

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: Agency Cloud Computing Support			Start Date: October 1, 2014	End Date: August 31, 2015
Task Order No. I20	Task Mod No. 0	Service Request No.	Customer Code Code IQ	SOW Reference C.3.1.1.7 and C.3.1.6.3
TASK REQUESTER EMAIL: (b) (6)		NAME: Raymond OBrien		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Rafael Medina		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Alex Eiser		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)

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>)

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=US2302.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=PEP, ou=JPL, ou=JPL/PERFORM, ou=1.1, email=an.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:	(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) 08/28/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	08/28/2014		
3. PROGRAM MGR.:	08/28/2014		
4. TASK REQUESTER:	RAYMOND OBRIEN 09/24/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	GRACE DE LEON 09/26/2014		
6. COTR:	KIRSTEN NAGEL 09/26/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 09/29/2014		

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PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>This task continues that work conducted in previous years, with a focus on growth of the customer base and types of service, continued integration of commercial cloud services with existing NASA IT services; implementation of technical, security, and business mechanisms that enable the NASA enterprise cloud service approach; and the management and operation of enterprise cloud services. This task is targeted at continuing to evolve the development of Agency cloud services in parallel with FY15 operation of the initial capabilities supported by the Agency service office for cloud computing.</p> <p>The high-level scope of work includes technical, security, and business aspects associated with developing and offering enterprise-class cloud computing services for the Agency.</p> <p>The low-level scope of work involves the design and technical configuration of cloud computing environments; operation of common services that enable Agency use of cloud computing; process and procedure development and their on-going maintenance; operation of managed computing environments built using commercial cloud services; software development; cloud-based application deployment, maintenance, and operations; end-use-focused, cloud-based infrastructure and application support; project management; technical writing; outreach and communications; service desk integration, service catalog development and integration; cloud skills development; travel and registration fees for cloud-related training and NASA approved conferences; and third-party certification of cloud computing security plans -- all targeted at supporting the initial offering of cloud services during FY15.</p> <p>Skill sets required: cloud environment manager; cloud systems administrator, cloud integration developer, IT security specialist, cloud technical engineer, cloud solution architect, cloud application developer, project manager, technical writer, communications and outreach specialist; and IT business specialist.</p>				

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES				
No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	Produce monthly cloud utilization and charging reports for review by CSSO management before transmittal to customers. At a minimum, the monthly reports should include monthly cost totals by program and project for each MCE. Due NLT 15 days after receipt of NASA invoice from cloud service provider. (Charge point: Agency Cloud Business Operations)		
2	Performance	Produce monthly report of tasks and assignments in progress and completed by technical writers supporting the cloud service office. (Charge point: Agency Cloud Technical Writing)		
3	Performance	Produce monthly summary report of CSSO meta-layer configuration changes, service outages, service impacts, and tickets closed. (Charge point: Agency Cloud CSSO Meta-layer Operations)		
4	Performance	Produce monthly summary report of General Purpose Managed Cloud Environment (GP MCE) configuration changes, service outages, service impacts, and tickets closed. (Charge point: Agency Cloud GP MCE Operations)		
5	Performance	Produce monthly summary report of support for CSSO customers" (MCE Operators and, if applicable, their users) receiving support under this task. The report shall have the following sections: 1. Projects receiving IaaS and PaaS support 2. Projects receiving Application support (Charge points: Agency Cloud MCE Operator and User Support at IaaS and PaaS layers AND Agency MCE Operator and User Support at Application layer)		
6	Performance	Produce monthly summary report of projects operating within the GP MCE that are managed by the operational infrastructure and/or application teams. (Charge point: Agency Cloud GP MCE Managed Hosting and Managed Application Support)		
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No.	Type of Deliverable	Description of Deliverable					Date Required	Row Controls	
19									
20									
TRAVEL, TRAINING AND MATERIALS REQUIREMENTS									
No.	Type of Requirement	Description					Date Required	Row Controls	
1	Travel	Travel to cloud computing meetings, training, and conferences					08/31/2015		
2	Training	Cloud computing training and conference registration fees					08/31/2014		
3	Material	Cloud computing software and/or professional services					08/31/2014		
4									
5									
6									

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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

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 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

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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: Ray Obrien

Phone: (b) (6)

Organization's Computer Security Official

Name: Alex Eiser

Phone: _____

Alternate System Owner

Name: _____

Phone: _____

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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				