated by the Government using the Incentive Fee Quality Assurance Plan Appendix 1, which provides details as to how samples are selected and evaluated. Each required service is weighted so that 100% of the evaluation for technical performance (and resulting technical performance incentive fee) will be derived from the performance requirements in this document.

    a. For Incentive Period 1, the technical performance incentives will be based on selected metrics from Program Management, Customer

Relationship Management, Applications Development, and Systems Engineering and Integration.

b. For Incentive Periods 2 through 10, the technical performance incentive fee pool shall be apportioned (weighted) between the technical performance categories as listed below.

Performance Category	Number of Performance Requirements	Incentive Fee
Program Management	4	b(4)
Program-wide Services	3	
Customer Relationship Management	1	
Applications Development and Information Management	1	
NASA Headquarters Data Center	2	
Systems Engineering and Integration	1	
IT Security	2	
Total	**14**	

Specific details concerning each performance requirement are contained in Section III.A.4.

5. The technical performance requirements for the core requirement are identified in the following tables.

Incentive Period 1: Transition and Stabilization

Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
T&S-1	2.2	Completion of Actions from Operational Readiness Review (ORR)	Outstanding actions from the ORR shall be completed within the required time period.	Maximum Fee	96% - 100% of the actions are completed by the due date.	b(4)
				Target Fee	90% - 95% of the actions are completed by the due date.	
				Minimum Fee	Less than 90% of the actions are completed by the due date.	
T&S-2	2.3.1	Content of Selected Initial Plans	The following Initial Plans will include the required elements specified in the PWS and IFQAP: -Application Service Framework	Maximum Fee	93%-100% of the required elements are included.	
				Target Fee	86%-92% of the required elements are included.	
				Minimum Fee	Less than 86% of the required elements are included.	

			-Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan			
T&S-3	2.2	Stakeholder Satisfaction with Transition and Stabilization	Ratings from transition stakeholders shall be no less than a "4" on a scale of 1-5, with "5" being the highest.	Maximum Fee	91% - 100% meet the criteria.	b(4)
				Target Fee	85% - 90% meet the criteria.	
				Minimum Fee	Less than 85% meet the criteria.	

Incentive Periods 2 - 10: Contract Operations

Program Management (2.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
1	2.3.2	Content of Selected Plan Updates	Semi-annual updates to the following Plans will include the required elements specified in the PWS and IFQAP: -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	Maximum Fee	96%-100% of the required elements are included.	b(4)
				Target Fee	83%-95% of the required elements are included.	
				Minimum Fee	Less than 83% of the required elements are included.	
2	2.3.2	Accomplishment of Plan Objectives	All objectives identified in the semi-annual updates to the following plans will be met: -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications	Maximum Fee	93%-100% of the objectives are completed.	
				Target Fee	81%-92% of the objectives are completed.	
				Minimum Fee	Less than 81% of the objectives are completed.	

			Disposition Plan -Training Program and Outreach Plan			
3	2.4	Adherence to Service Request Schedules	For all Service Requests completed during the evaluation period, all end dates shall be met in accordance with the scheduled completion date.	Maximum Fee	98% - 100% meet the criteria.	b(4)
				Target Fee	94% - 97% meet the criteria.	
				Minimum Fee	Less than 94% meet the criteria.	
4	3.2.1	Problem Ticket Response Time	Respond to problem tickets within 4 business hours (time to first response), resolution time within 3 business days, and user completion notification within 4 hours of ticket closure.	Maximum Fee	97% - 100% meet the criteria.	
				Target Fee	93% - 96% meet the criteria.	
				Minimum Fee	Less than 93% meet the criteria.	

Program-wide Services (3.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
5	3.2.1	Prime Time Password Resets	Respond to application password reset requests during Prime Time hours within 30 minutes and accomplish resets within 60 minutes.	Maximum Fee	Meet metrics 96%-100% of the time.	b(4)
				Target Fee	Meet metrics 90%-95% of the time.	
				Minimum Fee	Meet metrics less than 90% of the time.	
6	3.2.1	Restore Prime Time Service Outages for Applications and Servers	For service outages affecting more than one person, respond within 5 minutes with daily updates provided until the outage is mitigated.	Maximum Fee	Meet response and mitigation metrics 96% - 100% of the time.	
				Target Fee	Meet response and mitigation metrics 90% - 95% of the time.	
				Minimum Fee	Meet response and mitigation metrics less than 90% of the time.	
7	3.2.1	Resolve Prime Time Application and Server	For reported hardware and software problems, respond within 30 minutes	Maximum Fee	Meet response and mitigation metrics 96% - 100% of the time.	

		Hardware and Software Problems	with a fix accomplished within 12 prime-time business hours.	Target Fee	Meet response and mitigation metrics 90% - 95% of the time.	b(4)
				Minimum Fee	Meet response and mitigation metrics less than 90% of the time.	

Customer Relationship Management (4.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
8	4.1	Customer Satisfaction Surveys	Customer surveys shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.	Maximum Fee	98%-100% meet the criteria.	b(4)
				Target Fee	95%-97% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	

Applications Development and Information Management (5.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
9	5.13	Post-Release Bug Fixes	All application version releases shall be error free and not require post-release bug fixes.	Maximum Fee	93% - 100% are error free.	b(4)
				Target Fee	75% - 92% are error free.	
				Minimum Fee	Less than 75% are error free.	

NASA Headquarters Data Center (6.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
10	6.3	Data Center	Data Center systems and	Maximum	99.99% - 100% average	b(4)

		Availability	services (hosted and housed) shall be available on a 24 X 7 X 365 basis.	Fee	availability per month.	b(4)
				Target Fee	99.90% - 99.98% average availability per month.	
				Minimum Fee	Less than 99.90% average availability month.	
11	6.8	Compliance with Patch Management Plan	Data center servers shall be patched in accordance with the approved patch management plan and schedule.	Maximum Fee	99% - 100% meet the criteria.	
				Target Fee	95% - 98% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	

Systems Engineering and Integration (7.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
12	7.5	Delivery of Annual Tactical Plan and Quarterly Updates	Tactical Plan shall be fully documented and delivered annually after IT Board of Directors' approval; or Tactical Plan Status Report shall be provided quarterly to reflect current status and projections.	Maximum Fee	100% submitted on time.	b(4)
				Target Fee	50% submitted on time.	
				Minimum Fee	0% submitted on time.	

IT Security (8.0)						
Metric #	**PWS Section**	**Required Service**	**Performance Requirement**	**Fee Amount**	**Performance Level**	**Incentive Fee**
13	8.4	Vulnerability Mitigation	All system vulnerabilities shall be mitigated within the specified times, based on the assessed severity.	Maximum Fee	98% - 100% meet the criteria.	b(4)
				Target	95% - 97% meet the criteria.	

				Fee		b(4)
				Minimum Fee	92% - 94% meet the criteria.	
14	8.4.1	Incident Response	During non-Prime Time hours respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial page.	Maximum Fee	Meet the criteria 96% - 100% of the time.	
				Target Fee	Meet the criteria 90% - 95% of the time.	
				Minimum Fee	Meet the criteria less than 90% of the time.	

6. For each performance requirement, a comparison of the performance level achieved and the performance level associated with each fee amount (maximum fee, target fee, or minimum fee) will be made to determine the appropriate fee amount. Additionally, the performance level achieved will be rounded down, if required, when making the comparison. For example, a performance level achieved of 98.7% would be rounded down to 98% and not rounded up to 99%. The only exception is for Metric #10, Data Center Availability. For that metric, the calculation will be performed to two decimal places and the metric will be determined according to the performance levels listed.

7. The required services, performance requirements, performance levels and incentive fee weights may be adjusted by mutual agreement between the Government and the Contractor. Any adjustments shall be made by a modification to the contract prior to the start of an incentive period.

8. The Contracting Officer's decision as to the amount of technical performance incentive fee earned each evaluation period is a unilateral determination based on the established performance requirements and the performance levels achieved, and may be subject to the Disputes clause. All technical performance incentive fee payments for each evaluation period shall be final.

B. Cost Performance Incentive Fee

The Government and the Contractor agree that:

1. Cost performance incentive fee payable shall be determined based on the final total allowable cost at the completion of the contract compared against the target cost in accordance with the share ratios and procedures specified in Clauses B.8 and B.9.

2. Target cost and target fee:

   a. The target cost and target fee specified in this Schedule are subject to adjustment if the contract is modified in accordance with paragraph (d) of Clause B.7 or as specified in each individual task order.
   b. "Target cost," as used in this contract means the estimated cost of this contract as initially negotiated, adjusted in accordance with paragraph (d) of Clause B.7.

3. The Contractor may bill for provisional payment of cost performance incentive fees in accordance with Clause B.8.

APPENDIX 1:

INCENTIVE FEE QUALITY ASSURANCE PLAN

HEADQUARTERS IT SUPPORT SERVICES (HITSS) CONTRACT INCENTIVE FEE QUALITY ASSURANCE PLAN

This Incentive Fee Quality Assurance Plan (QAP) is developed to provide a disciplined process for evaluating the contractor's performance in order to determine conformity with the performance requirements of the Performance Work Statement. It is designed to aid the performance monitors in providing effective and systematic surveillance of contractor performance, and to provide the contractor with specific details of how the performance requirements will be evaluated. This plan consists of a sampling guide for each performance requirement identifying how and when surveillance will be performed.

The following sections of the sampling guide are explained:

Method of Surveillance – Identifies the method to be used for selecting samples (100% Inspection or Random Sample).

When a random sample will be selected, the following general process will be used to choose the samples:

1. The number of transactions (or tickets or other workload indicator) occurring during the time period will be determined and the transactions will be sorted by the initiation date (or other appropriate criteria).
2. The samples will be selected in a manner that ensures they are spread across the entire time period that is sampled (e.g., every fifth ticket will be a part of the sample). The spread between each transaction sampled will vary depending upon the sample size and actual number of transactions occurring during the evaluation period.

Lot Size – The estimated workload during a 6-month evaluation period.

Sample Size – The number or percentage of items from the lot that will be sampled.

Performance Requirement – Identifies the performance standard associated with a work requirement.

Sampling Procedure – Describes the procedure to be used in selecting the samples to be inspected, how often samples will be taken, and the relative weight of the samples.

Inspection Procedure – Describes what will be inspected and how, and how the metric will be calculated.

METRIC #T&S-1
Completion of Actions from Operational Readiness Review (ORR)

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 20 open actions from the ORR that will be due for completion during the first six months of the contract.

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Open actions identified during the ORR shall be completed within the required due date.

5. **Sampling Procedure:** All ORR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.

6. **Inspection Procedure:** The Government will review a report of closed ORR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion**.**

METRIC #T&S-2
Content of Selected Initial Plans

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** 29 required plan elements (5 plans and 6 elements each, except that one element does not apply to the Application Service Framework). All elements are of equal weight). The required plans are:

   - Application Service Framework
   - Application Service Roadmap and Implementation Plan
   - Data Center Modernization Plan
   - Legacy Applications Disposition Plan
   - Training Program and Outreach Plan

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Initial plan content of the five documents listed above will contain the 6 required elements listed below. Other required content specific to each plan is included in the PWS, but the incentive fee will be based upon the 6 elements that are applicable to all plans.

5. **Sampling Procedure:** The initial plans will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.

6. **Inspection Procedure**: The Government will review each of the five selected plans submitted during the six month period to determine if the following elements have been addressed:

   - Identifies the goal or goals that are addressed in the plan
   - Identifies the required skills needed
   - States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
   - Discusses technology maturity that can be supported within the current or projected NASA IT infrastructure
   - Includes 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months (does not apply to the Application Service Framework)
   - Is delivered and available by the due date

   Each element included in each plan counts as successfully meeting the metric. The total number of elements included in the plans will be divided by 29, then multiplied by 100, to determine if the overall metric has been met.

METRIC #T&S-3
Stakeholder Satisfaction with Transition and Stabilization

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 50 customer surveys.

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Surveys submitted by transition stakeholders shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.

5. **Sampling Procedure:** Surveys will be sent to all transition stakeholders, which include task monitors on the core requirement and task owners of all tasks issued during the first six months of the contract. Surveys will also be sent to all managers in the IT and Communications Division. All surveys returned from transition stakeholders will be included in the sample. All surveys will be of equal weight.

6. **Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least "4". (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the "Overall Rating".) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met.

PROGRAM MANAGEMENT (PWS SECTION 2.0)
METRIC #1
Content of Selected Plan Updates

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** 24 required elements of selected plan semi-annual updates (4 plans and 6 elements each – all of equal weight). The required plans included in this metric are:

    - Application Service Roadmap and Implementation Plan
    - Data Center Modernization Plan
    - Legacy Applications Disposition Plan
    - Training Program and Outreach Plan

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** The content of the semi-annual plan updates listed above will contain the 6 required elements listed below. Other required content specific to each plan is included in the PWS, but the incentive fee will be based upon the 7 elements that are applicable to all plans.

5. **Sampling Procedure:** The plan updates will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.

6. **Inspection Procedure**: The Government will review each of the four updates submitted during the six month period to determine if the following elements have been addressed:

    - Identifies the goal or goals that are addressed in the plan
    - Identifies the required skills needed
    - States that overall implementation can be accomplished within the estimated cost of the contract, or includes an estimated cost and basis of estimate (must provide both to successfully meet this element)
    - Includes specific actions taken during the past six months, and associated results, that definitively demonstrate that the objectives from the previous update or plan have been accomplished.
    - Includes 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months
    - Is delivered and available on or before the due date

    Each element included in each plan counts as successfully meeting the metric. The total number of elements included in the plans will be divided by 24, then multiplied by 100, to determine if the overall metric has been met.

PROGRAM MANAGEMENT (PWS SECTION 2.0)
METRIC #2
Accomplishment of Plan Objectives

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 30 quantifiable objectives (5-10 for each plan) submitted with the semi-annual updates of the following plans:

   - Application Service Roadmap and Implementation Plan
   - Data Center Modernization Plan
   - Legacy Applications Disposition Plan
   - Training Program and Outreach Plan

3. **Sample Size:** 100%.

4. **Performance Requirement:** All objectives identified in the semi-annual updates to the plans will be met.

5. **Sampling Procedure:** The Government will review the actions and results identified by the contractor for each objective included in the latest plan update, which cover the previous 6-month period. All objectives are of equal weight.

6. **Inspection Procedure:** Each plan update will identify 5-10 quantifiable objectives that the contractor intends to achieve over the following six months. The contractor's list of actions and results against those objectives will be examined. If the contractor states that the objective was accomplished, it will be included as a successful objective. The number of successful objectives will be divided by the total number of objectives evaluated across all four plans, then multiplied by 100, to determine the percentage completed.

PROGRAM MANAGEMENT (PWS SECTION 2.0)
METRIC #3
Adherence to Service Request Schedules

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 25 Service Requests per month or approximately 150 Service Requests per 6-month period.

3. **Sample Size:** 100% of all Service Requests with scheduled completion dates within the 6 month period of performance.

4. **Performance Requirement:** All Service Requests with completion dates that fall within the 6 month review period shall be completed by the scheduled completion date.

5. **Sampling Procedure:** The HQ Service Request (SR) management system shall be used to identify the SRs with scheduled completion dates that fall within the period. All SRs will be of equal weight.

6. **Inspection Procedure:**
    a. At the end of the 6-month period, the Government will access the SR management system.
    b. The Government will compare the Service Request scheduled completion dates with actual completion dates. If there are interim completion dates or milestones associated with an SR, only the final date will be used to determine if the metric was met.
    c. The total number of Service Requests with actual completion dates by the scheduled dates shall be divided by the total number with scheduled completion dates within the 6 month period.
    d. Service Requests that received Government approval to extend the scheduled completion date beyond that period shall not be included in this calculation.

PROGRAM MANAGEMENT (2.0)
METRIC #4
Problem Ticket Response Time

1. **Method of Surveillance:** Random Sampling.

2. **Lot Size:** Approximately 500 tickets per month, or approximately 3,000 tickets per 6-month period.

3. **Sample size:** Approximately 10% of tickets.

4. **Performance Requirement:** Respond to tickets within 4 business hours (time to first response), resolve problem within 3 business days, and notify user of completion within 4 hours of ticket closure. All three elements must be completed in the required time in order for a single ticket to be counted as successfully meeting the performance requirement.

5. **Sampling Procedure:** Perform random sampling of ticket logs from the Remedy system. All tickets will be weighted equally.

6. **Inspection Procedure:**
    a. For each ticket sampled, the Remedy log will be checked to determine the following:
        - If the customer was contacted within 4 business hours;
        - If the ticket was resolved within 3 business days; and
        - If the completion notification was sent to the customer within 4 hours of ticket closure.
    b. In order for a ticket to count as successfully meeting the metric, all three elements above must have been met. For example, if the customer was contacted within 4 business hours and the ticket was resolved in 3 business days, but the customer was not notified of completion within 4 hours, then that ticket will not count as a "successful" ticket. Total number of "successful tickets" divided by total number of tickets sampled, multiplied by 100, will determine the percentage completion.

PROGRAM-WIDE SERVICES (3.0)
METRIC #5
Prime Time Password Resets

1. **Method of Surveillance:** Random Sampling.

2. **Lot Size:** Approximately 180 password resets per month, or approximately 1,080 per 6-month period.

3. **Sample Size:** 20% per month.

4. **Performance Requirement:** Respond to application password reset requests during Prime Time hours within 30 minutes and accomplish resets within 60 minutes.

5. **Sampling Procedure:** A random sample will be pulled from all prime time password reset tickets on a monthly basis. The sample will be calculated as Total Number of Resets per period times .20 giving the sample size x. The sample size (x) will be used to select every 5th record from the total for review. Each ticket is of equal weight.

6. **Inspection Procedure:**

   a. Each ticket will be checked for initial response and resolution time. If the initial response is within 30 minutes of ticket creation **and** the reset was performed within 60 minutes of ticket creation, the item will be scored as successful. Both elements must meet the performance requirement in order to be considered successful.
   b. The results for each month will be added up at the end of the 6-month period.
   c. The calculation for the completion percentage will be the total of the successful tickets divided by total number of tickets sampled, multiplied by 100.

PROGRAM-WIDE SERVICES (3.0)
METRIC #6
Restore Prime Time Service Outages for Applications and Servers

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** 100% of occurrences within a 6 month period.

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Restore prime time service outages for Applications and servers. For service outages affecting more than one person, respond within 5 minutes with a daily updates provided until the outage is mitigated. The daily updates will be measured by recording that a status of the effort is given each business day at the daily tag-up meeting. The response within 5 minutes and daily statuses until resolution must both be met to count as successful.

5. **Sampling Procedure:** All reports will be pulled from Remedy for six month activity. It will be reviewed to identify all service outages for the period. The tickets selected for review will be all service outages created between the hours of 6AM and 6PM, noting the initial response and completion date.

6. **Inspection Procedure:** For each prime-time outage, the Remedy system logs will be examined to determine if initial response was made within 5 minutes. Records of daily tag-up meetings will be reviewed to determine if statuses were provided each business day until the outage was resolved. The number of outages that meet both criteria to be successful will be scored as a 1. The total of items that received a 1 score will be divided by the total number of outages for the period and multiplied by 100 to get the overall percentage.

PROGRAM-WIDE SERVICES (3.0)
METRIC #7
Resolve Prime Time Application and Server Hardware and Software Problems

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** 100% of occurrences within a 6 month period.

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Resolve prime time application and server hardware and software problems. For reported hardware and software problems, respond within 30 minutes and implement a fix within 12 prime-time business hours. Both elements must be accomplished in order for the ticket to be counted as successful.

5. **Sampling Procedure:** A 6 month report from Remedy will be reviewed to identify application and server hardware and software outages. The tickets selected for review will be all application and server hardware and software outages created between the hours of 6AM and 6PM. All tickets are of equal weight.

6. **Inspection Procedure:** The response time report and ticket aging report for the selected tickets will be reviewed to determine if the initial response was accomplished within 30 minutes and a fix performed within 12 prime-time business hours. If the incident meets both criteria it is scored as a 1. The percentage will be determined by dividing the total number of items that received a 1 score by the total number of incidents for the period multiplied by 100 to get the overall percentage.

CUSTOMER RELATIONSHIP MANAGEMENT (4.0)
METRIC #8
Customer Satisfaction Surveys

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** 100% submitted (All surveys received during each evaluation period- Approximately 125 per month or 750 per review period).

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** Surveys submitted by customers shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.

5. **Sampling Procedure:** Surveys will be accessed each month for the duration of the evaluation period, and will be reviewed for the Overall Ratings assigned by customers after receipt of IT related services. Surveys starting the first day of each review period through and including the last day of that review period will be included in the sample size. All surveys are of equal weight.

6. **Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least “4”. (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the “Overall Rating”.) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met.

APPLICATION DEVELOPMENT AND INFORMATION MANAGEMENT (5.0)
METRIC #9
Error-free Releases

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 75 releases per 6-month period.

3. **Sample Size:** 100% of lot.

4. **Performance Requirement:** All application version releases shall be error free and not require any post-release bug fixes.

5. **Sampling Procedure:** Each deployment will be monitored for defects that require bug fixes. All deployments will be of equal weight.

6. **Inspection Procedure:** The Government will review all releases for defects. Releases with no defects will count as a successful releases and will meet the metric. The percentage for the metric shall be calculated as the number of successful releases divided by the total number of releases multiplied by 100.

HEADQUARTERS DATA CENTER (6.0)
METRIC #10
Data Center Availability

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 1,000 systems and services.

3. **Sample Size:** 100% of Lot.

4. **Performance Requirement:** Data Center systems and services (hosted and housed) shall be available (i.e., operational) at all times (24 X 7 X 365). Availability is measured in seconds; the total number of seconds a system is up and running is divided by total number of seconds during the period, then multiplied by 100 to determine the percentage of availability.

5. **Sampling Procedure:** A monthly automated report from monitoring software (Nagios and SolarWInds) will be reviewed to determine the percentage of time that systems were available. The overall availability calculation from the report (combined availability of all systems and services) will be recorded each month. All systems will have equal weight.

6. **Inspection Procedure:** The overall availability calculation from the report (combined availability of all systems and services), will be recorded each month. The monthly overall availability percentages for the 6-month period will be added and divided by 6 to calculate the average availability for the six month period.

HEADQUARTERS DATA CENTER (6.0)
METRIC #11
Compliance with Patch Management Schedule

1. **Method of Surveillance:** 100% Inspection.

2. **Lot Size:** Approximately 60 Windows Servers and 50 non-Windows servers (Mac, Unix, Linux).

3. **Sample Size:** 100% of Lot.

4. **Performance Requirement:** Data Center Servers shall be patched in accordance with the approved patch management schedule.

5. **Sampling Procedure:** Pull reports monthly from the Agency Patch Management System.

6. **Inspection Procedure:** On a monthly basis review reports from Agency Patch Management System to verify FDCC compliance level. Each server that has been patched within the required schedule counts as meeting the metric for that month. The performance level will be determined by dividing the total number of servers that meet the metric by the total number of servers inspected during the period, multiplied by 100.

SYSTEMS ENGINEERING AND INTEGRATION (7.0)
METRIC #12
Delivery of Annual Tactical Plan and Quarterly Updates

1. **Method of Surveillance:** 100% Inspection

2. **Lot Size:** Two events per period: 1 Tactical Plan and 1 quarterly Status Report (Incentive Periods 2, 4, 6, 8, and 10); or 2 quarterly Status Reports (Incentive Periods 3, 5, 7, and 9).

3. **Sample Size:** 100% of Lot

4. **Performance Requirement:** Tactical Plan shall be delivered annually within 30 days after IT Board of Director's approval; and/or Tactical Plan Status Report shall be provided each three months thereafter to reflect current status and projections.

5. **Sampling Procedure:** The delivery of each Plan or Status Report will be monitored by the Government. Each plan or update is of equal weight.

6. **Inspection Procedure:** The Government will compare the actual submission date to the due date to determine if the plan or update was submitted on time. The total number of on-time deliveries will be divided by 2 and multiplied by 100 to determine on-time percentage.

IT SECURITY (8.0)
METRIC #13
Vulnerability Mitigation

1. **Method of Surveillance:** 100% Inspection

2. **Lot Size:** All critical, high, and moderate vulnerabilities (approximately 100 per 6-month period)

3. **Sample Size:** 100% of lot

4. **Performance Requirement:** All system vulnerabilities shall be mitigated within the specified times in accordance with NPR 2810.1 and NITR 2810.24.

5. **Sampling Procedure:** Each performance period, Agency ITSEC-EDW data from Patchlink/KACE will be examined to determine the total number of vulnerabilities for the period and the total number successfully patched on time. All vulnerabilities will have equal weight.

6. **Inspection Procedure:**
   The following items will be checked:
   a. The Agency's ITSEC-EDW data from Patchlink/KACE will be examined to determine if there were any delinquent patching actions.
   b. For each delinquent item, the applicable contractor provided monthly vulnerability scan report will be consulted to determine if no patch was available, the risk was accepted by the Government, or another Government-approved mitigation was put in place by the action due date. If so, the item will be marked as successfully completed.
   c. The total number of vulnerabilities patched on time (i.e., successfully completed) will be divided by the total number of vulnerabilities and multiplied by 100 to yield the completion percentage.

IT SECURITY (8.0)
METRIC #14
Incident Response

1. **Method of Surveillance:** Random Sampling

2. **Lot Size:** Typically within a range of approximately 20-100 prime-time incidents and call-downs during a 6-month period.

3. **Sample Size:** Up to 50 non-Prime Time incidents and call-downs – Sample 50%
   Over 50 non-Prime Time incidents and call-downs – Sample 25%

4. **Performance Requirement:** During non-Prime Time hours, respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial notification.

5. **Sampling Procedure:** Each performance period, a random sample will be pulled from all non-Prime Time incidents and call-downs. If the total number of non-Prime Time incidents and call-downs is 50 or less, every other one (50%) will be examined. In cases where the total number of non-Prime Time incidents and call-downs is greater than 50, every fourth one (25%) will be examined. All incidents and call-downs are of equal weight.

6. **Inspection Procedure:**
   a. For each non-Prime Time incident or call-down examined, one or several of the following items will be checked, as required, to determine the notification time, the response time, and the arrival on-site time:
      - SOC IMS system records for the incident. The handling of each incident is required to be reported in the system.
      - Help Desk tickets will be consulted to identify to whom the initial notification was made. The contractor is the first point of contact for the Help Desk and multiple contractor POC's are on the call down list.
      - The Civil Service Call Down members will be contacted to determine if any after-hours call downs reached them after a failure to reach a contractor call down responder.
      - HQ Security Office after-hours sign in roster.

      If the contractor responded within 15 minutes of initial notification and arrived on-site within 2 hours of notification (when applicable), the item will be recorded as successful. Both elements (when applicable) must have been completed in order for the item to be considered successful.

   b. The total number of successful items determined in step a divided by the total number of items examined and multiplied by 100 will yield the completion percentage.

DEPARTMENT OF DEFENSE
CONTRACT SECURITY CLASSIFICATION SPECIFICATION

(The requirements of the DoD industrial Security Manual apply to all security aspects of this effort.)

1. CLEARANCE AND SAFEGUARDING

a. Facility Clearance Required
None (work to be performed at NASA ONLY)

b. Level of Safeguarding Required
Top Secret

2. THIS SPECIFICATION IS FOR: *(X and complete as applicable)*

☐	a. Prime Contract Number	
☐	b. Subcontract Number	
☐	c. Solicitation or Other Number	Due Date *(yyyymmdd)*

3. THIS SPECIFICATION IS: *(X and complete as applicable)*

☐	a. Original *(Complete date in all cases)*		Date *(yyyymmdd)*
☐	b. Revised *(Supersedes all previous spec)*	Revision No.	Date *(yyyymmdd)*
☐	c. Final *(Complete item 5 in all cases)*		Date *(yyyymmdd)*

4. IS THIS A FOLLOW-ON CONTRACT? ☐ Yes ☐ No If Yes, complete the following:

Classified material received or generated under _____, *(Preceding Contract Number)* is transferred to this follow-on contract.

5. IS THIS A FINAL DD FORM 254? ☐ Yes ☒ No If Yes, complete the following:

In response to the contractor's request dated _____ retention of the classified material is authorized for the period of _____

6. CONTRACTOR *(Include Commercial and Government Entry (CAGE) Code)*

a. Name, Address, and ZIP Code	b. Cage Code	c. Cognizant Security Office *(Name, Address, and ZIP Code)*

7. SUBCONTRACTOR

a. Name, Address, and ZIP Code	b. Cage Code	c. Cognizant Security Office *(Name, Address, and ZIP Code)*

8. ACTUAL PERFORMANCE

a. Location	b. Cage Code	c. Cognizant Security Office *(Name, Address, and ZIP Code)*

9. GENERAL IDENTIFICATION OF THIS PROCUREMENT

10. CONTRACTOR WILL REQUIRE ACCESS TO:

	Yes	No
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION	☒	☐
b. RESTRICTED DATA	☒	☐
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION	☐	☒
d. FORMERLY RESTRICTED DATA	☐	☒
e. INTELLIGENCE INFORMATION		
(1) Sensitive Compartmented Information (SCI)	☒	☐
(2) Non-SCI	☒	☐
f. SPECIAL ACCESS INFORMATION	☒	☐
g. NATO INFORMATION	☐	☒
h. FOREIGN GOVERNMENT INFORMATION	☐	☒
i. LIMITED DISSEMINATION INFORMATION	☒	☐
j. FOR OFFICIAL USE ONLY INFORMATION	☒	☐
k. OTHER (Specify)	☐	☒

11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:

	Yes	No
a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	☒	☐
b. RECEIVE CLASSIFIED DOCUMENTS ONLY	☒	☐
c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	☐	☒
d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	☐	☒
e. PERFORM SERVICES ONLY	☒	☐
f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	☐	☒
g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	☒	☐
h. REQUIRE A COMSEC ACCOUNT	☒	☐
i. HAVE TEMPEST REQUIREMENTS	☐	☒
j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	☐	☒
k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	☒	☐
l. OTHER (Specify)	☐	☒

12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release ☐ Direct ☒ Through *(specify)*

NASA Office of Communications (formerly Office of Public Affairs)
300 E. Street, SW
Washington, DC 20546

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. SECURITY GUIDANCE. The security classifiection guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. *(Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)*

A. Classified material shall be handled in accordance with the current version of the following policies:
- NPR 1600.1 NASA Security Program Procedural Requirements
- NPR 1620.3 Physical Security Requirements for NASA Facilities and Property
- NPD 2800.1 Managing Information Technology
- NPR 2800.1 Managing Information Technology
- NPD 2810.1 NASA Information Security Policy
- NPR 2810.1 Security of Information Technology
- Department of Defense (DOD 5220.22M) National Industrial Security Program Operating Manual

B. Contractor's normal access to classified material will be at: NASA Headquarters (HQ), 300 E. Street, SW, Washington, DC, 20546. Classified information shall only be stored at NASA HQ in accordance with current federal and NASA policies.

C. Security clearance verifications shall be processed through NASA's Office of Protective Services.

D. All classified work shall be performed on NASA facilities, or as directed by the Government. No classified information shall be retained at Contractor or Sub-Contractor facilities.

E. SCI Security Guidance.
- DCI Directive 6/1 Security Policy for SCI and Security Policy Manual
- Intelligence Community (IC) Policy Memo (ICPM) 2006-700-8 amends DCID 6/1
- IC Directive (ICD 704, 07 Oct 2008, Personnel Security Standards and Procedures for Governing Eligibility for Access to SCI and other Controlled Access program Information and associated IC Policy Guidance 704.1 thru 704.3.

F. Communications Security (COMSEC) shall be implemented in accordance with applicable federal requirements and NASA's COMSEC Standard Operating Procedures.

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. *(If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)* ☐ Yes ☒ No

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. *(If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)* ☐ Yes ☒ No

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. Typed Name of Certifying Official	b. Title	c. Telephone *(Include Area Code)*
d. Address *(Include Zip Code)*	17. REQUIRED DISTRIBUTION ☐ a. CONTRACTOR ☐ b. SUBCONTRACTOR ☐ c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR ☐ d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION ☐ e. ADMINISTRATIVE CONTRACTING OFFICER ☐ f. OTHERS AS NECESSARY	
e. Signature		

IT SECURITY APPLICABLE DOCUMENTS LIST
ATTACHMENT M
June 2012

NASA Policy Directives (NPD) and NASA Procedural Requirements (NPR)		
Document	**Subject**	**Effective Date**
NPR 1382.1	NASA Privacy Procedural Requirements	August 10, 2007
NPD 1382.17H	NASA Privacy Policy	June 24, 2009
NPD 1440.6H	NASA Records Management	March 24, 2008
NPR 1441.1D	NASA Records Retention Schedules (w/Change 5, 6/29/09)	February 24, 2003
NPD 2540.1G	Personal Use of Government Office Equipment Including Information Technology	June 08, 2010
NPD 2800.1B	Managing Information Technology	March 21, 2008
NPR 2800.1B	Managing Information Technology	March 20, 2009
NPD 2810.1D	NASA Information Security Policy	May 9, 2009
NPR 2810.1A	Security of Information Technology	May 16, 2006
NPD 2830.1	NASA Enterprise Architecture	December 16, 2005
NPR 2830.1	NASA Enterprise Architecture Procedures	February 9, 2006
NPR 7120.7	NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements	November 3, 2008
NPR 2841.1	Identity, Credential, and Access Management	January 6, 2011

NASA Interim Technical Requirements (NITR)		
Document	**Subject**	**Effective Date**
NITR 2800_24	NASA IT Device Vulnerability Management	January 28, 2010
NITR 2800_2	Email Services and Email Forwarding	September 18, 2009
NITR 2810_14A	Managing Elevated User Privileges on NASA IT Devices	August 17, 2009

NASA Interim Technical Requirements (NITR)		
Document	**Subject**	**Effective Date**
NITR 2800_1	NASA Information Technology Waiver Requirements and Procedures	August 13, 2009
NITR 2810_21	System and Services Acquisition Policy and Procedures	April 28, 2009
NITR 2810_20	System and Communications Protection Policy and Procedures	March 11, 2009
NITR 2810_23	NASA Authorizing Official (AO) Procedural Requirement	March 01, 2009
NITR 2830-1B	Networks in NASA Internet Protocol (IP) Space or NASA Physical Space	February 12, 2009
NITR 2810_22	Media Protection Policy and Procedures	January 7, 2009
NITR 2810_17	System Maintenance Policy and Procedures	November 12, 2008
NITR 2810_19	Audit and Accountability Policy and Procedures	November 12, 2008
NITR 2810_15	Contingency Planning	June 9, 2008
NITR 2810_12	Continuous Monitoring	May 18, 2008
NITR 1382_2	NASA Rules and Consequences to Safeguarding PII, with Change 1, dated 02/04/2008	January 28, 2008
NITR 1382_1	Personally Identifiable Information (PII) Breach Response Policy	December 21, 2007

SOPs (ITS-SOP) and Handbooks (ITS-HBK)		
Document	**Subject**	**Effective Date**
ITS-HBK 0205	Security Assessment and Authorization: External Information Systems	November 8, 2010
ITS-HBK 0206	Security Assessment and Authorization: Extending and Information Systems Authorization to Operate Process and Templates	November 10, 2010
ITS-HB 0001	Format and Procedures for an IT Security Handbook	January 11, 2010
ITS-HBK-1502	Access Control: Elevated Privileges (EP)	November 8, 2010
ITS-HBK 0207	Security Assessment and Authorization: Information System Security Plan Numbering Schema	November 10, 2010
ITS-HBK 0204	Security Assessment and Authorization: Continuous Monitoring—Annual Security Control Assessments	November 10, 2010
ITS-HBK 0302	Planning: Information System Security Plan Template, Requirements, Guidance and Examples	February 9, 2011
ITS-HBK 0402	Risk Assessment: Procedures for Information System Security Penetration Testing and Rules of Engagement	February 11, 2011
ITS-HBK 0202	Security Assessment and Authorization: FIPS 199 Moderate & High Systems	November 10, 2010
ITS-HBK 0203	Security Assessment and Authorization: FIPS 199 Low Systems	November 10, 2010
ITS-HB 0035	Digital Media Sanitization	September 15, 2008
ITS-HBK 0802	Contingency Planning: Guidance and Templates for Plan Development, Maintenance and Test	February 11, 2011
ITS-HB 0044	Procedure for Responding to a Breach of PII	December 21, 2007
ITS-HB 0046A	Procedure for Review and Reducing PII	February 27, 2009

Standards		
Document	**Subject**	**Effective Date**
EA-STD 0001.0	Standard for Integrating Applications into the NASA Access Management, Authentication, and Authorization Infrastructure	August 1, 2008
EA-SOP 0003.0	Procedures for Submitting a NASA Agency Forest (NAF) Deviation Request and Transition Plan	August 1, 2008
EA-SOP 0004.0	Procedures for Submitting an Application Integration Deviation Request and Transition Plan	August 1, 2008
NASA-STD-2804L	Minimum Interoperability Software Suite	June 24, 2008
NASA-STD-2805L	Minimum Hardware Configurations	June 24, 2008

Within 30 days after contract award, the Contractor shall develop and deliver an IT Security Management Plan to the Contracting Officer for approval.