

ACITS3 TASK ORDER FORM

PART I - TASK ORDER INFORMATION - CIVIL SERVANT

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support		Start Date: March 1, 2014		End Date: September 30, 2014
Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference
TASK REQUESTER EMAIL: (b) (6)		NAME: Roger Forsgren		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Tanye Coleman		PHONE: (b) (6)
COMPUTER SECURITY OFFICER EMAIL:		NAME:		PHONE:

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) 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, 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=kirsten.nagel@nasa.gov
Date: 2014.02.28 22:45:47 -0500

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
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Date: 2014.02.28 15:15:11 -0500

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:			
ODC Subcontracting:			
ODC Material:			
ODC Travel:			
ODC Training:			
Program Mgt Cost:			
Fee:			
Totals:			

PART 3 - APPROVAL SUMMARY - BOTH

APPROVED BY	SIGNATURE AND DATE	EMAIL ADDRESS	PHONE
1. TECH AREA MGR.:	(b) (4), (b) (6)	(b) (4), (b) (6)	
2. BUSINESS MGR.:			
3. PROGRAM MGR.:			
4. TASK REQUESTER:	<small>com.apple.idms.appleid.prd.546c2f795a575745374a50d4c38385369484b377151343d</small> <small>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=kirsten.nagel@nasa.gov Date: 2014.02.28 22:45:47 -0500</small>	02/12/2014	(b) (6)
5. DIVISION LEVEL:	<small>com.apple.idms.appleid.prd.546c2f795a575745374a50d4c38385369484b377151343d</small> <small>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 Date: 2014.02.28 15:15:11 -0500</small>	02/13/2014	(b) (6)
6. COTR:	KIRSTEN NAGEL	02/13/2014	(b) (6)
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ	2/18/2014	(b) (6)

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
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Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference
PRICING Cost Plus Fixed Fee			FUNDING LEVEL TASK LEVEL	
TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS				
<p>The OCE is NASA's primary focus for ensuring that the Agency's technical and program/project management practices are consistent and based on sound engineering knowledge, recognized management principles, and good judgment. This role requires IT SME expertise for the core infrastructure services including information security using industry best practices. This role also requires up-to-date policy documents, among them NPR 7120.7 (NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements) as well as engineering standards that are created or adopted from sources appropriate to the topic and maintained in a manner that assures they are current and relevant to the demanding areas for which the OCE is responsible. To advance these important processes in support of mission critical goals, the OCE and other Headquarters organizations are in the process of establishing the infrastructure, policies, procedures, and practices to institutionalize engineering, program/project management and operations across NASA.</p> <p>A. Program Policy Technical and Documentation Support Provide technical and editorial support directly to the OCE to develop, rewrite and update a series of Agency policy documents for engineering and program and project management that include NPR 7120.7, 7123.1, 7120.5, 7120.8, NPD 7120.4, acquisition documents, and other supplemental documents as needed. This work will also include support for the development of associated program management handbooks.</p> <p>The contractor will provide technical support for reconfiguring policy document NPR 7120.7 for IT programs and projects in coordination with the Office of the Chief Engineer's program and project management policy. The contractor will provide technical expertise in the management of IT programs and projects as well as support the implementation of best practices into policy. The contractor will provide a technical writing team familiar with the requirements and parameters of NASA's process for reviewing, establishing, and publishing its policy documents to take the technical content through the Agency policy process. This team will ensure that NASA quality standards are met for the content of the policy document.</p> <p>For all NPR's the contractor will provide the following:</p> <ul style="list-style-type: none"> • Drafting sections, templates, formats, specifications, plans, agendas, schedules, and lessons learned. • Providing elements for the draft. • Researching policy documents. • Checking references. • Collecting, coordinating and integrating draft inputs from the field. • Developing presentations. • Document configuration management. • Technical writing, editing, formatting, and production to include checking and correcting style, spelling grammar, coherence, and clarity; unifying tone and format; and assuring conformance to document structure and format. • Developing, integrating and printing graphical content within the scope of the tasks above. • Print production including print galley checks. <p>B. NASA CIO- Web Services Support The contractor will provide SME support the NASA HQ Office of the Chief Information Officer (OCIO), in its efforts to improve security and performance of NASA web services through innovative open source and cloud technologies. The SME will provide the Web Services Executive of the OCIO expert advice and independent validation on proposed plans for modernizing the NASA's web infrastructure. This includes the transitioning of existing legacy web applications to a model- and cloud-based approach using open source technologies. The Contractor will provide technical guidance for NASA's web services and portal ecosystem including:</p> <ul style="list-style-type: none"> • Content Management System for publishing content to a cloud-based open-source solution • Content storage, content delivery networks, caching, media streaming solutions • Infrastructure analytics and reporting • Integration with 3rd party technology solution providers and vendors • Collaboration services for the NASA community • Support for New Media, including Mobility and Social Media services <p>The Contractor will be a key component in the selection and transitioning to the next generation CMS software solution for web services. This will include oversight of user onboarding and training, solution evangelism, and overseeing the iterative evolution of the CMS platform. The Contractor will work closely with NASA content owners, including NASA PAO, to ensure that the CMS and related technology infrastructures that make up the NASA portal ecosystem are meeting requirements. The Contractor is expected to work with NASA content owners, Web Subject Matter Experts and the Web Services Executive to identify</p>				

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C. NASA CIO Cloud Infrastructure Support

The contractor will provide Cloud Infrastructure Architect SME expertise for the core cloud infrastructure services including Web hosting, bandwidth management, cloud technology stacks and information security using industry best practices. This Cloud Infrastructure Architect SME support must have expertise in cloud service models including Infrastructure as a Service, Platform as a Service, and Software as a Service as well as knowledge of different cloud deployment models (private, public, hybrid) and be able to evaluate which models will be appropriate for Web Services requirements.

The Cloud Infrastructure Architect SME support will be required to advise the web services executive as to the most cost effective, secure and robust means to support NASA's requirements for information dissemination, outreach and collaboration.

The Cloud Infrastructure Architect SME support will also ensure that the proposed infrastructure design conforms to Federal Web, Cloud, and Security requirements as well as configuration management and system engineering principles per NASA guidelines.

The Cloud Infrastructure Architect SME support will provide guidance and analysis of website & application management for all infrastructure in the hybrid cloud environment as well as guidance and expertise for security of hosted sites and applications.

Specific project objectives to be achieved are:

Provide advice and guidance on the overall web services modernization project plan. Complete an architecture review of current cloud Infrastructure review of current web services computing and networking ecosystem, including portal, applications and collaboration tools. Complete a technical assessment of "to-be" cloud architecture ensuring that proposed solutions meet the goals of NASA web services

D. Technical Excellence Support

The Columbia Accident Investigation Board (CAIB) report required NASA to develop and implement an independent technical authority process. The development and implementation of this fundamental part of NASA's system of checks and balances has been critical to the Agency's overall mission success. The Technical Authority concept has been embodied in the process of flowing policy down through the entire Agency, monitoring its implementation and refining details of the process. Associated with this process is the development, clarification and unification of NASA's technical engineering standards. The development and implementation of Program and Project Management requirements, such as NPR 7120.5 (Program and Project Management Requirements) and NPR 7120.8 (R&T Program and Project Management) is also required. Assistance is also required in further developing Program/Project Management processes, and associated training material, in implementation and oversight of policies and processes.

The contractor may be called upon to conduct special studies or perform focused evaluations. The contractor shall provide technical support to NASA's OCE and shall serve as a consultant to assist NASA management to set policy, implement changes, and assess progress with respect to applying the principles of Technical Authority and institutionalize excellence in NASA policies, procedures, and practices. The contractor shall assist the NASA OCE to implement an infrastructure independent of program cost and schedule pressures for technical decision-making.

The contractor is required to have an understanding of the Engineering Technical Excellence/Authority initiative as outlined in the CAIB Report and implemented at NASA. On-site and off-site resources will be required to support the establishment of policies, the developing of plans, tracking progress, and assisting NASA OCE in response to independent panels and oversight activities.

The contractor will assist the OCE management in establishing policies, developing plans, implementing changes, developing communications, and tracking and assessing progress with respect to institutionalizing excellence in NASA processes as well as assisting OCE management in understanding trends and results, and formulating plans for improvement. The contractor may also be called upon to conduct special studies or perform focused evaluations.

E. Systems Engineering Support

The contractor will be required to use the latest technical editing and graphic applications to update sections of the NASA Systems Engineering Handbook. The contractor will ensure that the latest IT Governance and policy is included in the NASA Systems Engineering Handbook. The contractor will provide senior Systems Engineering technical advice and review support. The contractor will support the development of a Systems Engineering course video.

F. Baseline Performance Review Support

Agency success is assessed by independent teams reporting though the Baseline Performance Review (BPR) to senior management who comprise the membership of the BPR. The Associate Administrator and the Associate Deputy Administrator co-chair these meetings.

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Assistance in the area of support services is critical to meeting the BPR process objectives established by the Associate Administrator and the Chief Engineer.

The contractor will assist the OCE in the development and implementation of the Baseline Performance Review (BPR) process for NASA. The contractor will assist OCE in developing management processes and procedures and delivery of all required documents to support monthly meetings. The contractor will assist OCE in process development, planning, and implementation of BPR deliverables including the documentation of best practices and development of reports and briefing presentations. The contractor will assist OCE in tracking recommendations and actions. The contractor will institutionalize the BPR review process in Agency policy and Directives. The contractor will assist in providing outreach and training material to ensure successful implementation of the BPR processes. The contractor shall also assist in performing special independent assessment projects identified by NASA senior management. The contractor will be required to perform all of the above using the latest technical editing, graphic, and IT systems (video, etc.) for development of training materials.

G. Technical Standards Program Executive Support

The contractor will provide technical operational support for execution of NASA Technical Standards Program (NTSP) to the Office of Chief Engineer (OCE) and the OCE Technical Standards Program Executive Manager. This will include providing support to enhance NASA's engineering capabilities through the creation, access to, and user support of technical standards for NASA Missions and Programs. The contractor will coordinate the development and publication the Technical Standards NASA Procedural Requirement (NPR). The contractor will work with multiple standards programs including the National Institute of Standards and Technology (NIST). Specifically:

- Provide operational support for execution of the NASA Technical Standards Program (NTSP) objectives.
- Develop reports and presentation materials on status, accomplishments, and plans for NTSP internal use and reporting to NASA Headquarters.
- Participate in required meetings and telecons as necessary to gather information on program activities and plans and to report, as required on assigned tasks.
- Assess activities and develop recommendations for improvement of policies, processes, and procedures for operation of the TSP.
- Prepare written correspondence and other communications as requested.
- Assist with Government-Industry-Academia conferences, meetings, and seminars in support of the NASA Technical Standards Program Executive.
- Support the development, resolution, and revision of NASA Technical Standards. Recommend, develop, and document the policy, requirements, and processes for development, review, approval, maintenance, and tailoring of technical standards, including mandatory, endorsed, NASA, and non-NASA technical standards.
- Coordinate the draft NASA Procedural Requirements (NPR) for Technical Standards with the following personnel and resolve comments received during reviews prior to approval by the NASA Chief Engineer:
 - o NASA Engineering Standards Panel (NESP) members,
 - o NASA Technical Standards Program (NTSP) Manager,
 - o Office of the NASA Chief Engineer, and
 - o Designated individual NASA Center representatives.
- Support NASA participation in Government-wide, national, and international standards developing bodies to develop standards and coordinate opportunities potentially of direct benefit to both NASA internal programs and cooperative programs with other organizations. Work shall include, but is not limited to coordination with the National Institute of Standards and Technology (NIST), the U.S. Air Force Space and Missiles Center, the American Institute of Aeronautics and Astronautics (AIAA), the American National Standards Institute, and the International Organization for Standards (ISO).
- Prepare requirements for development of web-based access to participant data.

Program Data Management/Program Lifecycle Management Support (PDM/PLM)

- Support the development and documentation of PDM/PLM policy, requirements, and interoperability processes.
- Coordinate the preparation and approval of a functional charter for the PDM/PLM Technical Architecture Working Group and other designated Working Groups.
- Support PDM/PLM Technical Architecture Working Group and other Working Group meetings
- Identify and prepare lessons learned and associated application notes for NASA PDM/PLM requirements and processes:
- Recommend and develop special assessments intended to support PDM/PLM processes including interoperability/standardization requisites.
- Formulate and integrate PDM/PLM lessons learned into e-Learning-based training modules intended to facilitate application of PDM/PLM data to system users' work activities.

H. OCHMO HMTA Support

The contractor will provide technical and program management support to the NASA OCHMO. The contractor shall provide technical support

ACITS3 TASK ORDER FORM (Continued)

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to NASA's OCHMO and shall serve as a consultant to assist NASA management to set policy, implement changes, and assess progress with respect to applying the principles of Technical Authority in NASA policies, procedures, and practices. The contractor shall assist the NASA OCHMO to implement an infrastructure independent of program cost and schedule pressures for technical decision-making. Prior experience with Technical Authority and related activities will be required and applied to this NASA-wide effort. The contractor is required to have a detailed understanding of, and experience with, the ongoing Office of the Chief Engineer (OCE) process for implementation of the Engineering Technical Excellence/Authority initiative and the Office of Safety and Mission Assurance (OSMA) process for implementation of Technical Authority and the associated compliance verification processes for each of those organizations. The implementation and continual improvement of the Technical Excellence/Authority programs requires that the contractor be able to work collaboratively and in real time with the OCHMO in order to respond in person to OCHMO requests with technically qualified and experienced personnel on very short notice. The contractor shall be responsible to assist the OCHMO management in establishing policies, developing plans, implementing changes, developing communications, and tracking and assessing progress in NASA processes as well as assisting OCHMO management in understanding trends and results, and formulating plans for improvement. The contractor will perform a review of all NODIS directives and standards for health and medical and Program/Project management impact and produce a matrix of HMTA requirements for use in planning surveillance of and compliance with these requirements. Support the assessment and resolution of NODIS comments to health and medical related policies and requirements (NPD's and NPR's) accordingly. The contractor will support the implementation of the requirements tailoring principles in NPR 7120.5D and NPR 8900.1 with specific attention on requirements ownership and delegation of waiver authority.

The contractor will assist the OCHMO with assessing the need for educational materials that will assist the Chief Medical Officers (CMO's) at the relevant NASA Centers in understanding the HMTA issues and interactions with program/project personnel that may be required to resolve such issues. An educational plan will be developed for the purpose of educating the CMO's and integrating the HMTA with existing TA infrastructure in OCE and OSMA. Educational materials may also be developed which target OCE, OSMA, and program/project personnel and their understanding of HMTA and the necessary interaction with human space exploration technical issues and which illuminates the process to resolve HMTA issues so that the program/project milestones can be properly and punctually met.

The contractor will assist the OCHMO with development of a health and medical requirements compliance verification program that is tailored to its needs and will provide Health and Medical Survey implementation support as representatives of the OCHMO during the initial implementation of these Surveys at various NASA Centers or Mission Directorates to be identified later. These Health and Medical Surveys will be coordinated and implemented with the OSMA and the OCE as part of the compliance verification program using existing infrastructure and will involve OCHMO and contractor personnel as necessary.

The contractor will provide support to OCHMO to develop methodology and training tools to ensure HMTA is implemented and maintained at the Centers – Center training, APPL, SATERN, SMA courses, Project team building, CMO meetings, etc.

I. Space Technology Support

Provide Senior Scientist and other support to the Space Technology Mission Directorate (STMD) for the NASA Innovative Advanced Concepts (NIAC) Program. Key skills include deep scientific or engineering expertise; experience with advanced concepts and technology development; familiarity with NASA structure, programs, and processes; and outreach capabilities. Specific tasks will include the following:

- * Assist the NIAC Program Manager with the formulation and conduct of the NIAC Program
- * Review and provide feedback on NASA Research Announcements (NRAs) soliciting proposals for NIAC for Phase I and Phase II efforts.
- * Participate as needed in meetings (on-site and virtual) to discuss NIAC policy, strategy, future NRAs, meetings, and other topics.
- * Participate in the peer review of proposals as requested, and the identification of and contact with other potential peer reviewers.
- * Support technical reviews of funded NIAC studies, including site visits for Phase II efforts.

Provide professional, high-end digital communications to include: graphics, publications, interactive presentations, web graphics, video development and animations, as well as outreach services to support the NASA Innovative Advanced Concepts.

This support should include working with and across NASA Mission Directorates and the Office of the Chief Engineer (OCE), as well as other agencies and external organizations, to identify key technology needs and opportunities for further development or insertion of successful NIAC concepts.

J. Project Planning

Provide technical support to the OCE to assist OCE management in establishing policies, developing plans, implementing changes, developing communications, and tracking, assessing, and managing Project implementation and progress. This also will assist OCE management in understanding Project trends and results, and formulating plans for improvement. The conduct of special studies or the performance of focused evaluations may also be required.

Provide support for the coordination of Technology with other Government Agencies and Organizations. Specifically:

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- Support the Office of the Chief Technologist and specifically the Director of Strategic Integration as the NASA technology point of entry by Identifying and coordinating opportunities for technology collaboration with other government agencies, including the Department of Defense, Department of Energy, Department of Commerce, Department of Homeland Security, the Federal Aviation Administration (FAA), and others.
- Assesses the Agency technology road mapping and technology prioritization activities as they relate to other Government agencies.
- Foster channels of communication with other Government agencies whose ongoing or planned technology activities complement technology development within NASA.
- Identify other Government agencies who have technology development activities supporting or related to the NASA Strategic Technology Investment Plan.
- Assist in evaluating whether a technology has a clear infusion path or potential as a spinoff with other Government agencies.
- Maintain timely awareness of other Government technologies that are of interest to the Office of the Chief Technologist.
- Assist the Director of Strategic Integration in performance of other requirements such as developing policy, requirements, and strategy for NASA's technology development activities; manage and coordinate the NASA Technology Executive Council (NTEC) and the Center Technology Council (CTC); and document and evaluate the Agency technology portfolio to identify and address technology gaps.
- Support TechPort development activities as well as the coordination of the Chief Technologist MINX site.

K. Interoperability Process Support:
The contractor will provide technical and planning support to the OCE in collecting and documenting current NASA practices for Engineering Release, Product Structure development, Computer Aided Design Standard development, and Product Data Management, and Product Lifecycle Management. The contractor will assist OCE management and other NASA organizations in assessing current state of related processes and procedures, identifying shortcomings, and making recommendations for correction.

The contractor will perform evaluations of Product Data Management and Product Lifecycle Management information on requirements, technical capabilities, and adaptability to NASA design, manufacture, procurement, and assembly for launch processes.

The contractor will perform evaluations and provide inputs to drafts of working documents related to Engineering Release and Product Data Management and Product Lifecycle Management.

L. Office of Strategic Infrastructure (OSI) Policy Documentation Development
The OSI is responsible for developing and maintaining the technical content and policy of their directives and requires the contractor to manage and execute the editorial, review, approval, and publishing processes. Specifically:

- Ensuring that all recommendations made are addressed in the document
- Technical writing, editing, formatting, and production to include checking and correcting style, spelling, grammar, coherence, and clarity; unifying tone and format; and assuring conformance to document structure and format
- Ensuring compliance with NPR 1400.1D, NASA Directives Procedural Requirements and other NASA policy documents
- Eliminating redundancy and duplication of guidance in NPR 8800.15B and the NASA Real Estate Desktop Guide

The Contractor must be able to quickly grasp the technical specifications and needs of review teams, understand the editorial objectives of the Executive Secretariat, and be able to translate technical content to meet the editorial standards. Additionally, the Contractor must have familiarity with the process and the specific formats and requirements for NASA policy documents; experience with the newer requirements of NPR 1400.1D and familiarity and experience working with the NASA Online Directives Information system (NODIS).

The Office of Infrastructure produces the most policy documents in NASA. The technical teams focus on the content of the policy documents. The contractor shall support efficiently completing these documents for posting on NODIS and other publication and provide professional editorial services for standardizing style, grammar, and syntax; checking and updating the accuracy and clarity of information; checking references; configuring the document to NASA standards for policy documents; coordinating with the NODIS process; and meeting the editorial specifications of the Executive Secretariat.

M. Software Process Improvement Support
The contractor will provide support for the NASA Software Improvement Initiative and the Consolidated Agency Principles and Processes for Software(CAPPS) task. Primary activities on this task will include:

- Collecting information and lessons learned from other large organizations who have developed enterprise sets of processes and who do enterprise CMMI appraisals
- Consulting and recommendations on the best approaches for the Agency to use to transition to a set of Agency consolidated processes and principles

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- Conducting evaluations of the similarities/differences in the various individual center's current process structures and sets of processes
- Assisting with the development of a plan and schedule for the consolidation of the Agency processes and the development of the Agency principles
- Assisting with the melding of processes from several Center-specific processes into an Agency process, as directed by the task monitor
- Assisting in the identification of tools that will support the Agency wide processes
- Identification and implementation of potential approaches for supporting Centers who will need to have their CMMI-ratings re-appraised within the transition period
- Identification of changes and updates that will need to be made to the existing NASA Process Asset Library (PAL) and the NPR 7150.2
- Development and presentation of classes, presentations, and other communications to provide awareness and training on the Agency wide processes and their use
- Providing coaching, mentoring to help deploy the Agency consolidated processes and principles

N. NASA Intercenter Aircraft Operations Panel (IAOP) Support

The Contractor shall support the NASA Aircraft Management Division (AMD) IAOP Review operations and assist in the IAOP objective management evaluation of the procedures and practices that are being used at the operating Centers to ensure safe and efficient accomplishment of assigned missions and goals.

The Contractor shall provide IAOP Review implementation support to the AMD. Specifically the Contract will support the IAOP Review process during preparation, on-site audit week, and post- audit activities by:

- Supporting the scheduling, scoping, and preparation for Reviews and assisting in coordinating any changes with the Center and review team.
- Advising on the scope of the Review related to Center operations, current Center Programs, and time and resources available to conduct the audit.
- Supporting the preparation and conduct of Review Team meetings prior to the Review, including conducting a requirement's flow-down analysis of the minimum review points to the operating Center implementing procedures.
- Providing on-site technical reviewer(s) as well as other technical support and planning for the Review week. In addition, the Contractor shall support the Review week on-site at the Center with review process management support. The Review week support includes the writing of findings, tracking of findings through the review and approval process, and preparation of the Review out-brief.

The contractor will also support the Aircraft Operations Division in documenting traceability of the Intercenter Aircraft Operations Panel (IAOP) Review Checklist to the applicable requirements in NPD 7900.4D, NPR 7900.3C, the International Standard – Business Aircraft Operations (IS-BAO) Safety Management System (SMS), and Federal Aviation Administration Requirements. Edit checklist to eliminate overlap and typographical errors and add applicable reference and associated paragraph to each checklist item. Incorporate all 583 requirements listed in NPR 7900.3 Appendix K, along with traceability to paragraph into applicable section of the IAOP checklist and identify overlaps with existing IAOP checklist items.

Additionally, the contractor will develop a new section of the IAOP Review Checklist to address review of the procurement and oversight processes in relation to Commercial Aviation Services (CAS) procurements. Recent IAOP results and issues related to Commercial Aviation Services (CAS) procurements indicate a need for the IAOP reviews to dedicate a more targeted and consistent focus in the area of procurement and quality assurance oversight. This new section will facilitate this consistent and focused review.

The above requirements require usage of latest IT technical editing and graphic tools to

The contractor will be required to perform all of the above using the latest technical editing and graphic applications for the IAOP support, and IT tools for development of training materials.

ACITS3 TASK ORDER FORM (Continued)

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES				
No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1	Performance	001 - Draft sections, and schedules per NPR's development schedule		
2	Performance	001 - Print production including print galley checks per NPR's development schedule		
3	Performance	002 - Utilization reports analysis		
4	Performance	002 - Analysis of blogs.nasa.gov re-architecture options		
5	Performance	002 - Independent validation of proposed plans for modernizing the NASA's web infrastructure		
6	Performance	002 - WEST Prime CCB support		
7	Performance	003 - Advice and guidance on the overall web services modernization project plan		
8	Performance	003 - Architecture review of current cloud Infrastructure review of current web services computing and networking ecosystem		
9	Performance	003 - Technical assessment of "to-be" cloud architecture		
10	Performance	004 - Assessment of progress with respect to institutionalizing excellence in NASA processes		
11	Performance	004 - Assessment of trends and results		
12	Performance	004 - Specified special studies and focused evaluations		
13	Performance	005 - Updated sections of the NASA Systems Engineering Handbook		
14	Performance	005 - Senior Systems Engineering technical advice		
15	Performance	005 - Portions of the Systems Engineering course video		
16	Performance	006 - Tracking of recommendations and actions		
17	Performance	006 - Outreach and training material to ensure successful implementation of the BPR processes		
18	Performance	006 - Specified special independent assessments		
19	Performance	007 - Reports and presentation materials on status, accomplishments, and plans for NTSP		
20	Performance	007 - Specified written correspondence		
21	Performance	007 - Resolution of review comments to NASA Procedural Requirements (NPR) for Technical Standards		
22	Performance	007 - Lessons learned and associated application notes for NASA PDM/PLM requirements and processes		
23	Performance	008 - Methodology to ensure HMTA is implemented and maintained at the Centers		
24	Performance	008 - Review of all NODIS directives and standards for health and medical and Program/Project management impact		
25	Performance	008 - Matrix of HMTA requirements for use in planning surveillance of and compliance with above requirements		
26	Performance	008 - Assessment of the need for educational materials that will assist the Chief Medical Officers (CMO's) at the relevant NASA Centers in understanding the HMTA issues		

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support			Start Date: March 1, 2014	End Date: September 30, 2014
Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
27	Performance	009 - Review of NASA Research Announcements (NRAs) soliciting proposals for NIAC		
28	Performance	009 - Outreach services to support the NASA Innovative Advanced Concepts		
29	Performance	009 - Identification of key technology needs and opportunities for further development		
30	Performance	010 - Assessment of Agency technology road mapping and technology prioritization activities as they relate to other Government agencies		
31	Performance	010 - Coordination of the Chief Technologist MINX site		
32	Performance	010- Identification of other Government agencies who have technology development activities supporting or related to the NASA Strategic Technology Investment Plan		
33	Performance	011 - Documentation of current NASA practices for Engineering Release, Product Structure development, Computer Aided Design Standard development, and Product Data Management, and Product Lifecycle Management		
34	Performance	011 - Assessment of the current state of related processes and procedures identifying shortcomings		
35	Performance	011 - Evaluations of drafts of working documents related to Engineering Release and Product Data Management and Product Lifecycle Management		
36	Performance	012 - Verification that all recommendations made are addressed in the policy documents		
37	Performance	012 - Production of specified documents per schedule		
38	Performance	013 - Lessons learned from other large organizations who have developed enterprise sets of processes and who do enterprise CMMI appraisals		
39	Performance	013 - Evaluations of the similarities/differences in the various individual center's current process structures and sets of processes		
40	Performance	013 - Classes, presentations, and other communications to provide awareness and training on the Agency wide processes and their use		
41	Performance	014 - Documentation of traceability of the Intercenter Aircraft Operations Panel (IAOP) Review		
42	Performance	014 - Checklist to the applicable requirements in NPD 7900.4D, NPR 7900.3C, the International Standard – Business Aircraft Operations (IS-BAO) Safety Management System (SMS), and Federal Aviation Administration Requirements		
43	Performance	014 - Preparations for Review Team meetings prior to the Review		
44	Performance	014 - Development of a new section of the IAOP Review Checklist to address review of the procurement and oversight processes in relation to Commercial Aviation Services (CAS) procurements		

TRAVEL, TRAINING AND MATERIALS REQUIREMENTS				
No.	Type of Requirement	Description	Date Required	Row Controls
1	Travel	Meetings at various centers on an as needed basis		
2	Material	misc suplies		
3				
4				

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support			Start Date: March 1, 2014	End Date: September 30, 2014
Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference
No.	Type of Requirement	Description	Date Required	Row Controls
5				
6				
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ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support			Start Date: March 1, 2014	End Date: September 30, 2014
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WORK BREAKDOWN STRUCTURE (WBS) CHARGE POINTS

[illegible]

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support		Start Date: March 1, 2014		End Date: September 30, 2014
Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference

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:

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:
na

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

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

If appropriate they are described as follows:

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: _____	Phone: _____
Organization's Computer Security Official	
Name: _____	Phone: _____
Alternate System Owner	
Name: _____	Phone: _____

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: NASA HQ OCE Support			Start Date: March 1, 2014	End Date: September 30, 2014
Task Order No. 901	Task Mod No. M0	Service Request No.	Customer Code Code HQ	SOW Reference
Note Creator		Note Title		Date Created
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