

ACITS-3 FORM

PART I – TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Task Requester Email: (b) (6)		Name: Annette Randall		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)
		Name:		Phone:
		Name:		Phone:
		Name:		Phone:
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)				YES
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:		CO SIGNATURE:		

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Categories	Current Request	Prior Cumulative Estimate Without Current Request		Total Cumulative Task Estimate
(b) (4)				

ACITS-3 FORM (Continued)

PART 3 - APPROVAL SUMMARY				
Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Approved By	Name	Date	Email	Phone
1. COTR Randall	Kirsten Nagel	9/15/2015	(b) (6)	(b) (6)
2. CO Randall	Anjennette Contreras-Rodriguez	9/17/2015		

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
#@Y1 @C(P1 Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Task Background: 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, addressing custom/project specific needs, and supporting IT Security requirements.				

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Task Order Description: <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. Additionally, support is required for IT Security related tasks, to include consolidating information regarding AECOM, IAP (and IAP's follow-on Contractor), and ACITS3 systems.</p> <p>Task will be performed at the following on-site locations (b) (7)(E)</p>				

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2

General Scope of Work:

The following services will be provided for the task:

- Install or apply operating system upgrades, as needed, for each computer system supported by this task
- Install or apply standard NASA IT software upgrades
- Install security fixes and patches
- Implement Ames security policies
- Provide technical input for the NASA IT security plan
- Install new computer systems and peripherals
- Provide application support
- Perform routine system administration including:
 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:
 - Systems use
 - Supported software
 - Hardware/software failures
- Coordinate/facilitate hardware maintenance calls
- 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
- Install, configure and maintain servers (file sharing, software licensing, etc.) as requested by the Task Requester or other management.
- Provide backup and restore support for all systems under the scope of this task.
- Provide support needed to participate in the annual contingency plan and security plan review.
- Deliver a Disaster Recovery Plan.

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.

ADDITIONAL TASKS:

1. Applies to all non-ACES systems for Code JC, which includes (b) (7)(E)

(b) (7)(E)

- Compile hardware inventory lists quarterly (hardwired, wireless, and non-networked).

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2

General Scope of Work (Continued):

- Compile software inventory quarterly.
- Provide a status of critical vulnerabilities quarterly or as required.
- Create a deviation report for systems not matching between Kace and Hostdb or inventory sheets.
- Provide training as required.
- Develop a list of controls that need to be reviewed each year in the 3 year cycle.

2. Code JS needs a system admin to perform the following functions:

- Be the System Administrator of record for all the system elements of the JS system.
- Update and maintain an accurate up-to-date system inventory of the JS system.
- Be aware of security alerts from the vendor or Code I that pertain to any of the elements of the JS system.
- Work with the Organization's CSO and Code JS management on any new additions/deletions/modifications to the JS security plan.
- Update and maintain an accurate up-to-date documentation of the JS system (Authorization Boundary, Data Diagram, Logical Diagram, Physical Diagram).
- Work with vendor and other parties (Organizational CSO/Code I/ JS Management) to ensure that the Agency security controls are met on vendor furnished equipment (SA doesn't apply patches to vendor furnished equipment but verifies that the appropriate patches are applied by the vendor). Must be present during vendor visits when patches or modifications to the vendor supplied equipment is made.
- Apply patches as needed to network printers identified in the JS security plan.
- Configure all iPads in JS security plan (similarly) to ensure the Agency Security Controls are met (Consult with Organization's CSO on this).
- Apply OS patches to all iPads identified in the JS security plan and keeps track of OS versions.
- Redeploy network/non-network printers and iPads as required when ownership has changed.
- Attend all security meetings called by Code I and/or the Organization's CSO.
- Report any potential or actual security violations to the (1) SOC, (2) organizational CSO, and (3) JS management.
- Maintain Annual NASA System Administrator Certification via the required SATERN training.
- Have access to hostdb to keep the JS IP inventory accurate and updated.

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
<p>Government Furnished Property:</p> <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 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.</p>				

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Monthly electronic profile of support requests		11/1/2015
4.	Performance	Quarterly inventory deviation report		2/15/2016
5.	Schedule	List of IT security controls		03/31/2016
6.	Performance	Quarterly status of critical vulnerabilities		01/15/2016

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2015		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2
Work Breakdown Structure (WBS) Charge Points				
Charge Point	Title			
001	Facilities Engineering (Code JC)			
002	Logistics and Documentation Services (Code JS)			

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2

IT Security Requirements:

a. Are this task's activities covered under an organizational IT Security Plan?: NO

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?: 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: NO
- IT Security Plan: NO
- IT Contingency Plan: NO
- IT Security Vulnerability Test Results: NO
- 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:
Disaster Recovery Plan

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2

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 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..

- 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 excessing 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 excessing of IT assets and/or their release for repair associated with this task.

- 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.

- 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)	Tony Damian	(b) (6)
Organization's Computer Security Official	Tony Damian	
Alternate System Owner	Annette Randall	

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/10/2015	Task Title: System Administration Services: Codes JC and JS			
Task Order No.: J22	Task Mod No.: 0	Service Request No.:	Customer Code: NASA/Ames	SOW Reference: C.3.1.1.2

Are there any other IT Security requirements?:

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