

ACITS3 TASK ORDER FORM

PART I - TASK ORDER INFORMATION - CIVIL SERVANT

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: System Administration Services: Code JC			Start Date: October 1, 2014	End Date: August 31, 2015
Task Order No. J12	Task Mod No. M0	Service Request No. JCE 14061	Customer Code Code JCE	SOW Reference C.3.1.1.2
TASK REQUESTER EMAIL: (b) (6)		NAME: Steve Frankel		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Yvonne Do		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Tony Damian		PHONE: (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				

SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)

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.

GOVERNMENT FURNISHED EQUIPMENT (GFE)

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.

AFFIRMATIVE PROCUREMENT (See <http://www.epa.gov/cpg/products.htm>)

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.

TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS

Please enter this information on pages 2, 3, and 4.

COTR SIGNATURE: KIRSTEN NAGEL

Digitally signed by KIRSTEN NAGEL
DN: cn=K, o=U.S. Government, ou=NASA, ou=People, ou=KIRSTEN NAGEL, o=9.2342.F200000.100.1.1-44444
Date: 2014.09.30 15:16:30 -0700

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
DN: cn=ANJENNETTE CONTRERAS-RODRIGUEZ, o=U.S. Government, ou=NASA, ou=People, ou=ANJENNETTE CONTRERAS-RODRIGUEZ, o=9.2342.F200000.100.1.1-44444
Date: 2014.09.30 15:16:30 -0700

PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:	(b) (4)		
Labor:			
ODC Subcontracting:			
ODC Material:			
ODC Travel:			
ODC Training:			
Program Mgt Cost:			
Fee:			
Totals:			

PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6) 09/23/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	09/23/2014		
3. PROGRAM MGR.:	09/23/2014		
4. TASK REQUESTER:	(b) (6) 09/30/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	Sutton, George W. (ARC-JC) 09/30/2014		
6. COTR:	KIRSTEN NAGEL 09/30/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 10/01/2014		

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: System Administration Services: Code JC		Start Date: October 1, 2014		End Date: August 31, 2015
Task Order No. J12	Task Mod No. M0	Service Request No. JCE 14061	Customer Code Code JCE	SOW Reference C.3.1.1.2
PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>This objective of this task is to provide computer systems administration services and technical support to Code JC.</p> <p>Code JC requires a combination of systems administration services and technical support for their information resources. These requirements may include supporting desktop systems, supporting server systems, handling support requests, and addressing custom/project specific needs.</p> <p>The primary purpose of this task is to provide systems administration support. This support addresses requirements for non-ACES desktop and laptop systems as well as servers. A limited amount of support is provided for ACES systems, including installation and upgrade of software not supported by ACES (e.g. MS Project, Autocad) when requested or approved by the Task Requester.</p> <p>Task will be performed at the following on-site locations: N213.</p> <p>The following services will be provided for the task:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Install or apply operating system upgrades, as needed, for each computer system supported by this task <input type="checkbox"/> Install or apply standard NASA IT software upgrades <input type="checkbox"/> Install security fixes and patches <input type="checkbox"/> Implement Ames security policies <input type="checkbox"/> Provide technical input for the NASA IT security plan <input type="checkbox"/> Install new computer systems and peripherals <input type="checkbox"/> Provide application support <input type="checkbox"/> Perform routine system administration including: <ol style="list-style-type: none"> 1. Account management 2. File system management 3. System performance monitoring and tuning 4. Maintaining network connectivity to the wall 5. Coordinating cooperative effort(s) where necessary with local area network (LAN) and firewall support 6. User Consulting support (problem troubleshooting and resolution) for: <ul style="list-style-type: none"> Systems use Supported software Hardware/software failures <input type="checkbox"/> Coordinate/facilitate hardware maintenance calls <input type="checkbox"/> Install, configure, diagnose, and upgrade the communication and security software required to establish remote connections to the Center and organization information resources; this support does NOT include establishing connectivity with Internet Service Providers (ISPs) or off-site support requests <input type="checkbox"/> Install, configure and maintain servers (file sharing, software licensing, etc.) as requested by the Task Requester or other management. <input type="checkbox"/> Provide backup and restore support for all systems under the scope of this task. <input type="checkbox"/> Provide support needed to participate in the annual contingency plan and security plan review. <input type="checkbox"/> Deliver a Disaster Recovery Plan. <p>The Task will provide a range of computer systems administration services and technical support services to Code JC. During times of increased demand, the task may increase staffing to fulfill requirements of the task.</p>				

ACITS3 TASK ORDER FORM (Continued)

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Task Order No. J12	Task Mod No. M0	Service Request No. JCE 14061	Customer Code Code JCE	SOW Reference C.3.1.1.2

SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Schedule	Monthly electronic profile of support requests	11/01/2014	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1	Travel	NONE		
2	Training	NONE		
3	Material	NONE		
4				
5				
6				

ACITS3 TASK ORDER FORM (Continued)

[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:

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 staff will review security measures such as user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools at least annually to make sure they comply with policies.

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?
No special security clearance is needed for this task.

f. There are other IT Security requirements associated with this ACITS3 Task.

If appropriate they are described as follows:

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

g. There are no 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: Tony Damian

Phone: (b) (6)

Organization's Computer Security Official

Name: Tony Damian

Phone: (b) (6)

Alternate System Owner

Name: Annette Randall

Phone: (b) (6)

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Note Creator		Note Title		Date Created
Note				
Note Creator		Note Title		Date Created
Note				
Note Creator		Note Title		Date Created
Note				