

# ACITS-3 FORM

## PART 1 - TASK ORDER INFORMATION

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/3/2016		<b>Task Title:</b> Code S Scientific Systems and Network Support		
<b>Task Order No.:</b> S31	<b>Task Mod No.:</b> Original	<b>Service Request No.:</b>	<b>Customer Code:</b> NASA/Ames Research Center	<b>SOW Reference:</b> C.3.1.5
<b>Order Type:</b> Cost Plus		<b>Funding Level:</b> Task Level Funding		
<b>Task Requester Email:</b> (b) (6)		<b>Name:</b> Mark Fonda		<b>Phone:</b> (b) (6)
<b>Financial Manager Email:</b> (b) (6)		<b>Name:</b> Ben Varnell		<b>Phone:</b> (b) (6)
<b>Computer Security Officer Email:</b> (b) (6)		<b>Name:</b> Don Sullivan		<b>Phone:</b> (b) (6)
<b>Task previously covered by another contract other than predecessor to incumbent? (If YES, provide in SOW)</b>				<b>YES</b>
<b>Does the task require access to government databases? (If YES, indicate in SOW)</b>				<b>NO</b>
<b>SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)</b>				
<b>Does the task include EIT items? (Please review the EITAC documentation)</b>				<b>YES</b>
<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>				
<b>GOVERNMENT FURNISHED EQUIPMENT (GFE)</b>				
<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>				
<b>AFFIRMATIVE PROCUREMENT (See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a>)</b>				
<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>				
<b>COTR SIGNATURE:</b> Kirsten Nagel (8/31/2016)			<b>CO SIGNATURE:</b> Anjennette Contreras-Rodriguez (8/31/2016)	

## ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
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<b>Order Type:</b> Cost Plus		<b>Funding Level:</b> Task Level Funding		
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				

## ACITS-3 FORM (Continued)

### PART 3 - APPROVAL SUMMARY

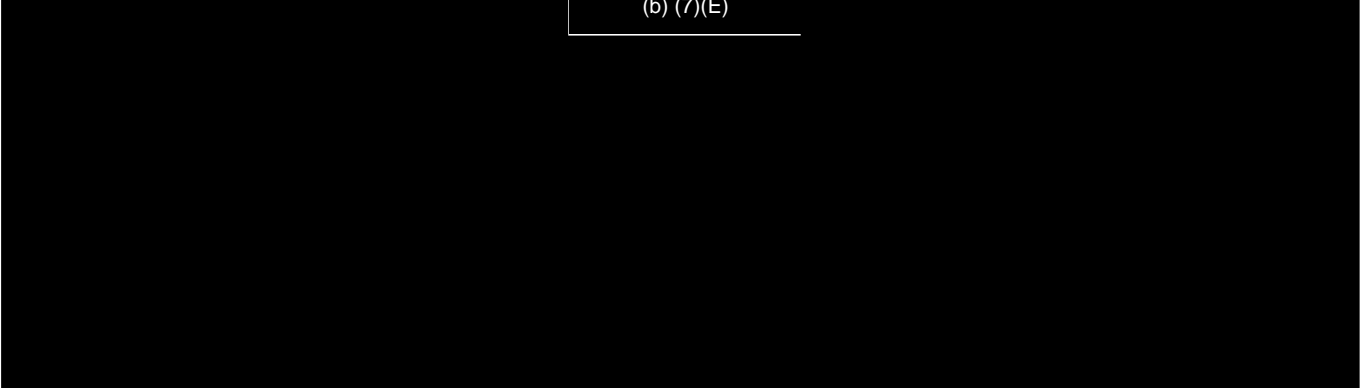
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<b>Approved By</b>	<b>Name</b>	<b>Date</b>	<b>Email</b>	<b>Phone</b>
1. COTR Fonda	Kirsten Nagel	8/31/2016	(b) (6)	(b) (6)
2. CO Fonda	Anjennette Contreras-Rodriguez	8/31/2016		

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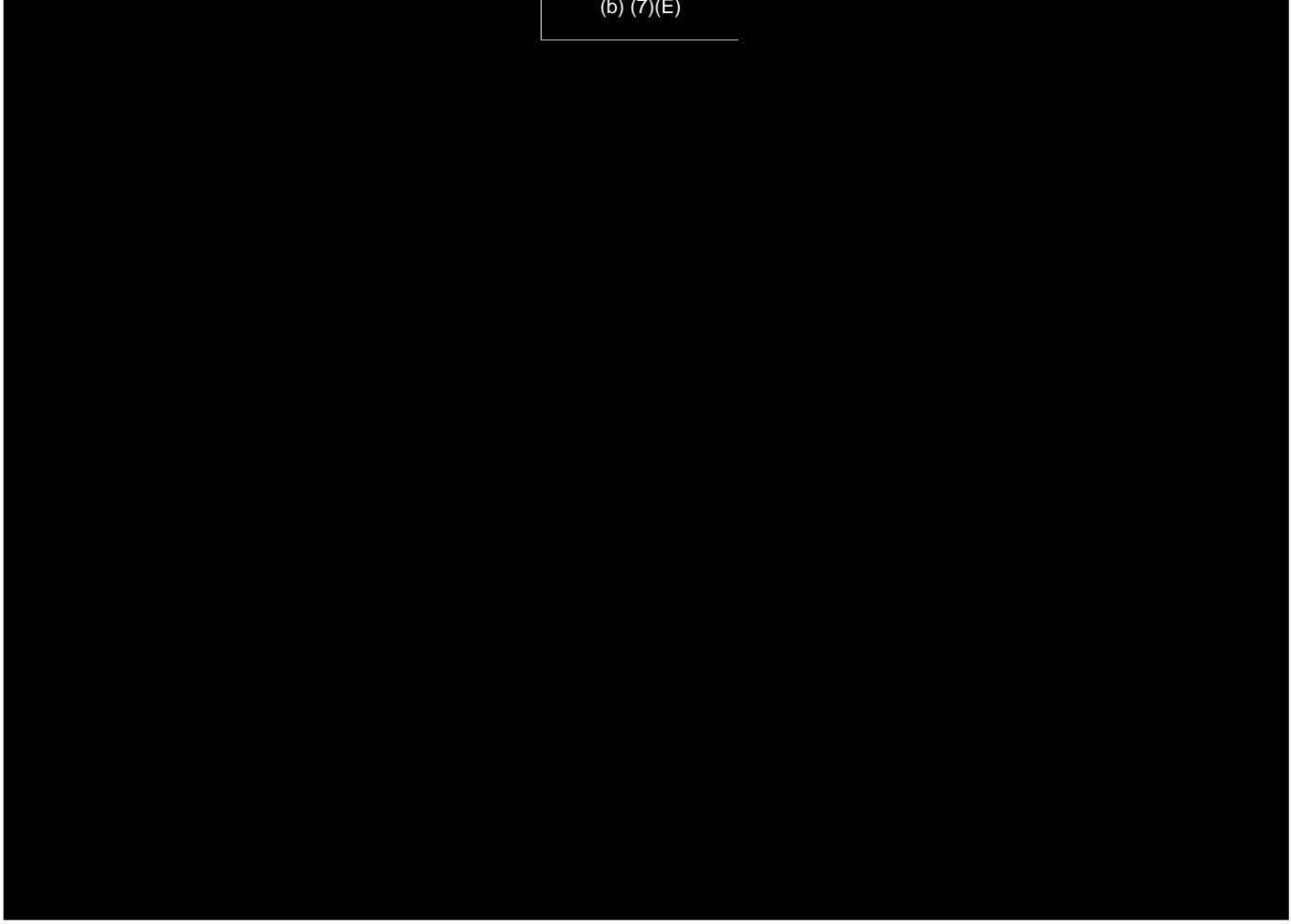
**Task Background:**

(b) (7)(E)



**Statement of Work - Requirements, part 1:**

(b) (7)(E)



### ACITS-3 FORM (Continued)

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(b) (7)(E)

**Statement of Work - Requirements, part 2:**

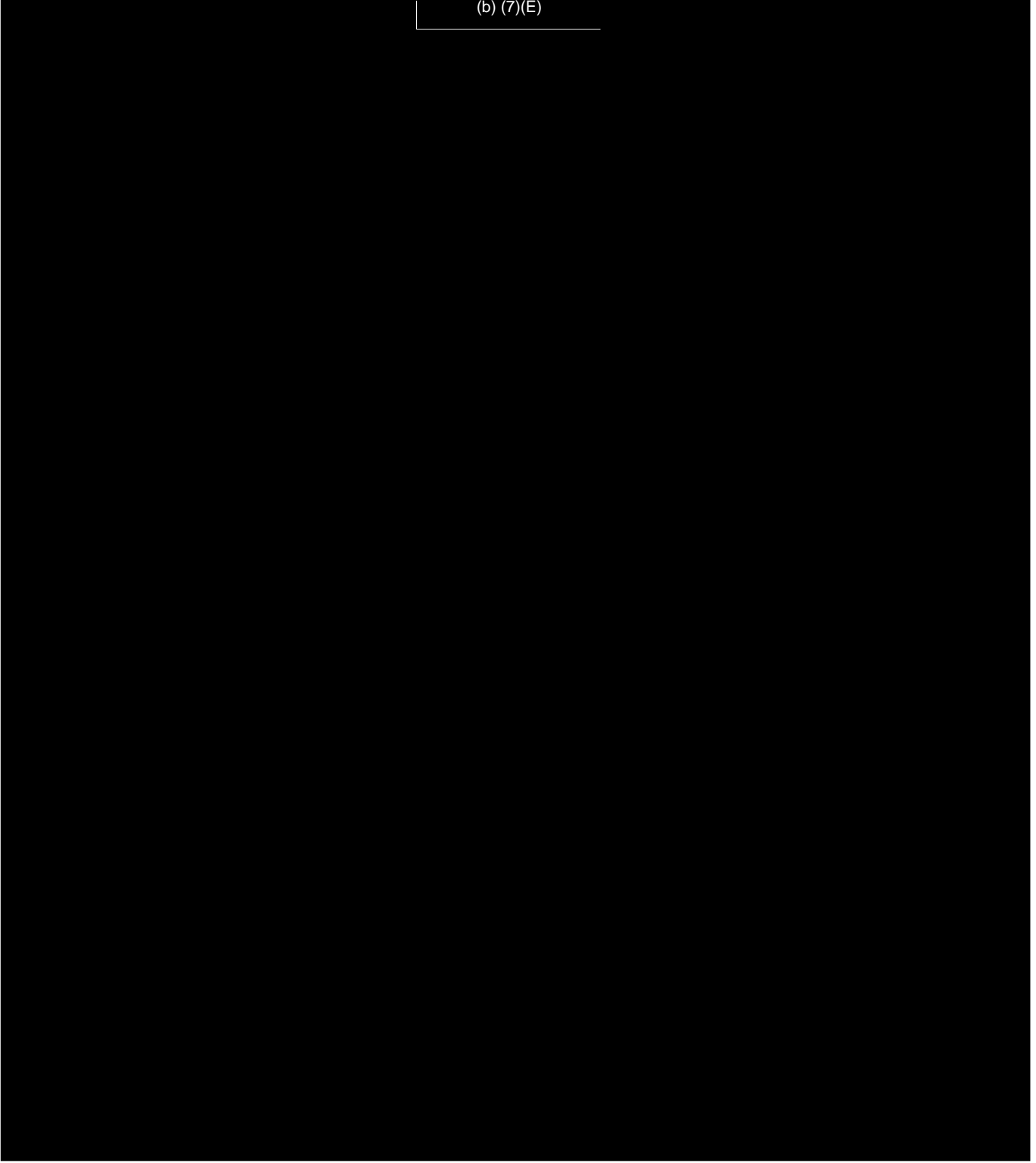
The task is expected to maintain functional systems that are designated as subscribed systems or building-wide resources, such as printers and servers. For the included systems this represents the system administration tasks to ensure that the systems are available to the users at a high percentage of up-time. These system administration tasks and Scope of work include:

(b) (7)(E)

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(b) (7)(E)



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(b) (7)(E)

**SOW Deliverables and Milestones (Continued from above):**

(b) (7)(E)

Materials list to be purchased in support of highly specialized scientific basic and applied research and project systems:

1. 2 workstation replacements for the system administration team (ACES exempt)
2. Up to 10 urgent End of Life (EOL) hardware workstations replacements
3. Misc. hardware, interanl drives, memory cards, and safety features
4. Back up units / supplies including tapes, tape drives, retrospect software
5. Equipment Maintenance Warranty

**Travel:**

2 trips per year for 1 person to other NASA centers to learn Agency Security and auditing Tools in development for implementation agency wide i.e. Big Fix reporting tool

**CSA Training:**

1 person - System Administration staff Training online courses for UNIX, LINUX, Macintosh, PC per year.

**ACRYNOM LIST**

ACE Ames Center for Exploration  
 ACES Agency Consolidated End-User Services  
 ACITS Ames Consolidated Information Technology Services  
 AMS Ames Management System  
 APG Ames Policy Guideline  
 ARCLAN Ames Research Center Local Area Network  
 ATO Authorization To Operate  
 BOF Birds of Feather  
 CFR California Federal Regulations  
 CIS Client Information System  
 CMS Content Management System  
 CSA Certified System Administrator

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CSO Computer Security Official  
 EIT Electronic Information Technology  
 EITAC Electronic Information Technology Accessibility Compliance  
 ESD Enterprise Service Desk  
 FDCC Federal Desktop Core Configuration  
 GFE Government Furnished Equipment  
 GUI Graphical User Interface  
 HQ Headquarters  
 ISSO Information Systems Security Official  
 IT Information Technology  
 LAN Local Area Network  
 LINUX Linus Unix like operating system  
 NAS Network Attached Storage  
 NASA National Aeronautics Space Administration  
 NDC NASA Domain Control  
 NPG NASA Policy Guideline  
 ODC Other Direct Costs  
 OS Operating System  
 PC Personal Computer  
 PD Performance Deliverables  
 POA&M Plan of Action and Milestones  
 SD Schedule Deliverables  
 SO System Owner  
 SOW Statement Of Work  
 UAG User Advisory Group  
 UNIX UNiplexed Information and Computing Service

**Personnel Skill Sets:**

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 specialized security training requirements associated with this Task. If appropriate, specialized training requirements are described as follows:

The Task must have at least two NASA Certified System Administrator on the staff.

Contractor employees who are defined as being in a Position of Trust will require a security check, as defined in NPG 2810.1.

**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

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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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<b>Specific Deliverables and Deliverable Dates</b>				
<b>No.</b>	<b>Type of Deliverable</b>	<b>Description of Deliverable</b>		<b>Date Required</b>
1.	Schedule	Submit Report of Support (Trouble Call) Requests that includes: Users Name, Org Code and Subscriber Status Quarterly		12/1/16, 3/1/17, 6/1/17, 9/1/17
2.	Performance	Computer Security Plan Updates and Testing Annually		8/15/17
3.	Schedule	Perform a Random Restore of User Directory		12/1/16, 3/1/17, 6/1/17, 9/1/17
4.	Schedule	Attend and Provide a Status of S High / Medium CSA Projects Quarterly		11/15/16, 2/15/17, 5/15/17, 8/15/17
5.	Schedule	Submit an Annual Contingency/Disaster Recovery Plan		3/1/17

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<b>Travel, Training, and Materials Requirements</b>				
<b>No.</b>	<b>Type of Requirement</b>	<b>Description</b>		<b>Date Required</b>
1.	Material	Misc. Server/Cmptr/Printer Equip/Supplies ( See SOW for Details)		
2.	Training	Ocassional CSA Training as recommended ( See SOW for Details)		
3.	Travel	Travel as needed to take training offsite ( See SOW for Details)		

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<b>Charge Points</b>				
<b>Charge Number</b>	<b>Description</b>			
001	(b) (7)(E)			
002				
003				
004				
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**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:

- c. Is specialized security training required?: YES

If yes, specialized training requirements are described as follows:

The Task must have at least two NASA Certified System Administrator on the staff training courses to maintain expertise.

- 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: YES
- 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)

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### 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?**

See scope of work section above. Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this contract task are as follows:

This Task's activities have been identified as being covered under an organizational IT Security Plan, Code S Moderate Systems-CD-9999-M-ARC-3242

- a. This Task does not support applications that have been designated as a "Special Management Attention" applications.
- b. There are requirements for IT Security Risk Assessments, IT Contingency Plans, and/or ITS Plans, or any modification(s) thereto. If appropriate they are described as follows:

The task will maintain the systems, databases and the applications as per the applicable IT Security Plan.

The task will make sure that the appropriate controls are put in place on the systems as defined in the IT Security Plans. Further, the task will engage in making sure that the IT Security Plans are kept up to date and participate in the review process of the plans.

- c. Periodic reviews of IT security measures are necessary. The contractor shall review user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools as necessary for patch management and FDCC Monitoring, Testing, and Verification as necessary, perform internal audits as required and at least annually to make sure they comply with Agency IT policies.

- d. 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 the this Task.

- e. 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 specialized security training requirements associated with this Task. If appropriate, specialized training requirements are described as follows:

The Task must have at least two NASA Certified System Administrator on the staff.

- g. In the event of an IT Security incident associated with systems and data under this Task, the Chief Information Security Officer, 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:**

- g. In the event of an IT Security Incident associated with systems and data under this Task, the Ames and Code S Computer Security Official, Task Requestor, and Code S Line Manager will be notified immediately.**

Title	Name	Phone
System Owner (Responsible for the applicable IT Security Plan)	Karen Tambua	(b) (6)
Organization's Computer Security Official	Donald Sullivan	(b) (6)
Alternate System Owner	Mark Fonda	(b) (6)

### ACITS-3 FORM (Continued)

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**Are there any other IT Security requirements?:**

The system administrator(s) will:

- " Operating Systems: Maintain the operating system version(s), including appropriate patches, to the NASA/Center minimum configuration standards (where such standardization exists); where there are no standards, the Task will maintain the operating system as current as is acceptable to the customer's applications (For example, if a development platform is being supported, the product development cycle may drive which operating system version is supported).
- " Applications: Maintain applications at a current level, or at an appropriate level as required by the needs of the users. The task will gain proficiency in selected applications sufficient to allow administration and integration functionality aiding in the operation and maintenance of the applications.
- " Routine Administration/Performance: Perform routine administration of the supported systems (e.g., account management, file system management). Monitor systems for performance and make sure they are running properly, paying particular attention to the servers. Identify system and network problems and bring them to resolution, either by themselves or by coordinating repairs with the appropriate source.
- " Installations: Install and configure new computers, new peripherals and system components (e.g., memory, video cards, network interface cards, etc.) along with the software necessary for the system to utilize the new hardware. In addition, the task will install the required and/or customized application load.
- " User interface: Act as the primary interface for user support issues. Solve user problems or coordinate with other resources to resolve user problems and questions.
- " IT Security: Comply with the Ames Security requirements and pay close attention to security alerts, and applies security fixes to keep the systems as secure as possible. Conduct IT checks, apply security patches, perform system/data recoveries (after a break-in) for the supported systems; the systems and applications will be configured so as to be in compliance with NASA/Center security policies to the extent possible, given the budget, hardware, software and licenses constraints imposed upon the Task. Use account request forms, disable and configure accounts and perform annual self-assessments as identified in the Code S security plan(s).
- " Enhancements: Maintain an understanding of the computing requirements of the SS, SG and SC Divisions and make recommendations to improve the software and hardware environment. Identify and implement ways to automate routine procedures, to improve efficiency and effectiveness.
- " Collaboration: Network with other system administrators to exchange information on problems, solutions and new technology by attending and participating in BOFs, and other system administration gatherings.
- " Documentation: Maintain documentation on system configurations and processes and maintain the database of network connections for building users. Update the Host DB database with current system, owner, and network information on an ongoing basis.

The task will comply with standard system administration practices. Wherever possible, a Standard configuration will be maintained on the systems to simplify administration.

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NASA Information Security policies will be followed as identified in the contract SOW. Security alerts will be responded to Promptly. Security advisories will be followed as they are released. Backups will be performed regularly and verified routinely. The retention period of backups will be no less than 3 months. A disaster recovery plan will be kept up to date, to prepare for emergencies. An alternate location for backup media will be maintained in case the daily backup media is damages/destroyed.

The task will assist Code S CSAs with implementation of patching, system standardization, and compliance initiatives as mandated by the Agency or Center. The task will research and stay abreast of upcoming policy and procedure changes in the NASA computing environment, including participating in Ames IT Security seminars and forums, relaying information pertinent to policy or procedural changes, and researching potential effects of new Policies. The task will provide information and insight to the Task Requester regarding any changes to computer policies or any computer policy mandates that may have an impact on the functionality of Code S Systems(s). In close coordination with the Code S System Owner (SO) and Code S Computer Security Official (CSO), the task will provide coverage for the Code S Directorate level IT meetings, and ensure documentation requirements for Code S IT are completed on a timely basis. The task will provide informal or formal reports to the Code S SO on an ad hoc basis as policy decisions need to be made or as the status of projects requires. The task will provide information to the SO regarding any changes to policies or any mandates that may have an impact on the Code S system(s). The task will provide support to the Code S organization in the event of incident response to security incidents.