

# ACITS-3 FORM

## PART 1 - TASK ORDER INFORMATION

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/17/2017		<b>Task Title:</b> IT Directorate Support		
<b>Task Order No.:</b> I49	<b>Task Mod No.:</b> Original	<b>Service Request No.:</b>	<b>Customer Code:</b> NASA/Ames Research Center	<b>SOW Reference:</b> C3.1.1.7 and C.3.1.6.3
<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Task Requester Email:</b> (b) (6)		<b>Name:</b> Keith Shackelford		<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> John Nguyen		<b>Phone:</b> (b) (6)
<b>Task previously covered by another contract other than predecessor to incumbent? (If YES, provide in SOW)</b>				<b>YES</b>
<b>Does the task require access to government databases? (If YES, indicate in SOW)</b>				<b>NO</b>
<b>SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)</b>				
<b>Does the task include EIT items? (Please review the EITAC documentation)</b>				<b>NO</b>
<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>				
<b>GOVERNMENT FURNISHED EQUIPMENT (GFE)</b>				
<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>				
<b>AFFIRMATIVE PROCUREMENT (See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a>)</b>				
<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>				
<b>COTR SIGNATURE:</b> Kirsten Nagel (8/28/2017)			<b>CO SIGNATURE:</b> Anjennette Contreras-Rodriguez (8/29/2017)	

# ACITS-3 FORM (Continued)

PART 2 - TASK ORDER PLAN PROPOSAL				
<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
<b>Date:</b> 8/17/2017		<b>Task Title:</b> IT Directorate Support		
<b>Task Order No.:</b> I49	<b>Task Mod No.:</b> Original	<b>Service Request No.:</b>	<b>Customer Code:</b> NASA/Ames Research Center	<b>SOW Reference:</b> C3.1.1.7 and C.3.1.6.3
<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> 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

<b>Contract No:</b> NNA13AB88C		<b>Contract Title:</b> ACITS 3 NASA AMES		
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<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Approved By</b>	<b>Name</b>	<b>Date</b>	<b>Email</b>	<b>Phone</b>
1. COTR Shackelford	Kirsten Nagel	8/28/2017	(b) (6)	(b) (6)
2. CO Shackelford	Anjennette Contreras-Rodriguez	8/29/2017		

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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 Information Technology Customer Service, IT Business Management, IT 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 includes the 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 Code I 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 and Agency Cloud 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 with Code I 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 and Tier 2 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 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

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Operating Procedures (SOPs) will be documented to ensure that appropriate information is gathered from the initial customer contact, input into the approved Incident Tracking 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 upgrades which will impact service delivery for NASA Ames.

The Task will 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) and needs to understand IT guidance and policies with respect to IT conferences.

**Statement of Work - Requirements, part 1:**

**Statement of Work - Requirements, part 1:**

In addition to the above duties, the task will provide support for the following:

**Applications Support**

This portion of the ITSC support will 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 the 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.

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

### ACITS-3 FORM (Continued)

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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 includes checking for failed backup jobs and ensuring that failed backups are re-run. The task will also create and deliver monthly metric reports on backup success and failure rates.

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

#### Specific requirements include:

- " Track and restock most frequently used IT supplies based on usage
- " Provide report on monthly usage for stocking of supplies
- " 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.

### ACITS-3 FORM (Continued)

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**Statement of Work - Requirements, part 2:**

Statement of Work - Requirements, part 2:

Infrastructure Integration Program (I3P)

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

Specific I3P requirements include:

- " Testing Coordination and Training of ESD enhancements (provide initial documentation and coordination prior to start of testing and training and weekly status until testing/training is completed for the center)
- " Center SETE for ACES Product Catalogue (APC) under end user services
- " Reports on service delivery for a specific Service Element (e.g. APC support in ESRS-quotes and navigation of APC)
- " Reviews and consults with local vendor technical staff to ensure work is technically correct and complete. May engage/collaborate with Service Office/Service Technical Managers
- " Provide review and guidance for technical work and performance oversight for specific service element(s)
- " Back up support for the Subject Matter Expert for ESD (attend meetings, telecoms and provided reports on metrics), assist end users with questions on incident reporting, knowledge article research and outage reporting
- " Update to SharePoint sites and attend meetings for the ACES POCs
- " Back up support for the Subject Matter Expert for Communication (help with email messaging out to the center and networking (help to provide data to approve IT telephone requests) and attend telecoms and meetings as needed
- " Ensure efficiency through direct communication with Code I management on service requests and operations for the End User Services (EUS) contract under the IT Infrastructure Integration Program (I3P).
- " Maintain and monitor Center's configuration management database (CMDB) for all end user devices through cross-checking multiple database and sending submissions and modifications to NSSC.
- Analyze institution S-Compute Seat distribution amongst the Center to support Center end user policies and budgeting.
- " Lead for audit of reconciliation of center's ACES EU assets (compute, mobile, print) with Agency CMDB
- " Resolve discrepancies on equipment and property inventory through validation with inventory lists, past Service Requests, or physical validation, and inform end users about solutions.
- " Communicate with the IT Infrastructure Integration Program Business Office (I3PBO) and the field customers to correct Cost Center changes in the monthly invoice and fixing the center invoices to be more accurately charged.
- " Serve as support for Enterprise Service Desk (ESD) Subject Matter Expert (SME) in supporting Enterprise Service Request Service (ESRS) service requests, incident remedy ticket reporting processes, and product catalog inquires.

### ACITS-3 FORM (Continued)

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" Attend biweekly ACES Point of Contact (POC) meetings to provide support to the ACES.  
 " Display command over ACES Product Catalog (APC) operations as a Subject Element Technical Expert (SETE): General Purchases for one-time hardware, software, and installation service purchases, Request for Quotes for pricing products not currently on the catalog, and Product Catalog Returns.

Enterprise IT analysis and support  
 Provide support for the generation, review and data parsing of Enterprise Services, such as the Agency Cloud program

IT Conference Support  
 Provide an IT person to be the conference point of contact (CPOC for Code I. The Code I, Conference Point of Contact (CPOC) is responsible for submitting and tracking all the conference requests for all personnel in Code I. The person doing this job must have knowledge of different types of IT conferences (Cloud Technology, Black Hat, etc) and needs to understand IT guidance and policies with respect to IT conferences.

#### Code I Order Management & Enterprise License Management Team (ELMT)

- " Provide Center interface for IT products available through the NASA SEWP and GWAC contracts. This includes:
- " Reviewing incoming IT product requests for correct documentation and funding requirements.
- " Requesting quotes from vendors and creating PR/PO for SEWP orders
- " Submitting delivery orders to SEWP once all NASA order management processes are completed.
- " Responding to customers within 16 business hours regarding but not limited to the status of their Service Request (SR) and delivery order.
- " Act as the ELMT Liaison for all Center software and software license management orders

#### Communications

This portion of the task will provide assessment, development, management and execution of Code I communications received from the Agency, Directorate and Center levels. The task will continuously seek ways to enhance, streamline and automate communication processes. This task utilizes new communication mechanisms to provide timely, informative and clear communications for the Code I Directorate.

The task will also update the content of the Inside Ames intranet site on a regular basis and routinely check the links to ensure they are still active. In addition, the task will work with Center organization points of contract to review and submit approved Centerwide e-mails.

**SOW Deliverables and Milestones (Continued from above):**

(see attached for additional requirements)

### ACITS-3 FORM (Continued)

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<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Specific Deliverables and Deliverable Dates</b>				
<b>No.</b>	<b>Type of Deliverable</b>	<b>Description of Deliverable</b>		<b>Date Required</b>
1.	Performance	Provide Trend Analysis Report track and report trends in incidents, ticket aging, ticket profiles and Information Technology Support Center (ITSC) staff metrics to the Customer Advocacy		
2.	Performance	Provide Incident Reports track and report on incidents, by customer, by org code, by application in a standardized format to the Customer Advocacy SharePoint site		
3.	Performance	Provide ESD reports to Center integration leads & subject matter experts posted to the Customer Advocacy site		
4.	Performance	Update Code I emergency IT Call Down List and post to secure share		
5.	Performance	Submit Monthly IEM Security Administration monitoring report		
6.	Performance	Create and deliver monthly IT inventory turnover report to the Customer Advocacy SharePoint site		
7.	Performance	Ensure all IT related Center-impacting messages are posted to the Code I main site within one day of the communications being received; estimated messages are five (5) per month.		
8.	Performance	For the monthly ARC IT Outreach & Awareness meetings, provide the communication, and post meeting notes, team action items, Q&A, and presentations by COB of the following business day		
9.	Performance	For the bi-weekly Ames I3P ACES Points of Contact meetings, provide the communications and presentations by COB on the following business day		
10.	Performance	Develop and present Enterprise IT Business Reports with Analysis		

### ACITS-3 FORM (Continued)

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<b>Order Type:</b> Cost Plus Fixed Fee		<b>Funding Level:</b> Task Level Funding		
<b>Charge Points</b>				
<b>Charge Number</b>	<b>Description</b>			
001	General CAO office			
002	Service Desk			
003	Customer Advocacy			
004	Service Requests/Intake			
005	I3P support			
008	Logistics Support			
009	Centerwide E-mail/Inside Ames Support			
010	CIO Support			
012	Order Management & ELMT Liaison			
013	CIO Communications			
014	ServiceNow			
015	CPOC - Conference Point of Contact			
016	Enterprise It Business Reports			

## ACITS-3 FORM (Continued)

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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:

## ACITS-3 FORM (Continued)

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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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**Are there any other IT Security requirements?:**

no