

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: Code IO Applications Management		Start Date: October 1, 2014		End Date: August 31, 2015
Task Order No. I14	Task Mod No. Original	Service Request No.	Customer Code Code IO	SOW Reference C.3.1.1, C.3.1.4
TASK REQUESTER EMAIL: (b) (6)		NAME: Kim Hubbard		PHONE: (b) (6)
FINANCIAL MANAGER EMAIL: (b) (6)		NAME: Onike Love		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) 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, 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=US2502.F200000.000.1.1, email=K.NAGEL@NASA.GOV, cn=KIRSTEN NAGEL
Date: 2014.09.03 11:12:28 -0700

CO SIGNATURE: ANJENNETTE CONTRERAS-RODRIGUEZ

Digitally signed by ANJENNETTE CONTRERAS-RODRIGUEZ
DN: c=US, o=U.S. Government, ou=NASA, ou=PEP, ou=J141.F200000.000.1.1, email=ANJENNETTE.CONTRERAS-RODRIGUEZ@NASA.GOV, cn=ANJENNETTE CONTRERAS-RODRIGUEZ
Date: 2014.09.22 11:18:14 -0700

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) 09/03/2014	(b) (4), (b) (6)	(b) (4), (b) (6)
2. BUSINESS MGR.:	09/03/2014		
3. PROGRAM MGR.:	09/03/2014		
4. TASK REQUESTER:	KIM HUBBARD 09/10/2014	(b) (6)	(b) (6)
5. DIVISION LEVEL:	WILLIAM NOTLEY 09/10/2014		
6. COTR:	KIRSTEN NAGEL 09/19/2014		
7. CO:	ANJENNETTE CONTRERAS-RODRIGUEZ 09/29/2014		

ACITS3 TASK ORDER FORM (Continued)

Contract No.: NNA13AB88C		Contract Title: Ames Consolidated Information Technology Services (ACITS3) Contract		
Task Title: Code IO Applications Management		Start Date: October 1, 2014		End Date: August 31, 2015
Task Order No. I14	Task Mod No. Original	Service Request No.	Customer Code Code IO	SOW Reference C.3.1.1, C.3.1.4
PRICING Cost Plus Fixed Fee		FUNDING LEVEL TASK LEVEL		
<p>TASK DESCRIPTION - STATEMENT OF WORK REQUIREMENTS</p> <p>This task will provide center application development, integration, and operations support for Ames Research Center (ARC). This support includes the following areas:</p> <ul style="list-style-type: none"> • Center Administrative/Center Business Applications; • Center level IT support for the NASA Enterprise Applications and eGov applications • Code I Financial Management Systems (FMS); • Center level IT Support for SharePoint; • Center level integration of ARC applications into the Agency's Identity, Credential and Access Management (ICAM) architecture for authentication and authorization. This includes the NASA Consolidated Active Directory (NCAD) environment, E- authentication/Launchpad, and the NASA Access Management System (NAMS). <p>The task will follow all processes as defined by the Code I directorate offices and Code IO division management.</p> <p>Applications Support: The following services will be provided for Applications and Web site Support in accordance with Code I Service Integration Management standard operating procedures.</p> <p>End User Support: During the hours of support, the contractor is required to provide the technical and organizational skill mix required to support the end users of the computer applications. Responses to users must be traceable to a Remedy trouble ticket. Once a valid trouble ticket has been received, the contractor is required to provide support for the categories that follow:</p> <p>Applications Operations and Maintenance Support: The contractor will provide the technical skills to professionally operate, maintain, and manage applications supported under this task. The lowest level of support involves infrastructure type services that support all applications and users, and must be provided in an integrated fashion. The contractor is required to backup and restore application software and data, maintain security for databases and accounts, maintain data dictionary, and manage version control of database and applications, including incremental version upgrades and enhancements. As required, the contractor shall provide support for the following activities as part of this task: monthly accrual processing, fiscal year and calendar year-end processing, plan and document application development and approval processes, and software release installation and testing.</p> <p>Database Support: The contractor will create, maintain, monitor, control access to all development, test, and production databases, loads, and procedures associated with the applications supported under the task. In addition, database support will be provided for agency initiatives, such as SharePoint and Project Server. The contractor shall maintain 4D, Oracle, SQL Server, MySQL, and Sybase security in accordance with NASA Security Guideline document requirements (NPG 2810).</p> <p>Reporting Support: The contractor will create, maintain, monitor, control access to all development, test, and production reporting tools and databases, loads, and procedures associated with the reporting tools supported under the task. The contractor shall maintain Oracle Hyperion, LogiAnalytics, SAP Crystal Reports, and SQL Server Reporting Services security in accordance with NASA Security Guideline document requirements (NPG 2810).</p> <p>Web Service Support: The contractor will:</p> <ul style="list-style-type: none"> • Respond to web-related help desk requests from ARC users • Evaluate web site-related requests and provide estimates to the task requester • Update and maintain the Ames Intranet site. InsideAmes (Insideames.arc.nasa.gov) • Configure and maintain the Ames Search engine so that it provides Search results for InsideAmes. • Upgrade and make minor modifications to other existing Code I web sites • Ensure that supported websites are operational and available online • Perform required and routine maintenance on existing applications and web-related servers • Work with the Data Center to upgrade software, as needed; test and verify functionality of all upgrades • Provide source and object code library management • Install systems, database, web, and application (vendor, NASA, and local) patches and upgrades • Provide Section 508 compliance testing, upon request <p>Web Server Architecture Support: The Application Administration staff shall define, provide requirements, and then work collaboratively with the Systems Administration staff to maintain an architecture that supports the requirements of the Web Services activity.</p>				

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Web Site Hosting and Web Site Registration Support: Working in collaboration with the Data Center Group, IT Security Group, and Firewall group, the task shall provide the technical skills and support required to professionally operate, maintain, and manage the phases of the website hosting and registration operations cycle. This includes the following activities:

- Web Site Hosting:
 - o Administer the process for web site hosting on Code I web servers
 - o Administer the web hosting request application on web.arc.nasa.gov
 - o Support account creation, site directory setup and management on Code I web servers
 - o Coordinate the configuration of web servers with Data Center
 - o Coordinate requests for DNS entry, security scans, etc. to get a host on the network
 - o Act as the point of contact for backups and restores
 - o Monitor web servers o Provide web log statistical reporting
- Web Site Registration:
 - o Manage the process for ARC web site registration
 - o Coordinate and monitor website registration o Creation and management of accounts for ARC registrants, management, and policy reviewers in the Agency Website registration system (STRAW II)
 - o Perform Periodic reconciliation of website information between the firewall, IT security, and STRAW II.

Application Development: As requested, the task will do product evaluations, support proposal documentation, develop new applications, enhance existing applications, and integrate applications. Each development project will follow the NPR7120.7 based Code I Project Management Office guidelines and templates for project management and documentation. Upon request, application development project will also include an evaluation of the platform and database on which the application will be built.

Product Evaluation and Proposal: As necessary, the task shall be requested to evaluate new products related to the ARC IT infrastructure environment. If needed, requests shall be made for writing proposals for potential new work or upgrades to existing applications.

The following projects/activities are planned and/or ongoing under this task for FY14:

- Logi Analytics reporting tool migration; decommission WebBrio reporting tool
- eForms migration to new Agency system
- Center NAMS application workflow migration to updated Agency system
- Center application migration to Agency LaunchPad replacement system
- Continuation of application rewrites to Code IO standard development platform
- Centerwide email application upgrade
- Center Intranet site upgrades
- Support application or website migration into Code I cloud environments

Documentation: The contractor will provide the following in an electronic format:

- Documentation for applications developed and maintained under this task.
- An Application Configuration Document for all application and database platforms supported by this task will be provided once a year.
- Standard Operating Procedures will also be for each application once a year.
- Update Security Plans for applications developed under this task.

SharePoint: This work is to support a SharePoint infrastructure for the Agency that will provide to NASA the capabilities of Microsoft Office SharePoint Services 2010 as a document sharing tool, and making it the gateway to information and resources that enable staff throughout the Agency to collaborate and do their jobs more efficiently. The contractor is required to have SharePoint Development experience in MOSS 2010. The contractor should be experienced and be able to provide recommendations on different COTS web parts available. The contractor should also have experience in building custom web parts using .NET framework.

The contractor will maintain the SharePoint Production and Development environments, and will ensure that the appropriate level of application/system security is in place with minimum impact on the functionality.

The contractor is required to analyze workflows and services specified by the IT Organization and provide solutions to automate those workflows using MOSS 2010 with minimum (if any) coding. This will require looking into the existing web applications where available and integrating them into SharePoint or replacing them with custom web parts as applicable.

The contractor must be able to work in a fast paced, aggressive and dynamic environment and have experience supporting a MS SharePoint based collaborative workspace in a corporate environment where end users use Microsoft Windows, Linux, and Mac OS X.

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In addition the contractor will:

- Upgrade existing SharePoint 2010 sites to SharePoint 2013
- Investigate features of new SharePoint releases and make recommendations about whether this release should be added to the SharePoint upgrade roadmap.
- Optimize content databases to improve backup time and recovery time.

Project Server Application support: The contractor will provide technical expertise in the development and maintenance of custom web-parts and the reports for the Project Server Application and operations support.

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SPECIFIC DELIVERABLES AND DELIVERABLE DATES

No.	Type of Deliverable	Description of Deliverable	Date Required	Row Controls
1		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	10/2014	
2		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	11/2014	
3		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	12/2014	
4		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	01/2015	
5		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	02/2015	
6		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	03/2015	
7		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	04/2015	
8		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	05/2015	
9		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	06/2015	
10		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	07/2015	
11		Provide 8 hour response time, during business hours, for 95% of support requests on all production center applications supported under the task	08/2015	
12	Schedule	Deliver updated Application Configuration Document for all application and database platforms supported by this task	07/31/2015	
13	Performance	A monthly task report will be delivered to the Task Requester to report expenditures,	Monthly	
14	Performance	The Task Manager and/or appropriate staff will meet at least weekly with the Task	Weekly	
15				
16				
17				
18				

TRAVEL, TRAINING AND MATERIALS REQUIREMENTS

No.	Type of Requirement	Description	Date Required	Row Controls
1	Material	Witango/Terrascript license	11/30/2014	
2	Material	Exceed Secure Shell- yearly renewal	12/31/2014	
3	Material	Microsoft Dynamics -- yearly renewal	03/14/2015	
4	Material	Business Objects (Crystal Reports)- yearly renewal	03/30/2015	
5	Material	ShareGate - yearly renewal	04/09/2015	
6	Material	DB Visualizer- yearly renewal	08/20/2015	
7	Material	VMWare workstation- yearly renewal	08/31/2015	

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No.	Type of Requirement	Description			Date Required	Row Controls
8	Material	Cerenade Form- yearly renewal			09/15/2015	
9	Material	LogiAnalytics - yearly renewal			09/15/2015	
10	Material	Supplies			09/30/2015	
11	Training	Software Development/Enginerring			01/30/2015	

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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:

b. Periodic reviews of IT Security measures are necessary. What is the role of the ACITS3 contractor under this ACITS3 Task in areas such as review of user accounts, account management, data backup and restoration, use of warning banner, use of encryption, vulnerability scanning, and security tools?

Please describe as appropriate:

The task is responsible for all account management, ensuring that the warning banners are installed on all servers, and addressing vulnerabilities identified by Code IS scans.

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?

N/A

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

If appropriate they are described as follows:

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

If appropriate they are as follows:

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

h. In the event of an IT Security Incident associated with systems and data under this Task, the Ames Chief Information Security Official, the Security Operations Center (SOC), and the Task Requester will be notified immediately by the contractor. In order to ensure full coordination, the following individuals will also be notified in the event of an IT Security Incident:

System Owner (Responsible for the applicable IT Security Plan)

Name: William Notley

Phone: (b) (6)

Organization's Computer Security Official

Name: Alex Eiser

Phone:

Alternate System Owner

Name:

Phone:

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Note Creator		Note Title			Date Created
Note					
Note Creator		Note Title			Date Created
Note					
Note Creator		Note Title			Date Created
Note					