

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/9/2016		Task Title: Code I Data Center & Facilities Operations Management		
Task Order No.: I37	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Task Requester Email: (b) (6)		Name: Milton Checchi		Phone: (b) (6)
Financial Manager Email: (b) (6)		Name: Rafael Medina		Phone: (b) (6)
Computer Security Officer Email: (b) (6)		Name: Lindsay Westerfield		Phone: (b) (6)
Task previously covered by another contract other than predecessor to incumbent? (If YES, provide in SOW)				YES
Does the task require access to government databases? (If YES, indicate in SOW)				NO
SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)				
Does the task include EIT items? (Please review the EITAC documentation)				NO
<p>Upon receipt of this task order request, the contractor shall review the task requirement(s) and inform the Government, as part of its task order/modification response, any discrepancies between standards initially cited and those the contractor proposes to deliver to the Government. Examples of discrepancies include ODCs for which some other standard might be or become applicable and, as a result, require citation in the task order, as well as any cited standards that the contractor believes is not applicable (provide rationale). Note: If, by mistake, the task, including and ODC of the task, should not meet an applicable standard not cited by the requester, it is the requester, not the contractor who is a fault; and the requester must find a way (e.g., by modifying the task request) to bring the task into compliance. In such cases the requester shall complete the required agency forms (or equivalent) before the task order/modification is approved.</p>				
GOVERNMENT FURNISHED EQUIPMENT (GFE)				
<p>Government will provide all appropriate equipment and software necessary for the performance of this task unless otherwise noted in this task order. The contractor, in accordance with the contract can acquire equipment not presently available as GFE. Equipment identified as task unique will be expensed to the task in accordance with ASRC Federal Accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and become contractor property. The contractor shall follow agency rules regarding assignment of government owned equipment and other government supplied equipment. The contractor shall provide information, such as, Property Assignments, Property Location and Unused Equipment, upon request.</p>				
AFFIRMATIVE PROCUREMENT (See http://www.epa.gov/cpg/products.htm)				
<p>The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND -</p> <p>They meet the minimum recycled/recovered content.</p>				
COTR SIGNATURE: Kirsten Nagel (8/31/2016)			CO SIGNATURE: Anjennette Contreras-Rodriguez (8/31/2016)	

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PART 2 - TASK ORDER PLAN PROPOSAL				
Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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Categories	Current Request	Prior Cumulative Estimate Without Current Request	Total Cumulative Task Estimate	
Onsite Hours	(b) (4)			
Offsite Hours				
Total Hours				
Onsite Labor				
Offsite Labor				
Subtotal ARTS Labor				
Teammate/Subcontractor Labor				
Subtotal Teammate/Sub Labor				
Total Labor				
Materials				
Equipment				
Travel				
Training				
Miscellaneous				
Other Direct Costs Subtotal				
Total Cost				
PMO				
Fee				
Total Price				

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PART 3 - APPROVAL SUMMARY

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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Approved By	Name	Date	Email	Phone
1. COTR Checchi	Kirsten Nagel	8/31/2016	(b) (6)	(b) (6)
2. CO Checchi	Anjennette Contreras-Rodriguez	8/31/2016		

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Task Background:

The purpose of this task is to provide Code I IT-related Facility management and Data Center Operations including System Administration that is required for the operation of the Ames Code I IT facilities. (b) (7)(E)

(b) (7)(E) The location and number of facilities may be dynamic over the life for the ACITS3 contract. These facilities enable ARC to provide infrastructure, Mission, Agency, and Government wide services with outstanding availability and reliability.

The Contractor shall manage both the mechanical and electrical plant (including, but not limited to electrical, HVAC, UPS, backup generators, and PDUs) and the IT infrastructure (including, but not limited to, Servers (physical, virtual, cloud), data backup, cabling, network services, and storage systems. In this capacity, the contractor is responsible for diverse efforts, including, but not limited to, operations, including configuration, change, and incident management; installation and testing new equipment; monitoring all systems, including IT and environmental equipment; specialized cleaning of the IT facilities as require; documentation, including development of standard operating procedures (SOPs); access control, cable management, and capacity planning and management. The Contractor shall also maintain and administer the operating systems and hardware of several other systems under other codes as directed by Code I management.

The technology and specific systems and requirements necessary to provide optimal support to the data centers are expected to change over the lifetime of this contract. The contractor shall demonstrate a thorough knowledge and extensive experience in all current technologies relative to data center services (e.g., virtual systems, cloud computing, and green initiatives). The contractor shall also provide ARC with the benefit of its experience and expertise in relevant emerging technologies.

The task will follow all processes as defined by the Code I Project Management Office (e.g. Lite/Medium/Full NPR 7120.7 frameworks as applicable), Customer Experience Office, Business Management Office and Enterprise Architecture Office. The task will participate in the Code I Business Process Assessment Workshops and working group teams for IPv6, Incident Management, Problem Management, Change Management, Configuration Management, and will support Agency Initiatives as needed. The contractor shall ensure that best practices and lessons learned, such as Gartner and ITIL, are implemented and maintained in the ARC Data Centers.

Statement of Work - Requirements, part 1:

Specifically, the Contractor will provide the following services:

1. Data Center Administration

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The Contractor shall provide technical support in the conduct of IT-related technical planning associated with IT resource management; planning for new IT systems and IT facilities; definition of near- and long-range IT requirements; and evaluation of new standards, practices, and policies. The contractor shall provide administrative and technical support for all IT planning and management activities, including, but not limited to, Capital Planning and Investment Control (CPIC), Enterprise Architecture (EA), website registration, summary investment business cases, data calls, privacy, Section 508, waiver tracking and reporting, IT asset management support, and integration of EA and IT portfolio management. The Contractor shall provide technical resources to support engineering analysis and evaluation of new IT concepts, technologies, architectures, and systems; definition of functional requirements and synthesis of IT systems requirements; identification of relevant solutions, systems, and products; and development of cost/benefit estimates.

The contractor shall provide IT Governance and policy analysis with regards to existing policies, procedures, and guidelines, and their impact to Center Operations and services. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to Federal records management as applied to Federal systems.

The Contractor shall provide for the design, development, installation, maintenance, operations, upgrades, configuration management, archiving, customer support, training, and security of electronic records systems and related applications, including tracking systems for technical reports and data. The Contractor shall provide technical support and coordination to ensure effective and efficient Records Management and Vital Records Management, including, but not limited to, entering records into the system, reviewing policies and procedures, supporting day-to-day operations, and archiving records.

The Contractor shall provide for the repair and replacement of hardware components and software modules, applications, and systems necessary to ensure the operations of all covered computing and communication systems. Supporting functions include problem diagnosis; repair or replacement of failing or failed components; verifying that components, modules, and applications meet applicable standards; system performance validation and verification; data integrity and restoration; and an understanding of applicable security considerations regarding sensitive or classified data or systems.

The Contractor shall implement data center best practices to optimize data center space, power, and cooling utilization; administer and maintain procedures to facilitate inventory control, access control for data center staff and tenants; and provide troubleshooting and escalation of problems in the Data Center computing environment. The contractor shall define and maintain a hardware refresh plan to accommodate a continuous life cycle for updating hardware and data center infrastructure on rotating 12 month time line. The contractor will implement, market, and manage a Data Center service portfolio to the Center and Agency. The Contractor shall administer the business processes to ensure annual updates to Data Center tenant agreements for utilizing Data Center services, which shall include preparation and administration of annual charge back statements as defined and approved

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by Code I management.

2. Facilities Management

The Contractor shall provide technical management and administrative support to specific IT facilities and infrastructure that require environmental controls, regulation, and/or conditioning above and beyond what an average professional office complex would provide. The Contractor will coordinate all Code I facility installation, repair, and maintenance activities with ARC Engineering and Facility management organizations in compliance with the Code I Change Management process. The Contractor will follow generally accepted Facilities best practices (e.g. documented and reviewed Methods of Procedure) for all projects impacting the mechanical and electrical plant infrastructure in Code I managed facilities.

The Contractor shall maintain documentation of Code I IT facilities space usage, computer room layouts, and the configuration of physical plant (HVAC & Electrical) systems. Development of the risk analysis, disaster recovery plans, safety procedures for the Code I IT facilities and its operating staff. Technical management and operational support of access control systems to manage physical access to the IT facilities and IT operational areas within the Code I facilities.

Statement of Work - Requirements, part 2:

The Contractor will provide the following Facilities services:

2.1 Logistic Support: Provide logistic support within the Code I IT facilities to coordinate and accomplish IT equipment, computer room, and related office moves. Standardization: Provide and procure appropriate industry and regulatory standards for workmanship, labeling, earthquake proofing, and other computer services standards needed to provide a better operational environment that supports; ease of troubleshooting and repair, ease of systems upgrading, business continuity and recovery, and provides sound CM practices.

2.2 Computer Aided Design (CAD): Provide detailed drafting skills to create, and/or modify building architectural, mechanical, electrical, and equipment system drawings as required to support Directorate IT physical plant and logistic requirements.

2.3 Facilities Operations: Plan, coordinate, and implement building modifications, upgrades, repairs, and preventive maintenance to the Code I facilities. There are currently on-going and planned Code I projects for (b) (7)(E)

(b) (7)(E) Essential duties include: receive and respond to daily trouble calls through Remedy/Help Desk and IT-related facility project requests; prepare and maintain a project schedule to track and budget on the on-going and planned projects; respond to key core changes and add/change/move phone extension. Plan and coordinate upgrades and maintenance of primary systems necessary to support IT operations in all Code I IT

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facilities. Systems include: electrical, structural, roofing and mechanical. (Overtime and weekends may be required to meet these needs). Manage and operate the electronic access control system to limit physical access to IT systems and operational areas (b) (7)(E)

(b) (7)(E) Identify and initiate corrective actions regarding Safety Hazards (includes seismic bracing, fire, and slip/fall hazards) and environmental hazards. Actively participate in the Electrical Renovation project, including, but not limited to, participation in project team meetings, and to provide technical coordination support for the project during the preparation, implementation, and commissioning phases. The Contractor will follow generally accepted Facilities best practices (e.g. documented and reviewed Methods of Procedure) for all projects impacting the mechanical and electrical plant infrastructure in Code I managed facilities. The contractor will provide oversight, as needed, for specialty vendors who perform electrical installation and data center cleanings. (b) (7)(E)

3. System Administration

The Contractor shall provide products and services in order to maintain a stable, efficient, and productive computer systems and enterprise computing environment. These activities include system software maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

The Contractor shall operate and maintain all systems used to provide web hosting services to the Code I Business Systems Group and other ARC organizations. The Contractor shall support all daily system administrative activities for the web hosting servers, as well as the hardware and operating systems of the database servers that serve these web servers, management of all SSL certificates, including renewals.

The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on virtualization and cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task.

4. Storage Engineering & Administration

The Contractor shall operate and maintain the hardware and software that comprise the SAN, which integrates multiple disk arrays between Code I data centers within two fabrics, providing redundancy that is uniformly managed by the task. The Contractor is responsible

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for all storage communications between storage devices and servers; operating and managing the redundancy across both SAN fabrics; provisioning servers for the SAN; managing capacity including quick and seamless storage expansion to existing servers; storage replication; and enables more effective

SOW Deliverables and Milestones (Continued from above):

disaster recovery processes.

The Contractor shall also provide proposals and recommendations for periodic refresh storage infrastructure hardware and investigate, test, and recommend cost effective alternatives that can provide enterprise class storage services; as well as keep current on cloud based storage solutions that integrate with enterprise class environments.

The Contractor shall operate and maintain all systems used to provide Windows File Share Services via the NCAD Domain.

5. Backup and Archive Services

The Contractor shall provide the IT systems and related services necessary to store and maintain reliable and secure access to large amounts of electronic data. Technical areas of focus include systems engineering, deployment, and operations; storage for near-term, long-term, and archival requirements; shared access and security features; data integrity; backup systems; disaster plans; user interface and access systems; identification of potential sources for required products and services; and assessment of relevant emerging technologies and technical approaches.

The Contractor shall operate and maintain the data backup infrastructure, backup systems and data, and restore systems and data as necessary. This services includes managing all daily system administrative activities, supporting backups across the public, private and open networks on the ARC LAN, managing and maintaining the master and media servers along with the archival system (e.g. Tape Library), creating backup policies, scheduling and performing backup verifications by restoring files upon initial policy creation, performing restores as requested, tape management, tape cleaning, and keeping the backup server hardware and software up-to-date.

The Contractor will investigate and propose solutions to integrate backup and archive services with NASA approved cloud services to optimize cost while maintaining proper security, performance, recover time and recover point metrics as specified by Code I management.

6. Messaging

The Contractor shall operate and maintain the Center SMTP mail relays, which support all

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email traffic within the Center. This traffic includes all of the registered SMTP servers requiring incoming mail. These relays perform the primary virus and spam scanning on email entering the Center's servers. This includes support and administration of the agent and master servers and the Proofpoint application residing on those servers. This also includes support of the Regulatory Compliance module that can block Social Security numbers from being sent in the clear. In addition, the Contractor shall support the transition to the Agency SMTP service, ensure continued operations from ARC resources and escalate non-ARC managed issues to the Agency team.

7. Infrastructure Monitoring

7.1 Computing Infrastructure: The Contractor shall operate and maintain the monitoring servers and application used to provide availability monitoring and alerts for Code I servers and other groups, as requested by the Task Requester. The Contractor shall operate and maintain all daily system administrative activities, application support, and monitor configuration for new and existing services.

7.2 Facilities Infrastructure: The Contractor shall operate and maintain the systems used to collect environmental monitoring data. These systems include the video and environmental monitoring infrastructure. The Contractor shall support all daily system administrative activities, providing application clients to customers accessing this data, providing server-side support for the cameras that deliver data to the Central Server, maintaining the sensor nodes providing environmental data, and keeping server hardware and software up-to-date and refreshed as needed. The contractor will administer the environmental monitoring system to integrate data center changes (e.g. data center floor plan changes, addition or modifications to data center infrastructure) and shall recommend improvements to data collection points to ensure the overall environmental monitoring capabilities are kept current.

Personnel Skill Sets:

8. Special Project Support

The Contractor shall provide products and services in order to maintain a stable, efficient, and productive computer systems and/or enterprise computing solution to meet requirements specified by a group or organization residing outside of Code I. These activities include system software design, implementation, maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply

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with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

9. Code I Cloud Operations and Administration

The Contractor shall provide products and services in order to maintain stable, efficient, and productive computer systems and enterprise computing services within approved and specified Public or Private Cloud environments. These activities include system software maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency monitoring and planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

The Contractor shall operate and maintain all systems used to provide cloud services to ARC and other NASA organizations. The Contractor shall support all daily system administrative activities for hosting cloud-based services, as well as the integration into NASA Enterprise services, and management of all SSL certificates, including renewals. The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task. The Contractor shall develop and implement cloud operational processes and procedure to integrate with existing Code I Data Center services.

10. Agency Cloud Services Operations

The Contractor shall evaluate, investigate provide services in order to maintain a stable, efficient, and productive computer systems and enterprise computing services within approved and specified Public Cloud environments. These activities include technical design, architecture, and integration of Public Cloud services with NASA infrastructure; ensuring compliance with Center Information Technology (IT) security compliance and governance requirements, Identity and Credential Management, configuration management, continuous monitoring, system upgrade and improvement, computing operations, incident management, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall ensure Public Cloud Services comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

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The Contractor shall operate and maintain all systems used to provide cloud services to NASA Agency organizations. The Contractor shall support all daily system administrative activities for hosting Agency-wide cloud-based services, as well as the integration into NASA Enterprise services, and resource utilization and capacity planning, including data acquisition techniques to ensure proper customer billing. The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task.

Government Furnished Property:

Government will provide all appropriate equipment and software necessary for the performance of this task unless otherwise noted in this task order. The contractor in accordance with the contract can acquire equipment not presently available as GFE. Equipment identified as task unique will be expensed to the task in accordance with ACITS3 accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and be contractor property. The contractor shall follow NASA Ames rules regarding movement and assignment of government owned equipment and ACES supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.

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Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Provide 95% availability during business hours for all supported production systems.		Monthly
2.	Performance	Provide 95% data backup success for server class systems.		Monthly
3.	Performance	Provide 90% success preparing Customer MOU paperwork, including cost estimates, for Customer and TR sign off within 7 business days.		Monthly
4.	Performance	Provide 90% success renewing Customer MOU agreements.		Annually
5.	Performance	Provide Quarterly dashboard summary report of Code IO infrastructure capacity, utilization, customers, & projects.		Quarterly
6.	Performance	Provide Data Center & Facilities support for ADCC/DCOI data calls for Reporting (b) (7)(E) Power Usage Effectiveness (PUE) metrics as defined by HQ.		Quarterly
7.	Performance	Provide Data Center & Facilities support for ADCC/DCOI data calls for Reporting Data Center Inventory as defined by HQ.		Quarterly
8.	Performance	Provide Data Center & Facilities support for ADCC/DCOI data calls for Reporting Server Utilization metrics as defined by HQ & interpreted from the DCOI memo from Tony Scott dated 8/1/2016.		Quarterly
9.	Schedule	Provide Data Center & Facilities support to Implement Data Center Improvements to reduce PUE from its current level of 1.9 (DCOI goal is 1.5 by EOY 2018).		9/29/2017
10.	Schedule	Provide Data Center support to Maintain Virtualization ratio above 4 (DCOI goal is >=4 by EOY 2018).		9/27/2017
11.	Schedule	Provide Data Center & Facilities support to Increase Facility Utilization from the current level of 48% (DCOI goal is 80% by EOY 2018).		9/27/2017
12.	Schedule	Develop a plan to train and certify up to two staff members at Level 2 within the Data Center Energy Practitioner Program.		9/27/2017
13.	Performance	Audit (b) (7)(E) Data Center racks to validate rack & equipment inventory, power diversity, proper labeling, and record updates into DCIM tool. Provide a report of findings, including a section summarizing the inventory of data center consumable items.		Monthly
14.	Performance	Prepare all Training and/or Conference request paperwork at least 120 days in advance of the event.		Ongoing
15.	Schedule	Plan, Schedule, and Implement an expansion of Synapsense metering, including integration with FMCS.		3/31/2017

No.	Type of Deliverable	Description of Deliverable	Date Required
16.	Schedule	Develop a contingency plan to replace the existing Dell Compellent storage arrays in the event of vendor obsolescence. The plan must include solution recommendations with the same functionality and capabilities, and a path to integrate cloud storage. The plan shall also include cost estimates for procurement, operations, and a milestone timeline that includes staff level of effort for implementation.	3/31/2017
17.	Schedule	Develop a complete set of runbook documentation for Data Center Operations and Infrastructure services. The documentation must be a compilation of procedures and operations that system administrators, or operators, perform. The runbooks must include procedures to begin, stop, supervise, monitor, and debug services, and include instructions to allow system administrators, or operators, with prerequisite expertise, to effectively manage and troubleshoot a system or service.	6/30/2017
18.	Schedule	Develop system validation, testing, and migration plan to support the data center network refresh project (b) (7)(E)	9/29/2017

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Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description		Date Required
1.	Material	Refresh/Enhance existing backup server software to latest version.		3/31/2017
2.	Material	Increase SAN storage as directed.		6/30/2017
3.	Material	Refresh production server infrastructure as directed.		9/27/2017
4.	Material	Renew Data Center Service & Support Agreements as directed.		9/27/2017
5.	Training	Attendance to VMworld for two staff members. (System Administration/Virtualization)		9/1/2017
6.	Travel	Travel to VMworld (Las Vegas) for two staff members. (System Administration/Virtualization)		9/1/2017
7.	Training	Attendance to AWS re:Invent for one staff member. (System Administration/Cloud Operations)		10/1/2017
8.	Travel	Travel to AWS re:Invent (Las Vegas) for one staff member. (System Administration/Cloud Operations)		10/1/2017
9.	Training	Attendance to RedHat Conference for one staff member. (System Administration/Linux/Virtualization)		5/2/2017
10.	Travel	Travel to RedHat Conference (Boston) for one staff member. (System Administration/Linux/Virtualization)		5/2/2017
11.	Training	Attendance to Splunk .conf2017 conference for one staff member. (System Administration/Computing Infrastructure Monitoring)		9/1/2017
12.	Travel	Travel to Splunk .conf2017 conference for one staff member. (System Administration/Computing Infrastructure Monitoring)		9/1/2017
13.	Training	Attendance to Veritas Vision Conference for one staff member. (System Administration/Data Backup & Archiving Services)		9/1/2017
14.	Travel	Travel to Veritas Vision Conference for one staff member. (System Administration/Data Backup & Archiving Services)		9/1/2017
15.	Training	Attendance to Data Center Dynamics Conference (San Jose) for two staff members. (Data Center Management)		6/30/2017
16.	Travel	Travel to Data Center Dynamics Conference (San Jose) for two staff members. (Data Center Management)		6/30/2017
17.	Training	Train two staff members to the Data Center Energy Practitioner Program, Level 2 (Data Center Management)		8/31/2017
18.	Travel	Travel to Data Center Energy Practitioner training for two staff members. (Data Center Management)		8/31/2017

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Charge Points				
Charge Number	Description			
001	General Administration			
002	Data Center Administration			
003	General Technical - System Administration			
004	Facilities Management			
005	Facilities, Safety & Logistics			
006	Data Center Management			
007	(b) (7)(E) Electrical Renovation Project (COF)			
010	eAuth / NAMS System Administration			
011	Messaging Administration			
012	System Hosting Services			
013	Virtualization Services			
014	Data Backup & Archiving Services			
015	Computing Infrastructure Monitoring			
016	Physical Infrastructure Monitoring			
018	Application Administration			
017	Storage Engineering & Administration			
019	Ames Exchange Support			
020	IT Security Plan Management			
021	PMO Server Administration			
022	Active Directory Administration			
030	Data Center Operations Incident Management			
031	Agency Data Center Consolidation Project support			
050	Data Center Services Chargeback			
150	Special Project Support			
160	CSSO Cloud Operations - GP-MCE			

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/9/2016		Task Title: Code I Data Center & Facilities Operations Management		
Task Order No.: I37	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		

IT Security Requirements:

a. Are this task's activities covered under an organizational IT Security Plan?: YES

b. Does this task support applications that have been designated as a "Special Management Attention" application?: NO

If yes, please describe:

The task maintains system classified under FIPS-199 as moderate and are included in the IO & SOC Moderate IT Security Plans.
The task maintains security plans with an ATO for the systems supported.

c. Is specialized security training required?: NO

If yes, specialized training requirements are described as follows:

d. Is a security clearance needed for any personnel on this task? NO

If yes, what level of clearance is required?:

e. IT Security Deliverables associated with this task:

- IT Risk Assessment: YES
- IT Security Plan: YES
- IT Contingency Plan: YES
- IT Security Vulnerability Test Results: YES
- Results of Periodic IT Security Reviews: NO
- Other Documentation as Follows: Report of Status of IT Security Plan, Contingency Plan, and Risk Assessment of Critical Services: YES
- Other Documentation:

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/9/2016		Task Title: Code I Data Center & Facilities Operations Management		
Task Order No.: I37	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		

IT Security Requirements (Continued):

- f. Periodic reviews of IT Security measures are necessary. What is the role of the contractor under this task in areas such as review of user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools?**

The task is responsible for all account management, ensuring that the warning banners are installed and administered on all servers, and addresses vulnerabilities identified by Code IS.

- g. In the event of an IT Security incident associated with systems and data under this Task, the Chief Information Security Official, the Security Operations Center (SOC), and the Task Requester are to be notified immediately by the contractor. In order to ensure full coordination, the following individuals also are to be notified:**

Title	Name	Phone
System Owner (Responsible for the applicable IT Security Plan)	Milton Checchi	(b) (6)
Organization's Computer Security Official	Lindsay Westerfield	(b) (6)
Alternate System Owner	Kenneth Freeman	(b) (6)

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/9/2016		Task Title: Code I Data Center & Facilities Operations Management		
Task Order No.: I37	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		

Are there any other IT Security requirements?:

In the event of an IT Security Incident associated with systems and data under this Task, the Ames Chief Information Security Official, the Security Operations Center (SOC), and the Task Requester will be notified immediately by the contractor. In order to ensure full coordination, the following individuals will also be notified in the event of an IT Security Incident: