

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

Contract No: NNA13AB88C		Contract Title: ACITS 3 NASA AMES		
Date: 8/8/2017		Task Title: Code IO Applications Management		
Task Order No.: I44	Task Mod No.: Original	Service Request No.:	Customer Code: NASA/Ames Research Center	SOW Reference: C.3.1.1, C.3.1.4
Order Type: Cost Plus Fixed Fee		Funding Level: Task Level Funding		
Task Requester Email: (b) (6)		Name: Kim Hubbard		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)				NO
Does the task require access to government databases? (If YES, indicate in SOW)				YES
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 (8/28/2017)			CO SIGNATURE: Anjennette Contreras-Rodriguez (8/29/2017)	

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PART 2 - TASK ORDER PLAN PROPOSAL				
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Categories	Current Request	Prior Cumulative Estimate Without Current Request (b) (4)	Total Cumulative Task Estimate	
Onsite Hours				
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 Hubbard	Kirsten Nagel	8/28/2017	(b) (6)	(b) (6)
2. CO Hubbard	Anjennette Contreras-Rodriguez	8/29/2017		

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Task Background:

This task will provide center application development, integration, and operations support for Ames Research Center (ARC).

This support includes the following areas:

- " Center Administrative/Center Business Applications;
- " Center level IT support of the NASA Enterprise Applications and eGov applications
- " Code I Financial Management Systems (FMS);
- " Center level IT Support for SharePoint;
- " Application integration into the Agency's Identity, Credential and Access Management (ICAM) architecture for authentication and authorization. This includes the NASA Consolidated Active Directory (NCAD) environment, E- authentication/Launchpad, and the NASA Access Management System (NAMS).

The task will follow all processes as defined by the Code I directorate offices and Code IO division management.

Statement of Work - Requirements, part 1:

Applications Support: The task will provide the following services for Applications and Website Support in accordance with Code I Service Integration Management standard operating procedures.

End User Support: During the hours of support, the task is required to provide the technical and organizational skill mix required to support the end users of the computer applications. Responses to users must be traceable to a Remedy trouble ticket. Once a valid trouble ticket has been received, the contractor is required to provide support for the categories that follow:

Applications Operations and Maintenance Support: The task will provide the technical skills to professionally operate, maintain, and manage applications supported under this task. The lowest level of support involves infrastructure type services that support all applications and users, and must be provided in an integrated fashion. The task is required to backup and restore application software and data, maintain security for databases and accounts, maintain data dictionary, and manage version control of database and applications, including incremental version upgrades and enhancements. Normal operations support will be provided from 8:00 AM 5:00 PM Pacific Time, Monday through Friday, excluding holidays. During the off hours, if notified by the monitoring system of a large-scale critical service being down or by the application owner or user, a best effort to return to service will be provided. As required, provide support for the following activities as part of this task: monthly accrual processing, fiscal year and calendar year-end processing, plan and document application development and approval processes, and software release installation and testing.

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Database Support: The task will create, maintain, monitor, control access to all development, test, and production databases, loads, and procedures associated with the applications supported under the task. The task will maintain Oracle, SQL Server, and MySQL security in accordance with NASA Security Guideline document requirements.

Reporting Support: The task will create, maintain, monitor, control access to all development, test, and production reporting tools and databases, loads, and procedures associated with the reporting tools supported under the task. The task will maintain Oracle Hyperion, LogiAnalytics, SAP Crystal Reports, and SQL Server Reporting Services security in accordance with NASA Security Guideline document requirements.

Web Service Support: The task will:

- " Respond to web-related help desk requests from ARC users
- " Evaluate web site-related requests and provide estimates to the task requester
- " Update and maintain the Ames Intranet site. InsideAmes (Insideames.arc.nasa.gov)
- " Configure and maintain the Ames Search engine so that it provides Search results for InsideAmes.
- " Upgrade and make minor modifications to other existing Code I web sites
- " Ensure that supported websites are operational and available online
- " Perform required and routine maintenance on existing applications and web-related servers
- " Work with the Data Center to upgrade software, as needed; test and verify functionality of all upgrades
- " Provide source and object code library management
- " Install systems, database, web, and application (vendor, NASA, and local) patches and upgrades
- " Provide Section 508 compliance testing, upon request

Web Server Architecture Support: The Application Administration staff will define, provide requirements, and then work collaboratively with the Systems Administration staff to maintain an architecture that supports the requirements of the Web Services activity.

Web Site Hosting and Web Site Registration Support: Working in collaboration with the Data Center Group, IT Security Group, and Firewall group, the task will provide the technical skills and support required to professionally operate, maintain, and manage the phases of the website hosting and registration operations cycle. This includes the following activities:

- " Web Site Hosting:
 - o Administer the process for web site hosting on Code I web servers
 - o Administer the web hosting request application on web.arc.nasa.gov
 - o Support account creation, site directory setup and management on Code I web servers
 - o Coordinate the configuration of web servers with Data Center
 - o Coordinate requests for DNS entry, security scans, etc. to get a host on the network
 - o Act as the point of contact for backups and restores
 - o Monitor web servers o Provide web log statistical reporting

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- o Convert Google Analytics code to Universal Metrics code for Code I public web sites
- o Implement https on Code I hosted public web sites in support of OMB mandate M-15-13

" Web Site Registration:

- o Manage the process for ARC web site registration
- o Coordinate and monitor website registration
- o Creation and management of accounts for ARC registrants, management, and policy reviewers in the Agency Website registration system

Statement of Work - Requirements, part 2:

Application Development: As requested, the task will conduct product evaluations, support proposal documentation, develop new applications, enhance existing applications, and integrate applications. Each development project will follow the NPR 7120.7 based Code I Project Management Office guidelines and templates for project management and documentation. Upon request, application development projects will also include an evaluation of the platform and database on which the application will be built.

Product Evaluation and Proposal: As necessary, the task will be requested to evaluate new products related to the ARC IT infrastructure environment. If needed, requests will be made for writing proposals for potential new work or upgrades to existing applications.

The following projects/activities are planned and/or ongoing under this task for FY18:

- " Develop and deploy three Code H promotional websites
- " Migrate ARC 852 DAR form from Cerenade to Agency eForms system
- " Support center deployment of NASA Visitor Management System and decommission of center visitor request system
- " Continue MS Dynamics version upgrade
- " Continue of application rewrites to Code IO standard development platform
- " Support Code IO managed application and website migration into Code I cloud environments as feasible
- " Partition Code IO managed application and websites into distinct internal and public environments
- " Continue feasibility/proof-of-concept of LogiAnalytics dashboards which provide analytics for Task Requestors.
- " Consolidate center ARC SharePoint sites and Project Server functionalities; support possible migration to agency/other center system

SharePoint: This work is to support a SharePoint infrastructure for the Agency that will provide to NASA the capabilities of Microsoft Office SharePoint Services as a document sharing tool, and making it the gateway to information and resources that enable staff throughout the Agency to collaborate and do their jobs more efficiently. The contractor is required to have SharePoint Development experience in SharePoint. The task contractor should be experienced and be able to provide recommendations on different COTS web parts available.

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The contractor should also have experience in building custom web parts using .NET framework.

The task will maintain the SharePoint Production and Development environments, and will ensure that the appropriate level of application/system security is in place with minimum impact on the functionality.

The task is required to analyze workflows and services specified by the IT Organization and provide solutions to automate those workflows using SharePoint with minimum (if any) coding.

The task must be able to work in a fast paced, aggressive and dynamic environment and have experience supporting a MS SharePoint based collaborative workspace in a corporate environment where end users use Microsoft Windows, Linux, and Mac OS X.

In addition the task will:

" Investigate features of new SharePoint releases (especially SharePoint 2016) and make recommendations about whether this release should be added to the SharePoint upgrade roadmap.

" Optimize content databases to improve backup time and recovery time.

Project Server Application support: The task will provide technical expertise in the development and maintenance of custom web-parts and the reports for the Project Server Application and operations support.

In addition the task will:

" Investigate features of new Project Server releases (especially Project Server 2016) and make recommendations about whether this release should be added to the Project Server upgrade roadmap or suggest decommissioning if appropriate

" Optimize content databases to improve backup time and recovery time.

Section 508 of the Rehabilitation Act of 1973: This work is to verify ARC compliance of Section 508 accessibility requirements of ARC internal and external web sites and documents hosted on ARC web sites. The task will:

" Receive annual web site 508 compliance review notifications produced by the STRAW II application. These notifications are delivered throughout the year, when the current date is 12 months since the web site was last approved.

" Generate a 508 compliance report using the Agency tool SortSite for each web site

" Deliver the report generated by the SortSite tool to the registrant named in the STRAW notification received.

" Approve the 508 compliance review after delivering the SortSite report to the web site registrant

Documentation: The task will provide the following in an electronic format:

" Documentation for applications developed and maintained under this task.

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- " An Application Configuration Document for all application and database platforms supported by this task will be provided once a year.
- " Standard Operating Procedures will also be for each application once a year.
- " Update Security Plans for applications developed under this task.

SOW Deliverables and Milestones (Continued from above):

Training/Travel/Material requirements are stated in the deliverable table. All software is specialized and is not currently available through ELMT. All versions of the same software licenses that were purchased in FY2017 were waived by ELMT. All FY2018 software purchase will be vetted through ELMT before purchase and waiver will be provided.

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 ACES 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	Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported		10/1/2017- 8/31/2018
2.	Performance	The Task Manager or other staff will meet regularly with the Task Requester or other personnel responsible for work under this task to review task performance and to identify and resolve any issues or problems.		As required
3.	Performance	Deliver a Task Report to the Task Requester to report expenditures, activities, progress, issues, or concerns		Monthly
4.	Schedule	Deliver updated Application Configuration Document for all application and database platforms supported by this tas		8/01/2018

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Travel, Training, and Materials Requirements				
No.	Type of Requirement	Description		Date Required
1.	Material	ShareGate License - Specialized software is not available through ELMT. A waiver will be provided at the time of purchases. ELMT gave waiver for		4/7/2018
2.	Material	DB Visualizer License - Specialized software is not available through ELMT. A waiver will be provided at the time of purchases. ELMT gave waiver for purchase in 2017.		8/15/2018
3.	Material	LogiAnalytics License - Specialized software is not available through ELMT. A waiver will be provided at the time of purchases. ELMT gave waiver for purchase in 2017.		12/15/2017
4.	Training	Software Engineering training for development staff members - for 10 people for 3 days - Local destination, no travel - in support of Ames Software Development and Operations		8/31/2018
5.	Travel	Attendance at NASA eForms Face2Face meeting, 2 staff members		6/30/2018

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Charge Points				
Charge Number	Description			
001	Task Management			
002	General Technical Applications			
003	Asset Materials Management			
004	Business Intelligence & Reporting			
005	Financial Management-I			
006	Financial Management-C			
007	Forms Management			
008	Human Capital Workforce Management			
009	Human Resources Apps			
010	Records Management			
011	NAMS Support			
012	Central Authentication Services			
013	Integration Services/ICAM			
014	Web Utility Services			
015	Center LAN Apps			
016	Agency Business Apps (NEACC)			
017	SharePoint, Project Server & JIRA Support			

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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: YES
- IT Security Plan: YES
- IT Contingency Plan: YES
- 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?**

The task is responsible for all account management, ensuring that the warning banners are installed on all servers, and addressing vulnerabilities identified by Code IS scans.

- 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		