

ACITS-3 FORM

PART 1 - TASK ORDER INFORMATION

| | | | | |
|---|----------------------------------|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |
| Task Requester Email: (b) (6) | | Name: Raymond OBrien | | Phone: (b) (6) |
| Financial Manager Email: (b) (6) | | Name: Rafael Medina | | Phone: (b) (6) |
| Computer Security Officer Email: (b) (6) | | Name: Alex Eiser | | 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 (9/21/2016) | | | CO SIGNATURE: Anjennette Contreras-Rodriguez (9/26/2016) | |

ACITS-3 FORM (Continued)

| PART 2 - TASK ORDER PLAN PROPOSAL | | | | |
|--|----------------------------------|--|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: 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

| | | | | |
|--|----------------------------------|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |
| Approved By | Name | Date | Email | Phone |
| 1. COTR Obrien | Kirsten Nagel | 9/21/2016 | (b) (6) | (b) (6) |
| 2. CO Obrien | Anjennette Contreras-Rodriguez | 9/26/2016 | | |

ACITS-3 FORM (Continued)

| | | | | |
|--|----------------------------------|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |

Statement of Work - Requirements, part 1:

This task continues the work conducted in FY16, which will include scope from tasks I30 and I 22.

A. Agency Cloud Computing Support

The work focuses on growth of the customer base and types of service, continued integration of commercial cloud services with existing NASA IT services; implementation of technical, security, and business mechanisms that enable the NASA enterprise cloud service approach; and the management and operation of enterprise cloud services. This task is targeted at continuing to evolve the development of Agency cloud services in parallel with FY17 operation of the initial capabilities supported by the Agency service office for cloud computing.

The high-level scope of work includes technical, security, and business aspects associated with developing and offering enterprise-class cloud computing services for the Agency.

The low-level scope of work involves the design and technical configuration of cloud computing environments; operation of common services that enable Agency use of cloud computing; process and procedure development and their on-going maintenance; operation of managed computing environments built using commercial cloud services; software development; cloud-based application deployment, maintenance, and operations; end-use-focused, cloud-based infrastructure and application support; project management; technical writing; outreach and communications; service desk integration, off-shift on-call support during nights, weekends, and holidays; cloud network design and operations; customer on-boarding; service catalog development and integration; cloud skills development; travel and registration fees for cloud-related training and NASA approved conferences; and third-party certification of cloud computing security plans -- all targeted at supporting the offering of cloud services during FY17.

Skill sets required: cloud environment manager; cloud systems administrator, cloud integration developer, cloud technical engineer, network engineer/administrator, cloud solution architect, cloud application developer, project manager, communications and outreach specialist; and IT business specialist.

B. NASA Cloud Assessment and Authorization (A&A)

This Code I effort will provide an agency-wide methodology to address the Assessment and Authorization (A&A) and IT Governance of NASA users of cloud computing for the NASA OCIO Computing Services Program Office (CSPO).

This task is to provide support for the EMCC project for the NASA Agency. The focus of this task will provide governance constructs, workflows and guidance to NASA Agency on Cloud Computing through the CSPO.

ACITS-3 FORM (Continued)

| | | | | |
|--|----------------------------------|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |

This effort will continue to develop an agency-wide methodology to address the Assessment and Authorization (A&A) and IT Governance of NASA users of cloud computing for the NASA OCIO Computing Services Program Office (CSPO). With OMB mandates like "cloud-first" and the Federal Risk and Authorization Management Program (FedRAMP), NASA data will increasingly move into cloud computing services. Without policies, mechanisms, and procedures to guide NASA users' provisioning and use of cloud computing, NASA faces non-compliance with Federal Information Security Management Act (FISMA), potential loss of control over agency data, and an inability to effectively respond to security incidents involving clouds. The NASA Cloud Assessment and Authorization (NCAA) effort is to understand these emerging requirements, assist in developing policies and processes to address them, and develop a methodology to address FISMA compliance and IT Governance for CSPO users of cloud computing.

Statement of Work - Requirements, part 2:

Travel/Training/Material requirements are stated in the table. Below is the specific information for each item

Travel

Conferences

AWS (Amazon Web Services) re;invent conference - 3 people - November 28, 2016 thru December 2, 2016 - in support of Agency Cloud

Training

AWS (Amazon Web Services) re;invent conference - 3 people - June 2017 - in support of Agency Cloud - Conference for November 2017 must be purchased in June 2017 in order to receive discounted tickets.

Materials

1. Exceedium/CA Maintenance agreement - this specialized tool could not be purchased through ELMT for 2016 - Will vett this through ELMT and provide waiver at time of purchase.
2. Splunk - this specialized tool could not be purchased through ELMT for 2016 - Will vett this through ELMT and provide waiver at time of purchase.
3. Cloud checkr - this specialized tool could not be purchased through ELMT for 2016 - Will vett this through ELMT and provide waiver at time of purchase.
4. CASB - security tool - this specialized tool could not be purchased through ELMT for 2016 - Will vett this through ELMT and provide waiver at time of purchase.

Government Furnished Property:

ACITS-3 FORM (Continued)

| | | | | |
|--|---|--|---|--|
| Contract No: NNA13AB88C | Contract Title: ACITS 3 NASA AMES | | | |
| Date: 8/9/2016 | Task Title: Agency Cloud Computing Support | | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |

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.

ACITS-3 FORM (Continued)

| | | | | |
|--|----------------------------------|--|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |
| Specific Deliverables and Deliverable Dates | | | | |
| No. | Type of Deliverable | Description of Deliverable | | Date Required |
| 1. | Performance | Produce monthly cloud utilization and charging reports for review by CSSO management before transmittal to customers. | | |
| 2. | Performance | Produce monthly summary report of CSPO meta-layer configuration changes, service outages, service impacts, and tickets closed. (Chpt 001) | | |
| 3. | Performance | Produce monthly summary report of General Purpose Managed Cloud Environment (GP MCE) configuration changes, service outages, service impacts, and tickets closed. (Chpt 016) | | |
| 4. | Performance | Produce monthly summary report of support for CSPO customers" (MCE Operators and, if applicable, their users) receiving support under this task. (Chpt 010, 011) | | |
| 5. | Performance | Produce monthly summary report of projects operating within the GP MCE that are managed by the operational infrastructure and/or application teams. (Chpt 012) | | |
| 6. | Performance | Produce monthly summary of progress on activities focused on CSPO network architecture, design, and operations (Chpt: CSSO 017) | | |
| 7. | Performance | Produce monthly summary of significant steps, milestones, major activities completed that increase CSPO's operational maturity as it applies to the GP MCE. (Chpt 016) | | |
| 8. | Performance | NCAA Framework: Document new/updated/matured Constructs and Mechanisms to include: Guidance; Overview Presentations for Vetting & Outreach; Workflows | | |
| 9. | Performance | Portfolios: Document new/updated/matured Constructs and Mechanisms to include: Workflow Portfolio (CSPO-EMCC Operational Integration); Architecture Portfolio; Service Portfolio Lifecycle Management; Continual Service Improvement (to include Metrics & Measures) | | |
| 10. | Performance | Service Asset and Configuration Management (SACM): Document new/updated/matured constructs towards implementation & integration with ServiceNow and other mechanisms as identified. | | |
| 11. | Performance | RISCS: Document new/updated/matured Development & Integration of RISCS capabilities within NCAA Framework to include: Migration of existing GP-MCE Operations into RISCS; Develop & Implement SaaS constructs within RISCS (Agency & Center) | | |
| 12. | Performance | CASB Service: Document new/updated/matured Development & Integration of CASB service capabilities within NCAA Framework to include: Support security vetting for On-Boarding of CSPs; Support security vetting for ConMon of CSPs; Develop approach for SaaS discovery, dispositioning, and subsequent processing. | | |

| No. | Type of Deliverable | Description of Deliverable | Date Required |
|-----|---------------------|--|---------------|
| 13. | Performance | NCAA Framework Implementation: Support work activities integral to implementation of NCAA Framework (e.g. participation in CSPO workshops, working sessions, stakeholder meetings, etc.) | |

ACITS-3 FORM (Continued)

| | | | | |
|---|----------------------------------|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |
| Travel, Training, and Materials Requirements | | | | |
| No. | Type of Requirement | Description | | Date Required |
| 1. | Travel | Travel to cloud computing meetings, training, and conferences - see SOW | | |
| 2. | Training | Cloud computing training and conferences - see SOW for details | | |
| 3. | Material | Cloud computing software - see SOW for details | | |

ACITS-3 FORM (Continued)

| | | | | |
|--|---|---|---|--|
| Contract No: NNA13AB88C | | Contract Title: ACITS 3 NASA AMES | | |
| Date: 8/9/2016 | | Task Title: Agency Cloud Computing Support | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |
| Charge Points | | | | |
| Charge Number | Description | | | |
| 001 | Agency Cloud CSPO Meta-layer Operations | | | |
| 002 | Agency Cloud Integration | | | |
| 003 | Agency Cloud Project Management | | | |
| 004 | Agency Cloud Task Management | | | |
| 005 | Agency Cloud Operations Training | | | |
| 006 | Agency Cloud Business Operations | | | |
| 007 | Agency Cloud Communications | | | |
| 008 | Agency Cloud Security | | | |
| 009 | Agency Cloud Applications Training | | | |
| 010 | Agency Cloud MCE Operator and User Support at IaaS and PaaS layers | | | |
| 011 | Agency Cloud MCE Operator and User Support at Application Layer | | | |
| 012 | Agency Cloud GP MCE Managed Hosting and managed Application Support | | | |
| 013 | Agency Cloud Security Training | | | |
| 014 | Agency Cloud Professional Services | | | |
| 015 | Agency Cloud Assessment and Authorization | | | |
| 016 | Agency Cloud Networking | | | |
| 017 | Agency Cloud GP MCE Operations | | | |
| 018 | Agency Cloud Governance | | | |

ACITS-3 FORM (Continued)

| | | | | |
|--|---|--|---|--|
| Contract No: NNA13AB88C | Contract Title: ACITS 3 NASA AMES | | | |
| Date: 8/9/2016 | Task Title: Agency Cloud Computing Support | | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |

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: YES
- Results of Periodic IT Security Reviews: YES
- Other Documentation as Follows: Report of Status of IT Security Plan, Contingency Plan, and Risk Assessment of Critical Services: YES
- Other Documentation:

ACITS-3 FORM (Continued)

| | | | | |
|--|---|--|---|--|
| Contract No: NNA13AB88C | Contract Title: ACITS 3 NASA AMES | | | |
| Date: 8/9/2016 | Task Title: Agency Cloud Computing Support | | | |
| Task Order No.: I40 | Task Mod No.: Original | Service Request No.: | Customer Code: NASA/Ames Research Center | SOW Reference: C.3.1.1.7 and C.3.1.6.3 |
| Order Type: Cost Plus Fixed Fee | | Funding Level: Task Level Funding | | |

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?**

Carry out all aspects of security associated with each position under this task as appropriate for the provisioning of customer access to NASA-integrated commercial cloud computing services or the operation of applications, workloads, or services managed by this task.

- 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) | Ray Obrien | (b) (6) |
| Organization's Computer Security Official | John Nguyen | |
| Alternate System Owner | | |