

# ACITS3 TASK ORDER FORM

## PART I - TASK ORDER INFORMATION - CIVIL SERVANT

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS3) Contract		
<b>Task Title:</b> Code I Data Center & Facilities Operations Management (Oct 1, 2014-Sep 30, 2015)		<b>Start Date:</b> October 1, 2014		<b>End Date:</b> August 31, 2015
<b>Task Order No.</b> I17	<b>Task Mod No.</b> Mod 0	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1
<b>TASK REQUESTER EMAIL:</b> (b) (6)		<b>NAME:</b> Milton Checchi		<b>PHONE:</b> (b) (6)
<b>FINANCIAL MANAGER EMAIL:</b> (b) (6)		<b>NAME:</b> Rafael Medina		<b>PHONE:</b> (b) (6)
<b>COMPUTER SECURITY OFFICER EMAIL:</b> (b) (6)		<b>NAME:</b> Ernest M Lopez		<b>PHONE:</b> (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) NO				

### SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)

DOES THE TASK INCLUDE EIT ITEMS (Please review the EITAC documentation)

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 a revised ARC form 789 (or equivalent) before the task order/modification is approved.

### GOVERNMENT FURNISHED EQUIPMENT (GFE)

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

### AFFIRMATIVE PROCUREMENT (See <http://www.epa.gov/cpg/products.htm>)

The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists. - AND -  
They meet the minimum recycled/recovered content.

### TASK DESCRIPTION - STATEMENT OF WORK - REQUIREMENTS

Please enter this information on pages 2, 3, and 4.

COTR SIGNATURE: KIRSTEN NAGEL

Digitally signed by KIRSTEN NAGEL  
DN: c=US, o=U.S. Government, ou=NASA, ou=People, ou=KIRSTEN NAGEL, o=US2302.F200000.000.1.1, email=k.nagel@nasa.gov, cn=KIRSTEN NAGEL

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ  
DN: c=US, o=U.S. Government, ou=NASA, ou=PEP, ou=1311.F200000.000.1.1, email=an.contreras@nasa.gov, cn=ANJENNETTE CONTRERAS-RODRIGUEZ

## PART 2 - TASK ORDER PLAN PROPOSAL - CONTRACTOR

CATEGORIES	CURRENT REQUEST	PRIOR CUMULATIVE ESTIMATE WITHOUT CURRENT REQUEST	TOTAL CUMULATIVE TASK ESTIMATE
Labor Hours:	(b) (4)		
Labor:	(b) (4)		
ODC Subcontracting:	(b) (4)		
ODC Material:	(b) (4)		
ODC Travel:	(b) (4)		
ODC Training:	(b) (4)		
Program Mgt Cost:	(b) (4)		
Fee:	(b) (4)		
<b>Totals:</b>	(b) (4)		

## PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6) 08/22/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	08/22/2014		
3. PROGRAM MGR.:	08/22/2014		
4. TASK REQUESTER:	MILTON CHECCHI 08/22/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	WILLIAM NOTLEY 08/27/2014		
6. COTR:	KIRSTEN NAGEL 08/28/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 09/04/2014		

## ACITS3 TASK ORDER FORM (Continued)

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS3) Contract		
<b>Task Title:</b> Code I Data Center & Facilities Operations Management (Oct 1, 2014-Sep 30, 2015)		<b>Start Date:</b> October 1, 2014		<b>End Date:</b> August 31, 2015
<b>Task Order No.</b> I17	<b>Task Mod No.</b> Mod 0	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1
<b>PRICING</b> Cost Plus Fixed Fee		<b>FUNDING LEVEL</b> CHARGE POINT LEVEL		
<b>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</b> <b>A.1 PURPOSE AND DESCRIPTION OF TASK</b>  <p>The purpose of this task is to provide Code I IT-related Facility management and Data Center Operations including System Administration that is required for the operation of the Ames Code I IT facilities. (b) (7)(E)</p> <p>(b) (7)(E) The location and number of facilities may be dynamic over the life for the ACITS3 contract. These facilities enable ARC to provide infrastructure, Mission, Agency, and Government wide services with outstanding availability and reliability. The Contractor shall manage both the mechanical and electrical plant (including, but not limited to electrical, HVAC, UPS, backup generators, and PDUs) and the IT infrastructure (including, but not limited to, Servers (physical, virtual, cloud), data backup, cabling, network services, and storage systems. In this capacity, the contractor is responsible for diverse efforts, including, but not limited to, operations, configuration management, installation and testing new equipment, monitoring all systems, including IT and environmental equipment, specialized cleaning of the IT facilities as required, documentation, development of standard operating procedures (SOPs), access control, cable management, and capacity planning and management. The Contractor shall also maintain and administer the operating systems and hardware of several other systems under other codes as directed by Code I management.</p> <p>The technology and specific systems and requirements necessary to provide optimal support to the data centers are expected to change over the lifetime of this contract. The contractor shall demonstrate a thorough knowledge and extensive experience in all current technologies relative to data center services (e.g., virtual systems, cloud computing, and “green initiatives”). The contractor shall also provide ARC with the benefit of its experience and expertise in relevant emerging technologies.</p> <p>The task will follow all processes as defined by the Code I Project Management Office (e.g. Lite/Medium/Full NPR 7120.7 frameworks as applicable), Customer Experience Office, Business Management Office and Enterprise Architecture Office. The task will participate in the Code I Business Process Assessment Workshops and working group teams for IPv6, Incident Management, Problem Management, Change Management, Configuration Management, and will support Agency Initiatives as needed. The contractor shall ensure that best practices and lessons learned, such as Gartner and ITIL, are implemented and maintained in the ARC Data Centers.</p> <p>Specifically, the Contractor will provide the following services:</p> <p>1. Data Center Administration</p> <p>The Contractor shall provide technical support in the conduct of IT-related technical planning associated with IT resource management; planning for new IT systems and IT facilities; definition of near- and long-range IT requirements; and evaluation of new standards, practices, and policies. The contractor shall provide administrative and technical support for all IT planning and management activities, including, but not limited to, Capital Planning and Investment Control (CPIC), Enterprise Architecture (EA), website registration, summary investment business cases, data calls, privacy, Section 508, waiver tracking and reporting, IT asset management support, and integration of EA and IT portfolio management. The Contractor shall provide technical resources to support engineering analysis and evaluation of new IT concepts, technologies, architectures, and systems; definition of functional requirements and synthesis of IT systems requirements; identification of relevant solutions, systems, and products; and development of cost/benefit estimates.</p> <p>The contractor shall provide IT Governance and policy analysis with regards to existing policies, procedures, and guidelines, and their impact to Center Operations and services. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to Federal records management as applied to Federal systems.</p> <p>The Contractor shall provide for the design, development, installation, maintenance, operations, upgrades, configuration management, archiving, customer support, training, and security of electronic records systems and related applications, including tracking systems for technical reports and data. The Contractor shall provide technical support and coordination to ensure effective and efficient Records Management and Vital Records Management, including, but not limited to, entering records into the system, reviewing policies and procedures, supporting day-to-day operations, and archiving records.</p> <p>The Contractor shall provide for the repair and replacement of hardware components and software modules, applications, and systems necessary to ensure the operations of all covered computing and communication systems. Supporting functions include problem diagnosis; repair or replacement of failing or failed components; verifying that components, modules, and applications meet applicable standards; system performance validation and verification; data integrity and restoration; and an understanding of applicable security considerations regarding</p>				

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sensitive or classified data or systems.

The Contractor shall implement data center best practices to optimize data center space, power, and cooling utilization; administer and maintain procedures to facilitate inventory control, access control for data center staff and tenants; and provide troubleshooting and escalation of problems in the Data Center computing environment. The contractor shall define and maintain a hardware refresh plan to accommodate a continuous lifecycle for updating hardware and data center infrastructure on rotating 12 month time line. The contractor will implement, market, and manage a Data Center service portfolio. The Contractor shall administer the business processes to ensure annual updates to Data Center tenant agreements for utilizing Data Center services, which shall include preparation and administration of annual charge back statements as defined and approved by Code I management.

### 2. Facilities Management

The Contractor shall provide technical management and administrative support to specific IT facilities and infrastructure that require environmental controls, regulation, and/or conditioning above and beyond what an average professional office complex would provide. The Contractor will coordinate all Code I facility installation, repair, and maintenance activities with ARC Engineering and Facility management organizations in compliance with the Code I Change Management process. The Contractor will follow generally accepted Facilities best practices (e.g. documented and reviewed Methods of Procedure) for all projects impacting the mechanical and electrical plant infrastructure in Code I managed facilities.

The Contractor shall maintain documentation of Code I IT facilities space usage, computer room layouts, and the configuration of physical plant (HVAC & Electrical) systems. Development of the risk analysis, disaster recovery plans, safety procedures for the Code I IT facilities and its operating staff. Technical management and operational support of access control systems to manage physical access to the IT facilities and IT operational areas within the Code I facilities.

The Contractor will provide the following Facilities services:

**2.1 Logistic Support:** Provide logistic support within the Code I IT facilities to accomplish IT equipment, computer room, and related office moves. **Standardization:** Provide and procure appropriate industry and regulatory standards for workmanship, labeling, earthquake proofing, and other computer services standards needed to provide a better operational environment that supports; ease of troubleshooting and repair, ease of systems upgrading, business continuity and recovery, and provides sound CM practices.

**2.2 Computer Aided Design (CAD):** Provide detailed drafting skills to create, and/or modify building architectural, mechanical, electrical, and equipment system drawings as required to support Directorate IT physical plant and logistic requirements.

**2.3 Facilities Operations:** Plan, coordinate, and implement building modifications, upgrades, repairs, and preventive maintenance to the Code I facilities. (b) (7)(E)

(b) (7)(E) Essential duties include: receive and respond to daily trouble calls through Remedy/Help Desk and IT-related facility project requests; prepare and maintain a project schedule to track and budget on the on-going and planned projects; respond to key core changes and add/change/move phone extension. Plan and coordinate upgrades and maintenance of primary systems necessary to support IT operations in all Code I IT facilities. Systems include: electrical, structural, roofing and mechanical. (Overtime and weekends may be required to meet these needs). (b) (7)(E)

(b) (7)(E) Identify and initiate corrective actions regarding Safety Hazards (includes seismic bracing, fire, and slip/fall hazards) and environmental hazards. Actively participate in the (b) (7)(E) Electrical Renovation project, including, but not limited to, participation in project team meetings, and to provide technical coordination support for the project during the preparation, implementation, and commissioning phases. The Contractor will follow generally accepted Facilities best practices (e.g. documented and reviewed Methods of Procedure) for all projects impacting the mechanical and electrical plant infrastructure in Code I managed facilities. The contractor will provide oversight, as needed, for specialty vendors who perform electrical installation and data center cleanings.

### 3. System Administration

The Contractor shall provide products and services in order to maintain a stable, efficient, and productive computer systems and enterprise computing environment. These activities include system software maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security

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System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

The Contractor shall operate and maintain all systems used to provide web hosting services to the Code I Business Systems Group and other ARC organizations. The Contractor shall support all daily system administrative activities for the web hosting servers, as well as the hardware and operating systems of the database servers that serve these web servers, management of all SSL certificates, including renewals.

The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on virtualization and cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task.

#### 4. Storage Engineering & Administration

The Contractor shall operate and maintain the hardware and software that comprise the SAN, which integrates multiple disk arrays between Code I data centers within two fabrics, providing redundancy that is uniformly managed by the task. The Contractor is responsible for all storage communications between storage devices and servers; operating and managing the redundancy across both SAN fabrics; provisioning servers for the SAN; managing capacity including quick and seamless storage expansions to existing servers; storage replication; and enables more effective disaster recovery processes.

The Contractor shall also provide proposals and recommendations for periodic refresh storage infrastructure hardware and investigate, test, and recommend cost effective alternatives that can provide enterprise class storage services; as well as keep current on cloud based storage solutions that integrate with enterprise class environments.

The Contractor shall operate and maintain all systems used to provide Windows File Share Services via the NCAD Domain.

#### 5. Backup and Archive Services

The Contractor shall provide the IT systems and related services necessary to store and maintain reliable and secure access to large amounts of electronic data. Technical areas of focus include systems engineering, deployment, and operations; storage for near-term, long-term, and archival requirements; shared access and security features; data integrity; backup systems; disaster plans; user interface and access systems; identification of potential sources for required products and services; and assessment of relevant emerging technologies and technical approaches.

The Contractor shall operate and maintain the data backup infrastructure, backup systems and data, and restore systems and data as necessary. This services includes managing all daily system administrative activities, supporting backups across the public, private and open networks on the ARC LAN, managing and maintaining the master and media servers along with the archival system (e.g. Tape Library), creating backup policies, scheduling and performing backup verifications by restoring files upon initial policy creation, performing restores as requested, tape management, tape cleaning, and keeping the backup server hardware and software up-to-date.

The Contractor will investigate and propose solutions to integrate backup and archive services with NASA approved cloud services to optimize cost while maintaining proper security, performance, recover time and recover point metrics as specified by Code I management.

#### 6. Messaging

The Contractor shall operate and maintain the Center SMTP mail relays, which support all email traffic within the Center. This traffic includes all of the registered SMTP servers requiring incoming mail. These relays perform the primary virus and spam scanning on email entering the Center's servers. This includes support and administration of the agent and master servers and the Proofpoint application residing on those servers. This also includes support of the Regulatory Compliance module that can block Social Security numbers from being sent in the clear. In addition, the Contractor shall support the transition to the Agency SMTP service, ensure continued operations from ARC resources and escalate non-ARC managed issues to the Agency team.

#### 7. Infrastructure Monitoring

7.1 Computing Infrastructure: The Contractor shall operate and maintain the monitoring servers and application used to provide availability monitoring and alerts for Code I servers and other groups, as requested by the Task Requester. The Contractor shall operate and maintain all

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daily system administrative activities, application support, and monitor configuration for new and existing services.

7.2 Facilities Infrastructure: The Contractor shall operate and maintain the systems used to collect environmental monitoring data. These systems include the video and environmental monitoring infrastructure. The Contractor shall support all daily system administrative activities, providing application clients to customers accessing this data, providing server-side support for the cameras that deliver data to the Central Server, maintaining the sensor nodes providing environmental data, and keeping server hardware and software up-to-date and refreshed as needed. The contractor will administer the environmental monitoring system to integrate data center changes (e.g. data center floor plan changes, addition or modifications to data center infrastructure) and shall recommend improvements to data collection points to ensure the overall environmental monitoring capabilities are kept current.

### 8. Special Project Support

The Contractor shall provide products and services in order to maintain a stable, efficient, and productive computer systems and/or enterprise computing solution to meet requirements specified by a group or organization residing outside of Code I. These activities include system software design, implementation, maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

### 9. Code I Cloud Operations and Administration

The Contractor shall provide products and services in order to maintain a stable, efficient, and productive computer systems and enterprise computing services within approved and specified Public or Private Cloud environments. These activities include system software maintenance and updates, ensuring compliance with Center Information Technology (IT) security requirements, user account management, configuration management, system upgrade and improvement, computing operations, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall be responsible for mitigating any and all vulnerabilities identified by the tools implemented by the Institutional IT Security System organization. The contractor shall address any gaps with alternate mitigating tools. The contractor shall comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

The Contractor shall operate and maintain all systems used to provide cloud services to ARC and other NASA organizations. The Contractor shall support all daily system administrative activities for hosting cloud-based services, as well as the integration into NASA Enterprise services, and management of all SSL certificates, including renewals. The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task. The Contractor shall develop and implement cloud operational processes and procedure to integrate with existing Code I Data Center services.

### 10. Agency Cloud Services Operations

The Contractor shall evaluate, investigate provide services in order to maintain a stable, efficient, and productive computer systems and enterprise computing services within approved and specified Public Cloud environments. These activities include technical design, architecture, and integration of Public Cloud services with NASA infrastructure; ensuring compliance with Center Information Technology (IT) security compliance and governance requirements, Identity and Credential Management, configuration management, continuous monitoring, system upgrade and improvement, computing operations, incident management, maintenance of systems documentation and procedures, and contingency planning.

The Contractor shall ensure Public Cloud Services comply with all Federal, NASA, and Center level policies, procedures, standards, and guidelines pertaining to IT security as applied to Federal systems.

The Contractor shall operate and maintain all systems used to provide cloud services to NASA Agency organizations. The Contractor shall support all daily system administrative activities for hosting Agency-wide cloud-based services, as well as the integration into NASA Enterprise

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services, and resource utilization and capacity planning, including data acquisition techniques to ensure proper customer billing. The Contractor shall investigate, test, and recommend cost effective alternative solutions that can provide enterprise class compute services; as well as keep current on cloud based computing solutions that integrate with enterprise class environments. The contractor will provide oversight, as needed, for vendors who provide specialty skills that offset or enhance the experience level of the task.

### A.2 GOVERNMENT FURNISHED EQUIPMENT (GFE)

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
- Unused equipment

### A.3 SECTION 508 OF THE REHABILITATION ACT REQUIREMENTS

This Task Order Document (TOD) may contain requirements for products and/or services which are subject to Section 508 of the Rehabilitation Act, Electronic and Information Technology (EIT) Accessibility (ref: <http://www.section508.gov> ). The contractor and sub-contractors must propose EIT products and/or services that meet the applicable accessibility standards as identified below or provide justification for not meeting standard.

If known, identify within each of the accessibility standards identified below, the item(s) which will be obtained for successful completion of this task:

- 36 CFR 1194.21 Software applications and operating systems
- 36 CFR 1194.22 Web-based intranet and Internet information and applications
- 36 CFR 1194.23 Telecommunications products
- 36 CFR 1194.24 Video and multimedia products
- 36 CFR 1194.25 Self-contained, closed products
- 36 CFR 1194.26 Desktop and portable computers
- 36 CFR 1194.31 Functional performance criteria
- 36 CFR 1194.41 Information, documentation, and support

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### SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	Provide 95% availability during business hours for all supported production systems.	Monthly	
2	Performance	Provide 95% data backup success for server class systems.	Monthly	
3	Performance	Provide Quarterly dashboard summary report of Code IO infrastructure capacity, utilization, customers, & projects. (1st report due in December, 2nd report due in March, 3rd report due in June, 4th report will be a deliverable in the modification for September)	Quarterly	
4	Performance	Provide 90% success obtaining vendor quotes or estimates for TR review within 7 bus. days.	Monthly	
5	Performance	Provide 90% success preparing procurement paperwork for TR sign off within 5 bus. days of receiving approved vendor quotes or estimates.	Monthly	
6	Performance	Provide 90% success preparing Customer MOU paperwork, including cost estimates, for TR sign off within 7 business days.	Monthly	
7				
8	Schedule	Prototype an Automated Framework Solution (puppet/chef/CoreOS/Docker,etc) to maintain Supported OS Images and infrastructure.	02/27/2015	
9	Schedule	Propose and implement a Cold Aisle Containment prototype solution in (b) (7)(E)	11/21/2014	
10	Schedule	Oversee and manage implementation of (b) (7)(E) Air Handler improvements (raise return air intake, install additional air handler when acquired).	01/30/2015	
11	Schedule	Complete electrical cut over to Dual-fed Power of All Racks (& equipment) in (b) (7)(E)	12/19/2014	
12				

### TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1	Material	Refresh/Enhance existing data storage services infrastructure as directed.	04/24/2015	
2	Material	Refresh/Enhance existing computing services infrastructure as directed.	04/24/2015	
3	Material	Renew service and support agreements as directed.	04/24/2015	
4	Training	Attendance to AWS re:Invent for one staff member.	11/27/2015	
5	Travel	Travel to AWS re:Invent (Las Vegas) for one staff member.	11/27/2015	
6	Training	Attendance to RedHat Conference for one staff member.	04/30/2015	
7	Travel	Travel to RedHat Conference (San Francisco) for one staff member.	04/30/2015	
8	Training	Attendance to SNIA SPDE Conference for one staff member.	07/31/2015	
9	Travel	Travel to SNIA SPDE Conference (Santa Clara) for one staff member.	07/31/2015	
10	Training	Attendance to Data Center Dynamics Conference (San Francisco) for two staff members.	06/30/2015	
11	Travel	Travel to Data Center Dynamics Conference (San Francisco) for two staff members.	06/30/2015	
12				

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No.	Type of Requirement	Description			Date Required	Row Controls
13		Specialty Subcontractor Skill sets:				
14		Electrical Installers			Ongoing	
15		Data Center Cleaners			Semi-annual	
16		IT Automation/DevOps Consulting			Ongoing	
17		Communications Testing & RF Equipment			Ongoing	
18						
19						
20						
21						
22						
23						
24	Material					

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## WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

## ACITS3 TASK ORDER FORM (Continued)

<b>Contract No.:</b> NNA13AB88C		<b>Contract Title:</b> Ames Consolidated Information Technology Services (ACITS3) Contract		
<b>Task Title:</b> Code I Data Center & Facilities Operations Management (Oct 1, 2014-Sep 30, 2015)		<b>Start Date:</b> October 1, 2014		<b>End Date:</b> August 31, 2015
<b>Task Order No.</b> I17	<b>Task Mod No.</b> Mod 0	<b>Service Request No.</b>	<b>Customer Code</b> Code IO	<b>SOW Reference</b> C.3.1.1

### IT SECURITY REQUIREMENTS

Consistent with NPG 2810.1, the specific IT Security requirements to be delegated to the contractor, under this ACITS3 task are as follows:  
(Please address the following topics/questions, if applicable, concerning the intended task).

a. This Task's activities have been identified as being covered under an organizational IT Security Plan. This Task does not support applications that have been designated as a "Special Management Attention" applications. If "Special Management Attention" applications do exist please describe:  
The task maintains system classified under FIPS-199 as moderate and are included in the IO & SOC Moderate IT Security Plans. The task maintains security plans with an ATO for the systems supported.

b. Periodic reviews of IT Security measures are necessary. What is the role of the ACITS3 contractor under this ACITS3 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?  
Please describe as appropriate:  
The task is responsible for all account management, ensuring that the warning banners are installed and administered on all servers, and addresses vulnerabilities identified by Code IS.

c. 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 this task.

d. 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 no specialized security training requirements associated with this task.

If appropriate, specialized training requirements are described as follows:

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?  
No security clearances are needed on this task.

f. There are no other IT Security requirements associated with this ACITS3 Task.

If appropriate they are described as follows:

g. There are specific IT Security Deliverables associated with this ACITS3 Task.

If appropriate they are as follows:

- ☒ IT Risk Assessment
- ☒ IT Security Plan
- ☒ IT Contingency Plan
- ☒ IT Security Vulnerability Test Results
- ☐ Results of periodic IT Security Reviews
- ☒ Other documentation as follows:  
Report of status of IT Security Plan, Contingency Plan, and Risk Assessment of critical services provided by Code I

h. In the event of an IT Security Incident associated with systems and data under this Task, the Ames Chief Information Security Official, the Security Operations Center (SOC), 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:

System Owner (Responsible for the applicable IT Security Plan)

Name: Milton Checchi

Phone:

(b) (6)

Organization's Computer Security Official

Name: Alex Eiser

Phone:

Alternate System Owner

Name: Kenneth Freeman

Phone:

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