

# ACITS-3 FORM

## PART 1 - TASK ORDER INFORMATION

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/3/2016		<b>Task Title:</b> Aeroflightdynamics (AFDD) Directorate Systems Support		
<b>Task Order No.:</b> Y32	<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> Roy T. Shishido		<b>Phone:</b> (b) (6)
<b>Financial Manager Email:</b> (b) (6)		<b>Name:</b> Samuel Caires		<b>Phone:</b> (b) (6)
<b>Computer Security Officer Email:</b> (b) (6)		<b>Name:</b> Roy T. Shishido		<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 (9/17/2016)			<b>CO SIGNATURE:</b> Anjennette Contreras-Rodriguez (9/20/2016)	

## 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> 8/3/2016		<b>Task Title:</b> Aeroflightdynamics (AFDD) Directorate Systems Support		
<b>Task Order No.:</b> Y32	<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

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<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Approved By</b>	<b>Name</b>	<b>Date</b>	<b>Email</b>	<b>Phone</b>
1. COTR Shishido	Kirsten Nagel	9/17/2016	(b) (6)	(b) (6)
2. CO Shishido	Anjennette Contreras-Rodriguez	9/20/2016		

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

(b) (7)(E)

**Specific Task Requirements**

- " Provide system administration (hardware and software) for Macintosh, Windows, UNIX and Linux systems, networking devices (switches, routers, patch panels) and cabling, printers, copiers, and multi-function devices.
- " Provide technical support to computer users.
- " Develop and make available "cheat sheet" style user guides upon request, post to web site.
- " Take prompt ownership of issue and ensure users are provided with status of to include results of diagnosis (if applicable) and probable resolution, as well as time to fix. When necessary, route problems to other appropriate personnel (e.g., other members of the Automation Support Team, other support staff, vendors, etc.), but retain ownership of issue unless transferred to another party willing to assume ownership.
- " Provide support for the Automation Support Team issue tracking system, which is currently the AMRDEC Job Book system.
- " Provide regular backups for supported systems.
- " Provide computer security support following Department of Defense (DoD) , U.S. Army and /or NASA guidelines, as directed.
- " Support property management with maintaining accountability of computer and associated systems, including preparation of legacy equipment for re-utilization or disposition and also ensuring property accountability of systems for use off-site.
- " Support all required aspects of organizational video-conferences to include system operations and maintenance as well as scheduling and conflict resolution.
- " Provide all required aspects of hardware/software support for organizational mobile devices that may consist of Android and iPhone cellular telephones.
- " Provide all required aspects of new IT and other associated equipment procurement support.
- " Provide, leverage and apply cyber security expertise, knowledge and guidance with the intent to ensure that the organization's primary research, engineering and development missions remain unimpeded, while conforming with the intent of all DoD and U.S. Army directives, policies, processes and guidance.

A requirement of this Task is for comprehensive documentation of all servers, hardware specifications, operating system, version, major applications and version being used, the user base using the applications and for what purpose with particular focus on the non-standard Linux/Unix systems.

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System and user support will be provided for the Macintosh, Windows, Linux/UNIX hardware and software used by the users of AFDD. This will include both phone support and hands-on troubleshooting. Software user support will be for both office automation functions (e.g., e-mail, Microsoft Office, scanning documents, etc.) as well as software that supports scientific research and development

When possible a user having a computer issue or problem or requesting assistance will be handled directly and immediately by this Task. In some cases, however, it may be more productive to refer the problem to someone with the specific expertise needed to promptly resolve the issue. Referrals may be made to other members of the AFDD Automation Support Team, to other contractor support groups, or to technical support from the hardware or software vendors involved.

A key element of the system support is being able to restore critical files when necessary. Backups of desktop Mac/Windows systems will be conducted on a weekly basis, with the expectation that files can be recovered within one day of a request for restoration. UNIX/Linux systems will have daily incremental backups and weekly to monthly to quarterly full backups.

The task will provide computer security support for the systems under this Task. This includes ensuring the computer systems comply with Army and/or NASA computer security policies.

This task provides system administration support and, therefore, computer security risks are inherent. Risks are mitigated through a technical approach of maintaining awareness of emerging security risks, implementing system and security patches, and applying industry standard tools to identify and eliminate vulnerabilities.

Work will normally be performed during regular work hours, with constant support coverage throughout the work day. The lunch period, being an important coverage span, will also be covered to ensure prompt support for customer walk-in requests. Occasionally, work may need to be scheduled and performed outside of normal business hours, on weekends, evenings or early mornings to minimize disruption for the users.

**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 ODIN supplied

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

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<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	Accurate systems accountability that provides a reference point to facilitate other work		
2.	Performance	Ensure timely completion of all scheduled backups that allow for prompt system restoration		
3.	Performance	Comprehensive and accurate documentation on all servers, with particular focus on Linux/		

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<b>Travel, Training, and Materials Requirements</b>				
<b>No.</b>	<b>Type of Requirement</b>	<b>Description</b>		<b>Date Required</b>
1.	Training	All Task personnel will be certified IAW Army Regulation (AR) 25-2,		11/30/2015

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<b>Charge Points</b>				
<b>Charge Number</b>	<b>Description</b>			
001	Systems Support			
002	AFDD Task 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?: YES**

**If yes, please describe:**

The Task's activities are covered under an umbrella Army security plan, AIS #336. All systems to include those that still remain on the NASA Ames network are covered under this plan. The classified computer systems are covered under NASA and Army security plans. Detailed information on the classified systems will be furnished to appropriately cleared personnel upon request.

**c. Is specialized security training required?: YES**

**If yes, specialized training requirements are described as follows:**

All personnel assigned to support this task will be Security+ certified as well as certified in a computing environment (CE) area of support to comply with AR 25-2. All system administrators must also possess a Secret security clearance.

**d. Is a security clearance needed for any personnel on this task? YES**

**If yes, what level of clearance is required?:**

All system administrators must also possess a Secret security clearance.

**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)

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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?**

Ensure all systems comply with the intent of all appropriate Department of Defense (DoD), U.S. Army directives, regulations and policies. For those systems still remaining on the NASA network, compliance with applicable NASA directives, regulations and policies.

- 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)	Roy T. Shishido	(b) (6)
Organization's Computer Security Official	Roy T. Shishido	(b) (6)
Alternate System Owner	Charles C. Ingalls	(b) (6)

### ACITS-3 FORM (Continued)

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

In the event of an IT Security Incident associated with systems and data under this Task, the Army Information Assurance Official, the Mission Support Center, 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: Administrative Officer, Automation Team Lead, and other team members.