

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/17/2017		Task Title: System Administration Services: Codes JC and JS		
Task Order No.: J42	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1.2
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
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)
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)				NO
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: Kirsten Nagel (9/18/2017)			CO SIGNATURE: Anjennette Contreras-Rodriguez (9/18/2017)	

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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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				

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PART 3 - APPROVAL SUMMARY

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
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Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Approved By	Name	Date	Email	Phone
1. COTR Randall	Kirsten Nagel	9/18/2017	(b) (6)	(b) (6)
2. CO Randall	Anjennette Contreras-Rodriguez	9/18/2017		

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Task Background:

Codes JC, Facilities Engineering and Real Property Division, and Code JS, Logistics and Documentation Division, require a combination of systems administration services and technical support for their information resources. These requirements may include supporting printer, desktop, laptop, iPad or 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 support of systems administration. 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 and approved by the Task Requester. Additionally, support is required for IT Security related tasks, as specified in the SOW, Requirements, part 2. During times of increased demand, the task may increase staffing to fulfill requirements of the task.

Task will be performed at the following on-site locations: (b) (7)(E)

Statement of Work - Requirements, part 2:

The following services will be provided by the task for Code JC. (b) (7)(E)

- I. Provide System Administration Support for Code JC for each IT system supported by this task, including but not limited to, desktops, laptops, printers and servers:
 - a. Install or apply operating system upgrades, as needed
 - b. Install or apply standard NASA IT software upgrades, as needed
 - c. Install, configure and maintain new IT systems and peripherals
 - d. Provide application support (e.g. Outlook)
 - e. Perform routine system administration including:
 - 1) Managing Accounts
 - 2) Managing File systems
 - 3) Monitoring and tuning system performance
 - 4) Maintaining network connectivity to the wall
 - 5) Coordinating cooperative effort(s) where necessary (e.g. with local area network (LAN) and firewall support, and installing AutoCAD)
 - f. Provide user consulting support (problem troubleshooting and resolution) for:
 - 1) Systems use
 - 2) Supported software
 - 3) Hardware/software failures

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- g. Coordinate/facilitate hardware maintenance and upgrades
- h. Install, configure and maintain servers (operating system support, file sharing, software licensing, etc.)

- II. Provide IT Security Support for both Codes JC and JS:
 - a. Attend all security meetings called by Code I and/or the Organization's CSO (specifically Team Lead (and other team members as appropriate))
 - b. Report any potential or actual security violations to the (1) SOC, (2) organizational CSO, and (3) as applicable, JC or JS management.
 - c. Install security fixes and patches in a timely manner as determined by Code I's deadlines (Be aware of security alerts from a system vendor or Code I that pertain to any of the elements of systems supported by ACITS3)
 - d. Implement Ames security policies
 - e. Provide technical input for the IT security plan
 - f. Provide support needed to participate in the annual contingency plan and security plan review
 - g. Maintain accurate up-to-date documentation of the JC / JS systems
 - h. Help prepare for and participate in the independent audit of the System Security Plan

- III. Provide Other Support as needed for both Codes JC and JS:
 - a. Keep hardware inventory lists accurate and updated (includes hardwired, wireless, and non-networked devices)
 - b. Maintain software licensing records for software installed by ACITS3 (excluding AutoCAD, SKM, ESRI and similar software maintained by the business system owner)
 - c. Provide training as required
 - d. Redeploy network/non-network systems as required when ownership has changed
 - e. Provide necessary documentation to ensure equipment purchased on the Task can be issued a government decal

- IV. Perform Specific Tasks Applicable to Code JC
 - a. Deliver a Disaster Recovery Plan as stipulated in the Deliverables Section
 - b. Provide backup and restore support
 - 1) Work with the Task Requester to analyze backup requirements such as criticality of data and systems and desired frequency of backup
 - 2) Take responsibility for the development and implementation of appropriate backup strategies and employ all appropriate backup procedures for anticipating and controlling interruptions of Code JC Division operations caused by crises situations such as natural disasters, system disk drive failures, compromises, data entry errors, system operations errors, or user error, as determined and documented in the Disaster Recovery Plan.
 - 3) Perform a test restore of a user directory once/month
 - 4) Methodically run a test restore of every user's systems over time
 - 5) Provide monthly backup documentation and quarterly Retrospect documentation as stipulated in the Deliverables Section
 - c. Transition from the old backup system to new hardware and software.

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- d. Perform data calls
- e. Document processes and procedures
- f. Assist with data entry
- g. Help with control reviews
- h. Research NASA processes, e.g. how to write an MOU
- i. Input information into SharePoint sites
- j. Generate reports for logging
- k. Assist with updating pages of the Division website

V. Perform Specific Tasks Applicable to Code JS

- a. 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.
 - 1) Be aware of updates to the Xerox printer in Repro and have vendor install agency/center required patches as needed
 - 2) Be aware of updates to the FedEx manager computer in Shipping. Patches should be updated by vendor but monthly checks of what patches were installed should be conducted. If patches are missing, contact vendor to install and ensure installation
- b. Configure all iPads in JS security plan (similarly) to ensure the Agency Security Controls are met
- c. Apply OS patches and fixes to all iPads and keep track of OS versions
- d. Keep non-Aces printers on network updated with the appropriate firmware, locked down so only appropriate services are running
- e. Apply patches as needed to network printers

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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Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Monthly electronic profile of support requests		11/1/2017
2.	Performance	Quarterly Retrospect Audit Report		12/15/2017
3.	Performance	Yearly Disaster Recovery Plan		8/15/2018
4.	Performance	Monthly Backup Audit Report		11/15/2017
5.	Performance	Monthly Test Backup Restores		11/1/2017

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

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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.