

ACITS3 TASK ORDER FORM

PART I - TASK INFORMATION

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS 3) Contract		
Date: September 17, 2013		Task Title: Aeroflightdynamics Directorate (AFDD) Systems Support - 1 Nov 2013 to 30 Sep 2014		
Task Order No. Y02	Task Mod No. NA	Service Request No. SR YSC 13-097	Customer Code Code Y	SOW Reference C.3.1.1.2
TASK REQUESTER EMAIL: (b) (6)		NAME: Roy T. Shishido		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Martin J. Mattoon		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL: (b) (6)		NAME: Roy T. Shishido		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, the task does not include EITAC items.				
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 and 3.				
COTR SIGNATURE: KIRSTEN NAGEL		CO SIGNATURE: ANJENETTE CONTRERAS-RODRIGUEZ		

PART 2 - TASK ORDER PLAN PROPOSAL AND APPROVAL SUMMARY

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

APPROVED BY	Signature and Date	Email Address	Phone
1. TECH AREA MGR.:	(b) (4), (b) (6)	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:			
3. PROGRAM MGR.:			
4. TASK REQUESTER:	SHISHIDO, ROY-TSUKASA (b) (6)	(b) (6)	(b) (6)
5. DIVISION LEVEL:	CAIRES, SAMUEL (b) (6)		
6. COTR:	KIRSTEN NAGEL 12/04/2013		
7. CO:	ANJENETTE CONTRERAS-RODRIGUEZ 12/16/2013		

ACITS3 TASK ORDER FORM (Continued)

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PRICING Cost Plus Fixed Price		FUNDING LEVEL TASK LEVEL		
TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS				
(b) (7)(E)				
<p>Specific Task Requirements</p> <ul style="list-style-type: none"> Provide system administration for Macintosh, Windows, UNIX and Linux systems (hardware and software) Provide technical support for computer users Develop and make available "cheat sheet" style user guides upon request, post to web site. When necessary, route problems to other appropriate personnel (e.g., other members of the Automation Support Team, other support staff, vendors, etc.) Provide support for the Automation Support Team issue tracking system, both in maintaining the server and utilizing it to maintain status and continuity of ongoing issues Provide regular backups for supported systems Provide computer security support following Army and /or NASA guidelines, as directed Coordinate with property management personnel to carry out procedures related to property management of computer systems, including the disposition of old equipment and ensuring property accountability of systems for off-site use Prepare old equipment for property reutilization or disposition. <p>A major requirement of this Task is to utilize and maintain existing databases to track ADP hardware and software used by the users of AFDD. (This currently includes approximately 260 systems, that includes 175 Mac/Windows desktop or server systems and 50 UNIX/Linux desktop or server systems and other equipment in a central computer I communications room.) The location and identifying information for each piece of hardware will be verified and updated as necessary. The status of hardware and software contracts pertinent to each piece of equipment will be closely monitored to make sure that necessary renewals are initiated in time to avoid any discontinuity of coverage. Changes to the group's equipment inventory will be reflected by updates to the appropriate databases, including acquisition of new equipment, excess of old equipment, checking out equipment for off-site use, etc.</p> <p>System and user support will be provided for the Macintosh, Windows, UNIX and Linux hardware and software used by the users of AFDD. This will include both phone support and hands-on troubleshooting. Software user support will be primarily for office automation functions (e.g., e-mail, Microsoft Office, scanning documents, etc.).</p> <p>When possible the problem or request for assistance will be handled directly and immediately by this Task. In some cases, however, it will 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.</p> <p>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 monthly to quarterly full backups.</p> <p>The task will provide computer security support for the systems under this Task. This includes making sure the systems comply with Army and/or NASA policies.</p> <p>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. In addition, to reduce the risk of data loss, regular weekly backups will be performed on all of the Windows and Macintosh systems using accepted backup and restore methodologies; daily incremental and weekly to monthly full backups will be performed on the UNIX and Linux systems.</p> <p>Work will normally be performed during regular work hours, with constant support coverage throughout the work day to include lunch hours.</p>				

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required
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+	
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TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required
1	Training	All full time task personnel will be Security+ certified.	03/31/2014
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WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

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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'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.

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:
 Ensure all systems comply with the intent of all appropriate Department of Defense (DoD), U.S. Army directives, regulations and policies.

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 specialized security training requirements associated with this task.
 If appropriate, specialized training requirements are described as follows:
 All personnel assigned to support this task will be Security+ certified as a minimum. One system administrator must also possess a Secret security clearance.

e. Is a security clearance needed for any personnel on this task? If so, what level of clearance is required?
 Yes, for one administrator, and the minimum clearance level is Secret.

f. There are other IT Security requirements associated with this ACITS3 Task.
 If appropriate they are described as follows:
 A Disaster Recovery Plan will be provided initially and updated annually.

g. There are no 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: Roy T. Shishido

Phone: (b) (6)

Organization's Computer Security Official

Name: Roy T. Shishido

Phone:

Alternate System Owner

Name: Sameera A. Gunatileka

Phone: