

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: Customer Advocacy Office (CAO), CIO and CPIC Support			Start Date: November 1, 2013	End Date: September 30, 2014
Task Order No. I09	Task Mod No. original	Service Request No.	Customer Code Code ID	SOW Reference C3.1.1.7 and C3.1.6.3
TASK REQUESTER EMAIL: (b) (6)		NAME: Susan Jacquelyn Levine		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Rosatina K. Chan		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Ernest M. Lopez		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) NO				

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) are on 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: c=US, o=U.S. Government, ou=NASA, ou=People, ou=KIRSTEN NAGEL, o=US2342.F200000.000.1.1, email=kirsten.nagel@nasa.gov

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
DN: c=US, o=U.S. Government, ou=NASA, ou=People, ou=ANJENNETTE CONTRERAS-RODRIGUEZ, o=US2342.F200000.000.1.1, email=anjenette.contreras@nasa.gov

PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:			
Labor:	(b) (4)		
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) 11/21/2013	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	(b) (4), (b) (6) 11/21/2013		
3. PROGRAM MGR.:	(b) (4), (b) (6) 11/21/2013		
4. TASK REQUESTER:	(b) (6)	(b) (6)	(b) (6)
5. DIVISION LEVEL:	GRACE DE LEON		
6. COTR:	KIRSTEN NAGEL 12/11/2013		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 12/13/2013		

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
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PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>The goals of this task is to provide technical support to the Ames Chief Information Officer (CIO) and Code I in the form of Business Management, Enterprise Architecture, Capital Planning and Investment Control (CPIC), I3P technical support, IT procurement, Customer Advocacy and Communications support in various CIO initiatives and IT activities for Ames and throughout the Agency.</p> <p>In support of the Code I Vision: Be the premier NASA IT organization at providing IT Services, operations and implementations for all stakeholders within ARC, the Agency, other federal entities, industry and academia, providing the best value added and delivering results that endure.</p> <p>The CAO is responsible for maintaining and improving the customer relationships between Code I and the customers Code I supports through customer liaisons, customer meetings and a comprehensive understanding of customer issues and service requirements which will include the transition and ongoing operation of I3P services at Ames. Functions of the CAO include:</p> <ul style="list-style-type: none"> • Identify and understand the customer base for ARC IT and Agency I3P services • Provide an ongoing gap analysis of ARC IT center services and Agency I3P services • Provide administration support for the Agency I3P SIMWG • Manage and develop customer relationships on behalf of Code I • Understanding the wants and needs of the customers relative to IT services and translating these wants and needs into relevant and actionable requirements from which to build new or modify existing services. • Report on service delivery metrics, as defined by Service Owners at the center and work with the center subject matter experts for I3P agency services to ensure that the Code I IT services provide the desired customer results <p>To ensure consistent levels of service, the CAO will ensure Service Level Agreements (SLAs), and Operating Level Agreements (OLAs) will be agreed upon between the customers and service owner group. (b) (7)(E) CAO will provide a mechanism to collect customer feedback on Code I's and Agency I3P services performance (b) (7)(E) at Ames with the Center Subject Matter Experts in each area, in order to manage customer expectations and work with the Service Owners to ensure effective and efficient service delivery of Code I services.</p> <p>The CAO will also develop a holistic approach to manage the relationships between NASA IT and their customers. This role is akin to a broker who must manage the relationships between buyers and sellers to ensure a transaction is completed with both parties satisfied with the result. The CAO will ensure that both parties are satisfied.</p> <p>IT Service Center (ITSC) support: This portion of the task will provide Tier 1 and Tier 2 level support for Code I services and provide Data Center and Applications support. The task will provide Tier 1 service support to Code I customers, and will support future Agency and Center initiatives provided by Code I.</p> <p>The ITSC function will serve the Center as the Single Point of Contact (entry) into Code I and its services. The ITSC shares an important role in the mission of providing quality customer care for the Center, therefore, the ITSC will measure its success by the customers' satisfaction and by its contributions toward the successful delivery of Code I services, service incident management, and achieving SLA objectives.</p> <p>This function encompasses a variety of Tier 1 support tasks, which includes initiating, on behalf of the customer, incident/service requests received via telephone, email, walk-up and the Ames Intranet. In addition to the creation of incident/service requests, the staff will be responsible for escalation, follow-up and resolution (depending on type of request) and closure of all tickets resolved by Code I technical service groups. Service Desk standard Operating Procedures (SOPs) will be documented to ensure that appropriate information is gathered from the initial customer contact, input into the Remedy system, and that all pertinent procedures are followed. For I3P services a warm handoff process will be followed with the Agency Enterprise Service desk (ESD) as well as center based knowledge articles for non I3P services at Ames that will be created and provided to the ESD on a regular basis.</p> <p>In addition the task will be provided with the capability to provide support in the reporting from the ESD analytics and dashboard capability to the Center I3P Integration lead and subject matter experts. The task will also be asked to provide feedback on new requirements for the ESD version 1.2 which will impact service delivery for NASA Ames.</p> <p>In addition to the above duties, the task will provide applications and Data Center support for the following sub-activities:</p>				



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SPECIFIC DELIVERABLES AND DELIVERABLE DATES				
No.	Type of Deliverable	Description of Deliverable		Date Required
1	Performance	Conduct and report monthly on the Information Technology Infrastructure Integration	+	monthly
2	Performance	Conduct and report weekly on all Customer Advocacy issues and meetings on the CIO	+	weekly
3	Performance	Provide 95% Data Backup success for server class systems		monthly
4	Schedule	Provide Trend Analysis Report – track and report trends in incidents, customer satisfaction	+	monthly
5	Schedule	Provide Incident Reports – track and report on incidents, by customer, by org code, by	+	monthly
6	Schedule	Provide ESD reports to Center integration leads & subject matter experts to the Customer	+	monthly
7	Schedule	Update Code I Call Down List and post to the secure share location		monthly
8	Schedule	Submit Monthly IEM Security Administration monitoring report		monthly
9	Performance	Report monthly on the Agency Postmaster Working Group (PWG) meetings to the Customer	+	monthly
10	Performance	Report monthly on the CMDB changes/updates to the Customer Advocacy SharePoint site		monthly
11	Performance	Report monthly on all APC activities to the Customer Advocacy SharePoint site		monthly
12	Performance	Report on customer advocacy activities monthly in the information Technology	+	monthly
13	Schedule	Create and deliver monthly inventory turnover report to the Customer Advocacy SharePoint	+	monthly
-9	Performance	Ensure all Center-impacting messages are posted to the Code I main	+	monthly
-8	Performance	For the monthly ARC IT Outreach & Awareness meetings, provide the	+	monthly
-7	Performance	For the bi-weekly Ames' I3P ACES Points of Contact meetings,	+	bi-weekly
-6	Performance	Upon receipt of change from Service owner, update Service Catalog	+	ongoing
-5	Performance	Conduct testing of ESD/ESRS website (Version 1.0) enhancements and	+	ongoing
-4	Performance	Review, test, and release Center-wide emails; estimated Centerwide	+	monthly
-3	Performance	Provide monthly website maintenance to Open.gov websites, including	+	monthly
-2	Performance	Communications: Ensure all Center-impacting messages are posted to	+	monthly
-1	Performance	Communications: For the monthly ARC IT Outreach & Awareness	+	monthly
0	Performance	Communications: For the bi-weekly Ames' I3P ACES Points of	+	bi-weekly
1	Performance	IT Service Catalog: Upon receipt of change from Service owner, update	+	ongoing
2	Performance	Communications: Review, test, and release Center-wide emails;	+	monthly
3	Performance	Aggregate current Center IT investment information monthly and	+	monthly
1	Schedule	Provide monthly "Identify Software Capitalization		monthly
2	Schedule	Deliver a slide deck to CPIC Lead supporting the	+	3/2014
TRAVEL, TRAINING AND MATERIALS REQUIREMENTS				
No.	Type of Requirement	Description		Date Required
1	Material	miscellaneous supplies etc.		ongoing
2	Travel	CIPC/SIBC travel		ongoing

ACITS3 TASK ORDER FORM (Continued)

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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:

user accounts, account management, database

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

f. There are no other IT Security requirements associated with this ACITS3 Task.

If appropriate they are described as follows:

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: William Notley

Phone: (b) (6)

Organization's Computer Security Official

Name: Ernest Lopez

Phone: (b) (6)

Alternate System Owner

Name: Mathew Linton

Phone: (b) (6)