

## ACITS3 TASK ORDER FORM

## PART I - TASK INFORMATION

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS 3) Contract		
<b>Date:</b> October 23, 2013		<b>Task Title:</b> Code IO Applications Management		
<b>Task Order No.</b> I04	<b>Task Mod No.</b> Original	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1, C.3.1.4
<b>TASK REQUESTER EMAIL:</b> (b) (6)		<b>NAME:</b> Kim M. Hubbard		<b>PHONE:</b> (b) (6)
<b>FINANCIAL MANAGER EMAIL:</b> (b) (6)		<b>NAME:</b> Rosatina K. Chan		<b>PHONE:</b> (b) (6)
<b>COMPUTER SECURITY OFFICER EMAIL:</b> (b) (6)		<b>NAME:</b> Matthew C. Linton		<b>PHONE:</b> (b) (6)
TASK PREVIOUSLY COVERED BY ANOTHER CONTRACT OTHER THAN PREDECESSOR TO INCUMBENT? (If YES, provide in SOW) NO				
DOES THE TASK REQUIRE ACCESS TO GOVERNMENT DATABASES? (If YES, indicate in SOW) YES				
<b>SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)</b>				
DOES THE TASK INCLUDE EIT ITEMS (Please review the EITAC documentation) No, the task does not include EITAC items.				
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 a revised ARC form 789 (or equivalent) before the task order/modification is approved.				
<b>GOVERNMENT FURNISHED EQUIPMENT (GFE)</b>				
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 ODIN supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.				
<b>AFFIRMATIVE PROCUREMENT (See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a>)</b>				
The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND - They meet the minimum recycled/recovered content.				
<b>TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS</b> Please enter this information on pages 2 and 3.				
COTR SIGNATURE: KIRSTEN NAGEL		CO SIGNATURE: ANJENETTE CONTRERAS-RODRIGUEZ		

## PART 2 - TASK ORDER PLAN PROPOSAL AND APPROVAL SUMMARY

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:			
Labor:	1,767,641		
ODC Subcontracting:	17,224		
ODC Material:	118,621		
ODC Travel:			
ODC Training:	4,062		
Program Mgt Cost:	121,992		
Fee:	102,989		
<b>Totals:</b>	<b>2,132,529</b>	<b>0</b>	<b>0</b>

APPROVED BY	Signature and Date	Email Address	Phone
1. TECH AREA MGR.:	(b) (6), (b) (4)	(b) (6), (b) (4)	(b) (6), (b) (4)
2. BUSINESS MGR.:	(b) (6), (b) (4) 11/21/2013		
3. PROGRAM MGR.:	(b) (6), (b) (4) 11/21/2013		
4. TASK REQUESTER:	KIM HUBBARD 12/05/2013	(b) (6)	(b) (6)
5. DIVISION LEVEL:	KIM HUBBARD		
6. COTR:	KIRSTEN NAGEL 12/11/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ 12/13/13		















### ACITS3 TASK ORDER FORM (Continued)

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<b>Task Order No.</b> I04	<b>Task Mod No.</b> Original	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1, C.3.1.4
<b>PRICING</b> Cost Plus Fixed Price		<b>FUNDING LEVEL</b> TASK LEVEL		
<p><b>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</b></p> <p>This task will provide center application development, integration, and operations support for Ames Research Center (ARC). This support includes the following areas:</p> <ul style="list-style-type: none"> <li>• Center Administrative/Center Business Applications;</li> <li>• Center level IT support for the NASA Enterprise Applications and eGov applications</li> <li>• Code I Financial Management Systems (FMS);</li> <li>• Code I SharePoint; • Center level integration of ARC applications into the Agency's Identity, Credential and Access Management (ICAM) architecture for authentication and authorization. This includes the NASA Consolidated Active Directory (NCAD) environment, E-authentication/Launchpad, and the NASA Access Management System (NAMS).</li> </ul> <p>The task will follow all processes as defined by the Code I directorate offices and Code IO division management.</p> <p>Applications Support: The following services will be provided for Applications and Web site Support in accordance with Code I Service Integration Management standard operating procedures.</p> <p>End User Support: During the hours of support, the contractor is required to provide the technical and organizational skill mix required to support the end users of the computer applications. Responses to users must be traceable to a Remedy trouble ticket. Once a valid trouble ticket has been received, the contractor is required to provide support for the categories that follow:</p> <p>Applications Operations and Maintenance Support: The contractor will provide the technical skills to professionally operate, maintain, and manage applications supported under this task. The lowest level of support involves infrastructure type services that support all applications and users, and must be provided in an integrated fashion. The contractor is required to backup and restore application software and data, maintain security for databases and accounts, maintain data dictionary, and manage version control of database and applications, including incremental version upgrades and enhancements. As required, the contractor shall provide support for the following activities as part of this task: monthly accrual processing, fiscal year and calendar year-end processing, plan and document application development and approval processes, and software release installation and testing.</p> <p>Database Support: The contractor will create, maintain, monitor, control access to all development, test, and production databases, loads, and procedures associated with the applications supported under the task. In addition, database support will be provided for agency initiatives, such as SharePoint and Project Server. The contractor shall maintain 4D, Oracle, SQL Server, MySQL, and Sybase security in accordance with NASA Security Guideline document requirements (NPG 2810). No new development of databases on the 4D or Sybase database platform is required.</p> <p>Reporting Support: The contractor will create, maintain, monitor, control access to all development, test, and production reporting tools and databases, loads, and procedures associated with the reporting tools supported under the task. The contractor shall maintain Oracle Hyperion, LogiAnalytics, SAP Crystal Reports, and SQL Server Reporting Services security in accordance with NASA Security Guideline document requirements (NPG 2810).</p> <p>Web Service Support: The contractor will:</p> <ul style="list-style-type: none"> <li>• Respond to web-related help desk requests from ARC users</li> <li>• Evaluate web site-related requests and provide estimates to the task requester • Update and maintain the Ames Intranet site (Insideames.arc.nasa.gov)</li> <li>• Configure and maintain the Ames Web Crawl/Search engine so that it provides Search results for InsideAmes (ARC intranet site).</li> <li>• Upgrade and make minor modifications to other existing Code I web sites • Ensure that supported websites are operational and available online</li> <li>• Perform required and routine maintenance on existing applications and web-related servers</li> <li>• Work with the Data Center to upgrade software, as needed; test and verify functionality of all upgrades</li> <li>• Provide source and object code library management</li> <li>• Install systems, database, web, and application (vendor, NASA, and local) patches and upgrades</li> <li>• Provide Section 508 compliance testing, upon request</li> </ul> <p>Web Server Architecture Support: The Application Administration staff shall define, provide requirements, and then work collaboratively</p>				

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#### SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required
1	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	11/2013
2	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	12/2013
3	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	01/2014
4	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	02/2014
5	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	03/2014
6	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	04/2014
7	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	05/2014
8	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	06/2014
9	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	07/2014
10	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	08/2014
11	Performance	Provide 8 hour response time, during business hours, for 95% of support requests on all 	09/2014
12	Schedule	Deliver updated Application Configuration Document for all application and database 	07/31/2014
13	Schedule	Deliver updated Standard Operating Procedures for each application	09/15/2014
14	Performance	A monthly task report will be delivered to the Task Requester to report expenditures, 	Monthly
15	Performance	The Task Manager and/or appropriate staff will meet at least weekly with the Task 	Weekly
16			
17			
18			
19			
20			
21			
22			

#### TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required
1	Training	Project Management Training	NLT 8/2014
2	Training	Software Engineering Training	NLT 8/2014
3	Material	Business Objects (Crystal Reports)- yearly renewal	03/30/2014
4	Material	Microsoft Dynamics -- yearly renewal	03/14/2014
5	Material	Cerenade From- yearly renewal	09/15/2014
6	Material	DB Visualizer- yearly renewal	08/20/2014
7	Material	Exceed Secure Shell- yearly renewal	12/31/2013
8	Material	ShareGate- yearly renewal	04/09/2014
9	Material	VMWare workstation- yearly renewal	09/15/2014
10	Material	LogiAnalytics - yearly renewal	09/15/2013
11	Material	OmniGraffle 6 (four Mac OSX users) - one time purchase	12/13/2013
12	Material	Visio 2013 - one time purchase	12/13/2013

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No.	Type of Requirement	Description			Date Required
1	Material	BBEdit- one time purchase			12/13/2013
2	Material	Project Server 2013 upgrade			12/13/2013

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## WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

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**IT SECURITY REQUIREMENTS**

Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this ACITS3 task are as follows:  
*(Please address the following topics/questions, if applicable, concerning the intended task).*

a. This Task's activities have been identified as being covered under an organizational IT Security Plan. This Task does not support applications that have been designated as a "Special Management Attention" applications. If "Special Management Attention" applications do exist please describe:  
 The task maintains systems classified under FIPS 199 as moderate and are included in the Code IO Consolidated Moderate Security Plan.

b. Periodic reviews of IT Security measures are necessary. What is the role of the ACITS3 contractor under this ACITS3 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?  
 Please describe as appropriate:  
 The task is responsible for all account management, ensuring that the warning banners are installed on all servers, and addressing vulnerabilities identified by Code IS scans.

c. Typically, the Task will not be involved with activities that require compliance with NASA's NPG 2810.1 and Ames' APG 2410.1 that define the requirements for reuse, reassignment or accessing of IT assets and/or their release for repair; if such an activity does occur, the Task Requester will be contacted to identify the civil servant who will have oversight and approval for reuse, reassignment or accessing of IT assets and/or their release for repair associated with this task.

d. The Task personnel are trained in NASA's and Ames' policies and procedures relating to IT Security and will participate in the required annually IT security training to maintain proficiency. There are no specialized security training requirements associated with this task.  
 If appropriate, specialized training requirements are described as follows:

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?  
 N/A

f. There are no other IT Security requirements associated with this ACITS3 Task.  
 If appropriate they are described as follows:

g. There are specific IT Security Deliverables associated with this ACITS3 Task.  
 If appropriate they are as follows:

- ☒ IT Risk Assessment
- ☒ IT Security Plan
- ☒ IT Contingency Plan
- ☐ IT Security Vulnerability Test Results
- ☐ Results of periodic IT Security Reviews
- ☒ Other documentation as follows: Report of status of IT Security Plan, Contingency Plan, and Risk Assessment of critical services provided by Code I

h. 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:

System Owner (Responsible for the applicable IT Security Plan)	
Name: <u>William Notley</u>	Phone: <u>(b) (6)</u>
Organization's Computer Security Official	
Name: <u>Matt Linton</u>	Phone: <u>(b) (6)</u>
Alternate System Owner	
Name: _____	Phone: _____