

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Task Requester Email: (b) (6)		Name: Mark Fonda		Phone: (b) (6)
Financial Manager Email: (b) (6)		Name: Ben Varnell		Phone: (b) (6)
Computer Security Officer Email: (b) (6)		Name: Don Sullivan		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)				YES
<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 (8/21/2017)			CO SIGNATURE: Anjennette Contreras-Rodriguez (8/29/2017)	

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: 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

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Approved By	Name	Date	Email	Phone
1. COTR Fonda	Kirsten Nagel	8/21/2017	(b) (6)	(b) (6)
2. CO Fonda	Anjennette Contreras-Rodriguez	8/29/2017		

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

Task Background:

Customized hardware systems and highly specialized custom science software applications, including data and modeling simulation, in support of Space Science and Astrobiology and Earth Science research. Space Science and Astrobiology and Earth Science Divisions sponsor basic and applied research to explore the Earth Systems and Planetary Solar System bodies and its origins and evolution. The Space Science and Earth Science Divisions are managed by the Science Mission Directorate at NASA HQ. Operate and Maintain an existing capability to perform Ground-based Supporting Research and Technology (SR&T) investigations that seek to understand naturally occurring space and Earth phenomena, human-induced changes in the Earth system, and Earth and space science related technologies to support the national goals for further robotic and human exploration of the Moon Mars and other solar system bodies. Primary expected products of research efforts are for public dissemination.

Statement of Work - Requirements, part 1:

(b) (7)(E)



ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

(b) (7)(E)

Statement of Work - Requirements, part 2:

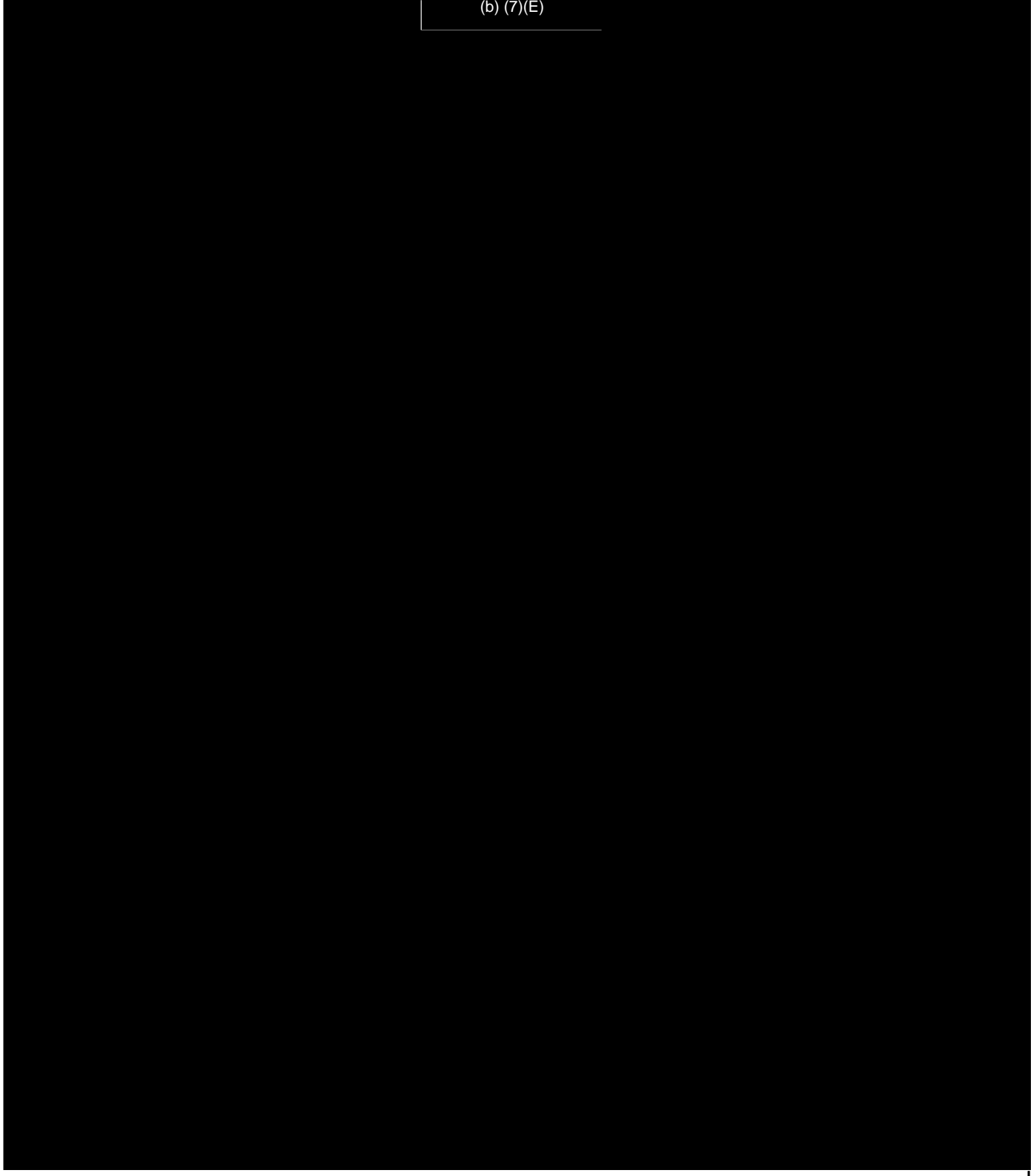
The task is expected to maintain functional systems that are designated as subscribed systems or building-wide resources, such as printers and servers. For the included systems this represents the system administration tasks to ensure that the systems are available to the users at a high percentage of up-time. These system administration tasks and Scope of work include:

(b) (7)(E)

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

(b) (7)(E)



ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

(b) (7)(E)

SOW Deliverables and Milestones (Continued from above):

The overall management of this task requires an ability to coordinate the functioning of various computer servers, print servers and other devices. The purpose of the task is to provide computer system administration for highly specialized scientific basic and applied research and project systems, user desktops and server support for subscribed UNIX, LINUX, Macintosh, PC, Printers, polycoms, hyper walls, computer clusters, various appliances and Lab systems, for the the two virtual Science Institutes (NAI and SSERVI) and Space Science and Astrobiology (SS) and Earth Science (SG) Divisions and for this purpose the following materials, travel and training requirements are indicated below.

Materials list to be purchased in support of highly specialized scientific basic and applied research and project systems: The contractor should reevaluate the materials needs for the task and make adjustments to the list below depending on MFR 137 requirement changes and Agency EOL issues during the task period.

1. 2 workstation replacements for the system administration team (ACES exempt)
2. Up to 10 urgent End of Life (EOL) hardware workstations replacements
3. Misc. hardware, internal drives, memory cards, and safety features
4. Back up units / supplies including tapes, tape drives, retrospect software
5. Equipment Maintenance Warranty

Travel:

2 trips per year for 1 person to other NASA centers to learn Agency Security and auditing Tools in development for implementation agency wide i.e. Big Fix reporting tool

CSA Training:

1 person - System Administration staff Training online courses for UNIX, LINUX, Macintosh, PC per year.

ACRYNOM LIST

ACE Ames Center for Exploration
 ACES Agency Consolidated End-User Services
 ACITS Ames Consolidated Information Technology Services
 AMS Ames Management System
 APG Ames Policy Guideline
 ARCLAN Ames Research Center Local Area Network
 ATO Authorization To Operate
 BOF Birds of Feather
 CFR California Federal Regulations
 CIS Client Information System

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

CMS Content Management System
 CSA Certified System Administrator
 CSO Computer Security Official
 EIT Electronic Information Technology
 EITAC Electronic Information Technology Accessibility Compliance
 ESD Enterprise Service Desk
 FDCC Federal Desktop Core Configuration
 GFE Government Furnished Equipment
 GUI Graphical User Interface
 HQ Headquarters
 ISSO Information Systems Security Official
 IT Information Technology
 LAN Local Area Network
 LINUX Linus Unix like operating system
 NAS Network Attached Storage
 NASA National Aeronautics Space Administration
 NDC NASA Domain Control
 NPG NASA Policy Guideline
 ODC Other Direct Costs
 OS Operating System
 PC Personal Computer
 PD Performance Deliverables
 POA&M Plan of Action and Milestones
 SD Schedule Deliverables
 SO System Owner
 SOW Statement Of Work
 UAG User Advisory Group
 UNIX UNiplexed Information and Computing Service

Personnel Skill Sets:

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 specialized security training requirements associated with this Task. If appropriate, specialized training requirements are described as follows:

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

Contractor employees who are defined as being in a Position of Trust will require a security check, as defined in NPG 2810.1.

Government Furnished Property:

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/11/2017	Task Title: Code S Scientific Systems and Network Support			
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

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

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable		Date Required
1.	Performance	Computer Security Plan Updates and Testing Annually		8/31/18
2.	Schedule	Perform a Random Restore of User Directory		12/1/17, 3/1/18, 6/1/18, 8/31/18
3.	Schedule	Attend and Provide a Status of S High / Medium CSA Projects Quarterly		11/15/17, 2/15/18, 5/15/18, 8/15/18
4.	Schedule	Submit an Annual Contingency/Disaster Recovery Plan		3/1/18
5.	Schedule	Submit Report on trouble call support requests that includes users names, Org. Code and subscriber status Semi annually		3/1/18, 8/31/2018
6.	Performance	Update the Code SG and Code SS websites with new content / migrate existing content to the NASA.gov standard		2/1/2018

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description		Date Required
1.	Material	Misc. Server/Cmptr/Printer Equip/Supplies (See SOW for Details)		
2.	Training	Ocassional CSA Training as recommended (See SOW for Details)		
3.	Travel	Travel as needed to take training offsite (See SOW for Details)		

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		
Charge Points				
Charge Number	Description			
001	<div style="border: 1px solid black; padding: 5px; display: inline-block;">(b) (7)(E)</div>			
002				
003				
004				
005				
006				
007				
008				
009				

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C	Contract Title: ACITS 3 NASA AMES			
Date: 8/11/2017	Task Title: Code S Scientific Systems and Network Support			
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

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?: YES

If yes, specialized training requirements are described as follows:

The Task must have at least two NASA Certified System Administrator on the staff training courses to maintain expertise.

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: YES
- IT Security Plan: YES
- IT Contingency Plan: YES
- IT Security Vulnerability Test Results: YES
- Results of Periodic IT Security Reviews: YES
- Other Documentation as Follows: Report of Status of IT Security Plan, Contingency Plan, and Risk Assessment of Critical Services: YES
- Other Documentation:

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

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?**

See scope of work section above. Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this contract task are as follows:

This Task's activities have been identified as being covered under an organizational IT Security Plan, Code S Moderate Systems-CD-9999-M-ARC-3242

- a. This Task does not support applications that have been designated as a "Special Management Attention" applications.
- b. There are requirements for IT Security Risk Assessments, IT Contingency Plans, and/or ITS Plans, or any modification(s) thereto. If appropriate they are described as follows:

The task will maintain the systems, databases and the applications as per the applicable IT Security Plan.

The task will make sure that the appropriate controls are put in place on the systems as defined in the IT Security Plans. Further, the task will engage in making sure that the IT Security Plans are kept up to date and participate in the review process of the plans.

- c. Periodic reviews of IT security measures are necessary. The contractor shall review user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools as necessary for patch management and FDCC Monitoring, Testing, and Verification as necessary, perform internal audits as required and at least annually to make sure they comply with Agency IT policies.

- d. 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 the this Task.

- e. 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 specialized security training requirements associated with this Task. If appropriate, specialized training requirements are described as follows:

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

- g. In the event of an IT Security incident associated with systems and data under this Task, the Chief Information Security Officer, 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:**

- g. In the event of an IT Security Incident associated with systems and data under this Task, the Ames and Code S Computer Security Official, Task Requester, and Code S Line Manager will be notified immediately.**

Title	Name	Phone
System Owner (Responsible for the applicable IT Security Plan)	Karen Tambua	(b) (6)
Organization's Computer Security Official	Donald Sullivan	(b) (6)
Alternate System Owner	Chris Dateo	(b) (6)

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

Are there any other IT Security requirements?:

The system administrator(s) will:

- " Operating Systems: Maintain the operating system version(s), including appropriate patches, to the NASA/Center minimum configuration standards (where such standardization exists); where there are no standards, the Task will maintain the operating system as current as is acceptable to the customer's applications (For example, if a development platform is being supported, the product development cycle may drive which operating system version is supported).
- " Applications: Maintain applications at a current level, or at an appropriate level as required by the needs of the users. The task will gain proficiency in selected applications sufficient to allow administration and integration functionality aiding in the operation and maintenance of the applications.
- " Routine Administration/Performance: Perform routine administration of the supported systems (e.g., account management, file system management). Monitor systems for performance and make sure they are running properly, paying particular attention to the servers. Identify system and network problems and bring them to resolution, either by themselves or by coordinating repairs with the appropriate source.
- " Installations: Install and configure new computers, new peripherals and system components (e.g., memory, video cards, network interface cards, etc.) along with the software necessary for the system to utilize the new hardware. In addition, the task will install the required and/or customized application load.
- " User interface: Act as the primary interface for user support issues. Solve user problems or coordinate with other resources to resolve user problems and questions.
- " IT Security: Comply with the Ames Security requirements and pay close attention to security alerts, and applies security fixes to keep the systems as secure as possible. Conduct IT checks, apply security patches, perform system/data recoveries (after a break-in) for the supported systems; the systems and applications will be configured so as to be in compliance with NASA/Center security policies to the extent possible, given the budget, hardware, software and licenses constraints imposed upon the Task. Use account request forms, disable and configure accounts and perform annual self-assessments as identified in the Code S security plan(s).
- " Enhancements: Maintain an understanding of the computing requirements of the SS, SG and SC Divisions and make recommendations to improve the software and hardware environment. Identify and implement ways to automate routine procedures, to improve efficiency and effectiveness.
- " Collaboration: Network with other system administrators to exchange information on problems, solutions and new technology by attending and participating in BOFs, and other system administration gatherings.
- " Documentation: Maintain documentation on system configurations and processes and maintain the database of network connections for building users. Update the Host DB database with current system, owner, and network information on an ongoing basis.

The task will comply with standard system administration practices. Wherever possible, a Standard configuration will be maintained on the systems to simplify administration.

ACITS-3 FORM (Continued)

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/11/2017		Task Title: Code S Scientific Systems and Network Support		
Task Order No.: S41	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.5
Order Type: Cost Plus		Funding Level: Task Level Funding		

NASA Information Security policies will be followed as identified in the contract SOW. Security alerts will be responded to Promptly. Security advisories will be followed as they are released. Backups will be performed regularly and verified routinely. The retention period of backups will be no less than 3 months. A disaster recovery plan will be kept up to date, to prepare for emergencies. An alternate location for backup media will be maintained in case the daily backup media is damages/destroyed.

The task will assist Code S CSAs with implementation of patching, system standardization, and compliance initiatives as mandated by the Agency or Center. The task will research and stay abreast of upcoming policy and procedure changes in the NASA computing environment, including participating in Ames IT Security seminars and forums, relaying information pertinent to policy or procedural changes, and researching potential effects of new Policies. The task will provide information and insight to the Task Requester regarding any changes to computer policies or any computer policy mandates that may have an impact on the functionality of Code S Systems(s). In close coordination with the Code S System Owner (SO) and Code S Computer Security Official (CSO), the task will provide coverage for the Code S Directorate level IT meetings, and ensure documentation requirements for Code S IT are completed on a timely basis. The task will provide informal or formal reports to the Code S SO on an ad hoc basis as policy decisions need to be made or as the status of projects requires. The task will provide information to the SO regarding any changes to policies or any mandates that may have an impact on the Code S system(s). The task will provide support to the Code S organization in the event of incident response to security incidents.