

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/10/2016		Task Title: Customer Advocacy Office (CAO), CIO and CPIC Support		
Task Order No.: I39	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C3.1.1.7 and C.3.1.6.3
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Task Requester Email: (b) (6)		Name: Keith Shackelford		Phone: (b) (6)
Financial Manager Email: (b) (6)		Name: Rafael Medina		Phone: (b) (6)
Computer Security Officer Email: (b) (6)		Name: John Nguyen		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 (8/16/2016)			CO SIGNATURE: Anjennette Contreras-Rodriguez (8/16/2016)	

ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
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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				

ACITS-3 FORM (Continued)

PART 3 - APPROVAL SUMMARY

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Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Approved By	Name	Date	Email	Phone
1. COTR Shackelford	Kirsten Nagel	8/16/2016	(b) (6)	(b) (6)
2. CO Shackelford	Anjennette Contreras-Rodriguez	8/16/2016	(b) (6)	(b) (6)

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Task Background:

The goals of this task is to provide technical support to the Ames Chief Information Officer (CIO) and Code I in the form of Business Management, Capital Planning and Investment Control (CPIC), I3P technical support, IT procurement, Customer Advocacy and Communications support in various CIO initiatives and IT activities for Ames and throughout the Agency.

The CAO is responsible for maintaining and improving the customer relationships between Code I and the customers Code I supports through customer liaisons, customer meetings and a comprehensive understanding of customer issues and service requirements which will include the transition and ongoing operation of I3P services at Ames. Functions of the CAO include:

- " Identify and understand the customer base for ARC IT and Agency I3P services
- " Manage and develop customer relationships on behalf of Code I
- " Understanding the wants and needs of the customers relative to IT services and translating these wants and needs into relevant and actionable requirements from which to build new or modify existing services.

To ensure consistent levels of service, the CAO will assist to see that Service Level Agreements (SLAs), and Operating Level Agreements (OLAs) are agreed upon between the customers and service owner groups. Additionally, the CAO will provide a mechanism to collect customer feedback on Code I's services in order to manage customer expectations and work with the Service Owners to ensure effective and efficient service delivery.

The CAO will also develop a holistic approach to manage the relationships between NASA IT and their customers. This role is akin to a broker who must manage the relationships between buyers and sellers to ensure a transaction is completed with both parties satisfied with the result. The CAO will ensure that both parties are satisfied.

IT Service Center (ITSC) support:

This portion of the task will provide Tier 1 and Tier 2 level support for Code I services. The task will provide Tier 1 service support to Code I customers, and will support future Agency and Center initiatives provided by Code I.

The ITSC function will serve the Center as the Single Point of Contact (entry) into Code I and its services. The ITSC shares an important role in the mission of providing quality customer care for the Center, therefore, the ITSC will measure its success by the customers' satisfaction and by its contributions toward the successful delivery of Code I services, service incident management, and achieving SLA objectives.

This function encompasses a variety of Tier 1 support tasks, which includes initiating, on behalf of the customer, incident/service requests received via telephone, email, walk-up and the Ames Intranet. In addition to the creation of incident/service requests, the staff

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will be responsible for escalation, follow-up and resolution (depending on type of request) and closure of all tickets resolved by the ITSC. Service Desk standard Operating Procedures (SOPs) will be documented to ensure that appropriate information is gathered from the initial customer contact, input into the Remedy system, and that all pertinent procedures are followed. For I3P services an escalation process will be followed with the Agency Enterprise Service desk (ESD) as well as center based knowledge articles for non I3P services at Ames that will be created and provided to the ESD on a regular basis.

In addition the task will be provided with the capability to provide support in the reporting from the ESD analytics and dashboard capability to the Center I3P Integration lead and subject matter experts. The task will also be asked to provide feedback on new requirements for the ESD version 1.x which will impact service delivery for NASA Ames.

Also provide an IT person to be the conference point of contact (CPOC) for Code I. The CPOC is responsible for submitting and tracking all the conference request for all personnel in Code I. The person must have a knowledge of different type of IT conferences (b) (7)(E), (b) (7)(E) and needs to understand IT guidance and policies with respect to IT conferences.

Statement of Work - Requirements, part 1:

In addition to the above duties, the task will provide applications support for the following sub-activities:

Applications Support

This portion of the ITSC support will also provide account security administration for ARC users of center business applications supported by Code I and the NASA Enterprise Applications (NEA) and eGov applications hosted at NEACC (EAST). This will include:

" The NEA and eGov account security administrator is required to work closely with MSFC and the ARC CBPLs (Center Business Process Leads) on NEA and eGov account requests and follow the segregation of duties rules when granting account access.

" The task will run select reports and data downloads from Business Warehouse, FPPS Datamart and SATERN on a scheduled basis.

" The task will be required to maintain a Code I Point of Contact (POC) listing for emergencies and will update the list on a scheduled basis with any updates from the POCs. This is in-line with IT security governance and policy.

" The Task will provide the adding and closing of accounts for the Employee Check-In and Check-Out process.

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" The Task is required to monitor the Directory Custodian Email distribution email on a regular basis and update the Ames Locator system with bulk updates to the locator information or the contractor organization codes or locator changes.

" The Task is required to support WebTads administration for account changes and do the lockout at the end of the pay-period.

" The Task is required to update the website content for the Online Phonebook on a regular basis.

Perfect Law Support

This portion of the ITSC support will provide application account management and client install and troubleshooting to the Code DL organization for their Perfect Law application. Additionally, phone support will be provided for this application by the ITSC.

Data Center Support

This portion of the task will manage the daily back and restore procedures. This includes checking for failed jobs and ensuring that failed backups are re-run, performing restores, managing the devices and scratch taps and generating monthly metrics.

-This task will coordinate the power outage communications and support the data center task with power outages in any of the data centers.

Stockroom, Logistics, and IT Property Support

The contractor will be responsible for directing the requisitioning, receipt, verification, storage, safekeeping and issuance of IT materials (parts, supplies, accessories, and tools) necessary to maintain a wide variety of functional areas for the operation of Code I under the ACITS3 contract.

The contractor activities will include reporting, materials tracking, maintenance, calibration, shipping and receiving, and sign in/out procedures.

The contractor will also be responsible for maintaining portions of the ACITS 3 Property database that pertain to the IT materials being purchased, received and inventoried.

The contractor will be responsible for delivery of all Government Equipment purchased through the ACES Product Catalog (APC) and will ensure that all applicable documentation is provided to the various property custodians.

The contractor will be responsible for receiving/delivery of SEWP orders to the end user and includes getting documentation of receipts and preparation of invoices for payment.

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Specific requirements include:

- " Track and restock most frequently used IT supplies based on usage
- " Provide report on monthly usage for stocking of supplies
- " Deliver equipment and provide appropriate paperwork to user's property custodian for all Government IT Equipment purchased on the ACES Product Catalog (APC)
- " Receipt/Delivery of SEWP orders to the end user.
- " Receipt documentation and invoice preparation for delivered SEWP orders
- " Assisting the tracking of all ACITS3 property tagged and untagged and correlate equipment inventory with NPROP
- " Maintain copiers, printers, and their supplies in (b) (7)(E)
- " Manage the checkout/in process for all vehicles, tools, cameras, protective equipment, ladders, batteries, etc., assigned to Code I
- " Order ACITS3 supplies and manage disbursement of supplies. Any supplies (paper, batteries, misc supplies, etc) will not be purchased on the ACITS3 contract, but will be purchased through the appropriate contract vehicle. The stockroom will only determine what needs to be purchased and facilitate that purchase with the appropriate contract.

Statement of Work - Requirements, part 2:

Specific project management requirements include:

- " Assist in the development documentation/presentations for Division and project team members. (weekly updates to the CIO website)
- " Participate in team building exercises for IT business process redesign efforts (attend weekly meetings)
- " Develop and grow business application capabilities
- " Increase knowledge of IT business processes
- * Support and develop business reporting and analysis for agency enterprise services

Infrastructure Integration Program (I3P)

The contractor will be responsible for supporting the I3P IT program under Code ID.

SOW Deliverables and Milestones (Continued from above):

(see attached for additional requirements)

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Specific Deliverables and Deliverable Dates				
No.	Type of Deliverable	Description of Deliverable	Date Required	
1.	Performance	Attend and contribute to monthly I3P SME/SETE/Vendor status		
2.	Performance	Provide Trend analysis Report		
3.	Performance	Provide Incident Reports		
4.	Performance	Provide ESD reports to CIL and SME leads		
5.	Performance	Update Code I Call Down List and post to secure share		
6.	Performance	Submit Monthly IEM Security Administration monitoring report		
7.	Performance	Monthly report on CMDB sharnges/updates to CAO Sharepoint		
8.	Performance	Monthly report on all APC activities to CA SharePoint		
9.	Performance	Create and deliver monthly inventory turnover report to CA Sharepoint		
10.	Performance	Ensure all Center-impact messages are posted to Code I main site within 1 day		
11.	Performance	provide communication and notes for monthly ARC IT Outreach & Awareness meetings		
12.	Performance	Provide communication and notes for ACES POC meetings		
13.	Performance	Conduct testing of ESD/ESRS website provide feedback		
14.	Performance	Review, test and release Center-wide emails		
15.	Performance	Aggregate current Center IT investment information monthly and submit to NASA HQ POC		
16.	Performance	Provide monthly "Identify Software Capitalization"		
17.	Schedule	Deliver a slide deck to CPIC Lead supporting ARc FY18 Budget Review	04/15/2016	
18.	Performance	Upon receipt of change from Service owner, update Service Catalog and SLA and notify service owner of change		
19.	Performance	Enterprise Business Reports and Analysis		

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Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description		Date Required
1.	Travel	CPIC/SIBC Travel		9/30/2016

ACITS-3 FORM (Continued)

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Charge Points				
Charge Number	Description			
001	General CAO office			
002	Service Desk			
003	Customer Advocacy			
004	Service Requests/Intake			
005	I3P support			
006	PerfLaw Support			
007	Director's Office Support			
008	Logistics Support			
010	CIO IT Service Catalog Support			
011	CIO Center Integration Support			
012	Centerwide E-mail/Inside Ames Support			
013	CIO Support			
014	CPIC Database Support			
015	SEWP			
016	CIO Communications			
017	ServiceNow			
018	CPOC - Conference Point of Contact			
019	Enterprise Business Analysis			

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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: NO
- Other Documentation:

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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?

user accounts, account management, database

- 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)	William Notley	(b) (6)
Organization's Computer Security Official	John Nguyen	
Alternate System Owner		

ACITS-3 FORM (Continued)

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Task Order No.: 139	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C3.1.1.7 and C.3.1.6.3
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Are there any other IT Security requirements?:

no