

# ACITS-3 FORM

## PART 1 - TASK ORDER INFORMATION

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/9/2016		<b>Task Title:</b> System Administration Services: Codes JC and JS		
<b>Task Order No.:</b> J32	<b>Task Mod No.:</b> Original	<b>Service Request No.:</b>	<b>Customer Code:</b> NASA/Ames Research Center	<b>SOW Reference:</b> C.3.1.1.2
<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Task Requester Email:</b> (b) (6)		<b>Name:</b> Annette Randall		<b>Phone:</b> (b) (6)
<b>Financial Manager Email:</b> (b) (6)		<b>Name:</b> Yvonne Do		<b>Phone:</b> (b) (6)
<b>Computer Security Officer Email:</b> (b) (6)		<b>Name:</b> Tony Damian		<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>NO</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 (8/16/2016)			<b>CO SIGNATURE:</b> Anjennette Contreras-Rodriguez (8/16/2016)	

# ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/9/2016		<b>Task Title:</b> System Administration Services: Codes JC and JS		
<b>Task Order No.:</b> J32	<b>Task Mod No.:</b> Original	<b>Service Request No.:</b>	<b>Customer Code:</b> NASA/Ames Research Center	<b>SOW Reference:</b> C.3.1.1.2
<b>Order Type:</b> Cost Plus Fixed Fee		<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

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
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<b>Approved By</b>	<b>Name</b>	<b>Date</b>	<b>Email</b>	<b>Phone</b>
1. COTR Randall	Kirsten Nagel	8/16/2016	(b) (6)	(b) (6)
2. CO Randall	Anjennette Contreras-Rodriguez	8/16/2016	(b) (6)	(b) (6)

## ACITS-3 FORM (Continued)

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**Task Background:**

Codes JC and JS require 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.

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

The primary purpose of this task is to provide systems administration support. This support addresses requirements for non-ACES desktop, laptop and iPad systems as well as servers and printers. 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, as specified in the SOW, Requirements, part 2.

Task will be performed at the following on-site locations

(b) (7)(E)

(b) (7)(E)

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

The following services will be provided by the task:

- 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) as applicable, JC or JS management.
- Maintain Annual NASA System Administrator Certification via the required SATERN training.
- Have access to hostdb to keep the JC and JS IP inventory accurate and updated.
- 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

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**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 Codes JC and JS. During times of increased demand, the task may increase staffing to fulfill requirements of the task.

**ADDITIONAL TASKS AND CLARIFICATION:**

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

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

2. Applies to all non-ACES systems for Code JS, Logistics and Documentation Division:

- Serve as 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

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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.

**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 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 other government supplied equipment and provide information upon request for the following: Property Assignments, Property Location, and Unused Equipment.

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<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<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.	Performance	Monthly electronic profile of support requests		11/1/2016
2.	Performance	Quarterly inventory deviation report		12/15/2016
3.	Performance	Quarterly status of critical vulnerabilities		01/15/2017

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<b>Charge Points</b>				
<b>Charge Number</b>	<b>Description</b>			
001	Facilities Engineering and Real Property Management (Code JC)			
002	Logistics and Documentation Services (Code JS)			



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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?: 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

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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?**

- 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 annual 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	(b) (6)
Alternate System Owner	Annette Randall	(b) (6)

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

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