

HQ Information Technology (IT) Desktop & Infrastructure Support

Description of Work

10.09 General

The vendor shall provide IT support for all NASA Headquarters servers, desktops, network operations center (NOC) and network infrastructure, telecommunications, cable plant, engineering for new catalog requests and products reaching an end-of-life condition, account administration, and major project support. The Headquarters' systems shall be available 24 hours a day, seven days per week. The vendor shall provide customer support from 6 AM to 6 PM Monday-Friday, excluding Government holidays, after which time systems maintenance, production jobs and backups shall be performed. With the prior approval of the COTR, operation outside of these hours will be scheduled.

10.09.1 Requirements

The vendor shall:

1. Provide functionality assessments, testing, and replacement recommendations for products reaching an end-of-life condition, including updating the server architecture. Expected frequency of end-of-life assessments is two per contract year, with none occurring between May 1, 2003 and May 31, 2003. End-of-life occurrences will be identified to the vendor through a service request (SR).
2. Provide functionality assessments, testing, and replacement recommendations for products that lose functionality when upgraded.
3. Provide functionality assessments, testing, and recommendations for new catalog requests, including engineering, testing, integration, installation scripts, security reviews, and documentation to incorporate new catalog requests into the existing baseline suite, within the Configuration Control Board (CCB) approved schedule. There will be one (1) triage 1 item/month and three (3) triage 3 items/month. Triage 1 items require engineering and testing and triage 3 items do not.

4. ASSET TRANSITION:

Under Task Order 10.09, SAIC will provide property management for applicable equipment as follows:

Catalog Items – Equipment (hardware and software) purchased by NASA through the ISEM Catalog process as defined under Task Order 10.09 will be considered NASA property and will be managed by the ISEM vendor in accordance with applicable Government Regulations and the 10.09 SOW. Equipment previously purchased by NASA through the ODIN Catalog process will be conveyed to the ISEM vendor as Government Furnished Equipment

(GFE) upon award of Task Order 10.09 and will be managed by the ISEM vendor in accordance with applicable Government Regulations and the 10.09 SOW. Direct labor costs associated with the ISEM Catalog process and the associated property management activities will be included in the ISEM CPAF Task Order 10.09 labor estimates. NASA will fund ISEM Catalog purchases by periodically issuing contract modifications to the 10.09 Task Order Task Value to accommodate future anticipated Catalog purchases and fully fund the equivalent cost and award fee. The ISEM vendor will not execute ISEM Catalog purchases that have not been funded.

Transition Assets – Equipment (hardware and software) designated as “transition assets”, and the value of each item, will be fully identified by the Government prior to issuance of the 10.09 Task Order. The Government will convey to the ISEM vendor, all “transition assets” and associated data prior to execution of the 10.09 Task Order. The ISEM vendor will receive and verify the “transition assets” and associated data and manage those assets in accordance with applicable Government Regulations and the 10.09 SOW. The ISEM verification will be completed within sixty days from Task Order start. The ISEM vendor will invoice the Government *per SAIC accounting period (four weeks)* for usage charges associated with: a) transferring the assets between the ODIN vendor and the ISEM vendor; b) The Asset Transition Value (ATV) *following the same methodology as used in ODIN DO1*; and c) managing and reporting “transition assets” activities and, d) *general and administrative (G&A) and fee*. *These usage charges* will not be subject to the Limitations of Funds clause and will be forward funded in amounts sufficient to cover periodical invoices when submitted.

The ISEM vendor will accept all assets being transitioned, maintain records for all transitioned assets in accordance with applicable Government Regulations and the 10.09 SOW, and document the value of the transitioned assets.

The Government will ensure that the purchase and/or leasing arrangements for all hardware and software provided to the ISEM vendor will include provisions for transfer of the assets to the ISEM vendor.

The outstanding balance of the “transition asset” will be decremented on an SAIC accounting period using a standard formula (usage charge) available in Excel. This algorithm will be included with the Vendors pricing proposal and mutually agreed prior to the execution of this task.

A pre-determined amount comprised of the periodic *usage charge* amount plus G&A and fee, will be included on the ISEM vendor's invoice to the Government, *as an ODC* each period during for the 10.09 Task Order period of performance. *The cost of managing these assets shall be reported separately as labor.*

New Equipment Acquisitions – New equipment (hardware and software) will be ordered by NASA through the ISEM Catalog process and procured by the ISEM vendor on NASA's behalf. Equipment ordered through this Catalog process will become NASA property and will be managed by the ISEM vendor in accordance with applicable Government Regulations and the 10.09 SOW. In the context of this paragraph, "New Equipment" is defined as hardware and software ordered via the ISEM Catalog process. Equipment ordered for NASA by the ISEM vendor will be received at the NASA HQ central receiving facility and stored in a secure area within the NASA HQ building.

Quarterly Reporting – ISEM will provide quarterly asset reports for all hardware and software items transferred from the ODIN vendor, including both those items with an unrecovered asset transition value and those catalog items transferred that do NOT have an asset transition value. This report will also contain items that have been excessed. New catalog items will be added to the quarterly report. The report shall contain detail to the level provided to the ISEM Vendor, and shall contain the remaining unrecovered cost of the original ATV.

5. Provide project management support for major deploys (e.g. Windows XP, OS X), including schedules and Code coordination for completing projects. Support shall include schedule development and updating, milestone and action item tracking, status reporting, and coordination with other Headquarters support vendors and customers for activities they perform and/or support. All such major deployments will be identified to the vendor and executed as task order modifications.
6. Provide an account management function which:
 - a. Implements processes to add, change, and delete all accounts for all services and systems for any NASA Headquarters employee, vendor, detailee (using a HQ service or system), or visitor;
 - b. Maintain a single database for the purposes of audit and effectiveness;
 - c. Execute adds, changes, and deletions for all accounts across all NASA Headquarters systems regardless of system owner, excluding systems/applications with inherent user account administration capabilities or other approved exceptions;
 - d. Facilitate policy adherence and escalate policy and process violations, anomalies, and ideas for improvements;
 - e. Collect and maintain application owner approvals, while executing the account management processes;
7. Provide web server, application server, and infrastructure server operations, maintenance, security and sustaining engineering (see Appendix B). Sustaining engineering will be provided in accordance with CCB approved schedules:

- a. System repairs, refreshes, upgrades, and software patches:
 - i. Software licensing shall be kept current;
 - ii. Software patches shall be kept current;
 - iii. Software version control shall be processed through CCB within 6 months of the vendors' release of a new version unless a COTR waiver is provided;
- b. Server software and associated client components shall be maintained in accordance with paragraph 10.09.1 number 3;
- c. Server performance parameters shall be provided for all servers or server functional groupings identified (examples of server performance parameters include delivery time for an internal email at NASA Headquarters and server response times).
- d. Provide troubleshooting assistance to network attached devices such as Washington Office Center (WOC) and Kidwell desktop computers.

8. Vulnerability Reporting and Monitoring

Provide IT security vulnerability services that affect Headquarters' systems by monitoring/reviewing the following:

- i. NASIRC distributed bulletins and alerts
- ii. The web browser vendor web sites for Netscape and IE
- iii. The email client web site for Eudora
- iv. The operating system web sites for MACs, Windows PCs, and other desktops
- v. Vulnerability scans
- vi. Relevant emails from the HQ ITSM

When the Vendor finds or is notified of a Headquarters vulnerability the Vendor shall report the vulnerability via an existing application, which will be used to track the status on each reported vulnerability. Within 4 business hours of notification, ISEM shall enter an "initial" Vendor recommended severity.

The following conditions shall be used to determine initial severity:

Critical

- A. Affects availability, confidentiality or integrity of HQ border systems or internal systems from external network sources
And
- B. At least one of the following:
 - B1) A known scripting exploit exists
Or
 - B2) The vulnerability can be exploited by non-scripting or manual means (easy to exploit)
Or

- B3) Probes for this vulnerability have been detected at the border

And

- C. At least one of the following:

- C1) If reported on www.cnn.com, www.msnbc.com, www.washingtonpost.com (tech news) or if notified that it exists on another widely read normal media site (These sites do not need to be monitored on a normal basis only when vulnerability evaluation occurs and A and B are met)

Or

- C2) Has been flagged for special attention by senior NASA officials

High

- A. Affects availability, confidentiality or integrity of HQ border systems or internal systems from external network sources

And either B or C

- B. At least one of the following:

- B1) A known scripting exploit exists

Or

- B2) The vulnerability can be exploited by non-scripting or manual means (easy to exploit)

Or

- B3) Probes for this vulnerability have been detected at the border

Or

- C. All of the following:

- C1) If reported on www.cnn.com, www.msnbc.com, www.washingtonpost.com (tech news) or if notified that it exists on another widely read normal media site (These sites do not need to be monitored on a normal basis only when vulnerability evaluation occurs and A and B are met)

And

- C2) Has been flagged for special attention by senior NASA officials

Medium

- A. All other vulnerabilities on HQ border systems or internal systems

And either B or C

- B. At least one of the following:

- B1) A known scripting exploit exists

Or

B2) The vulnerability can be exploited by non-scripting or manual means (easy to exploit)

Or

B3) Probes for this vulnerability have been detected at the border

Or

C. All of the following:

C1) If reported on www.cnn.com, www.msnbc.com, www.washingtonpost.com (tech news) or if notified that it exists on another widely read normal media site (These sites do not need to be monitored on a normal basis only when vulnerability evaluation occurs and A and B are met)

And

C2) Has been flagged for special attention by senior NASA officials

Low

All other vulnerabilities (a vulnerability that could provide information that could effect availability, confidentiality or integrity)

If initial severity is Critical or High, ISEM shall immediately contact one of the following in this order for concurrence on severity:

A. Headquarters ITSM

B. Chief, ADP/T Services Branch/ISEM COTR of Code CI

C. Chief, Information Systems & Support Services Branch of Code CI

D. Headquarters CIO

9. Vulnerability Mitigation

DELETED IN ITS ENTIRETY

10. Other Security Requirements

a. Computer Anti-Virus Services

In the event of a virus/Trojan outbreak (more than 15 help desk reports in 8 business hours) the Vendor shall distribute updated virus signatures to the entire signature distribution server from the virus software vendor within two hours of the vendor's signature release.

b. Unexplained System Anomalies Services

Report unexplained system anomalies found while conducting normal duties that affect confidentiality of data or integrity of a system/data to the HQ Incident Response Team within 4 business hours after discovery.

c. Deviations from Appropriate Use Policy

Report observed deviations of the HQ Appropriate Use Policy that are found while conducting normal duties within 8 business hours. Any activity that may affect integrity, confidentiality or availability will be considered a Computer Security Incident and immediately follow the Computer Security Incident Response process.

11. Provide network, network operations center (NOC), operations, maintenance, security and sustaining including:

- a. Management and maintenance of the HCN network infrastructure;
- b. Daily Log Review;
- c. Internal security scans to catch unapproved services;
- d. NASIRC notification and alert review;
- e. Traffic analysis, IDS, and system monitoring;
- f. Support to security reviews;
- g. Implement network changes;
- h. Participate on Technical Peer reviews for new projects;
- i. Troubleshoot and repair equipment;
- j. Responsibility for all parts of the infrastructure;
- k. Data server disk storage management and monitoring;
- l. Operations and maintenance of network interfaces to off-site locations.

12. Provide phone and voice mail (see Appendix C) operations, maintenance, security and sustaining including

- a. Operation of the voicemail system and customer training, including maintenance for the voicemail system;
- b. Providing telephones and associated communications closet equipment, including maintenance;
- c. Maintaining voicemail and telephone cross-connect and inventory records in associated databases and keeping the databases current;
- d. Providing X.500 update information for keeping information current and accurate within 3 business days;
- e. Providing telephone installations/removals/moves;

13. Provide NASA Headquarters building cable plant operations, maintenance, security and sustaining including:

- a. Providing upgrades and maintaining connection records and cable plant as-built configuration drawings for all telephone, LAN, printer/copier, and CATV drops;
 - b. Maintaining Workstation Interface Outlet (WIO) box configurations;
 - c. Provide commercial cable television (CATV) service access to Code P;
 - d. Providing associated cable plant installations/removals/moves.
14. Provide network printer (reference Appendix D) operations, maintenance, security and sustaining including (excluding all supplies):
 - a. Troubleshooting all associated network printer problems and configuration issues;
 - b. Printer installations/removals/moves;
 - c. Network printer hardware refresh planning and execution shall NOT be provided except through a funded Engineering Change Project (ECP);
 - d. For all new printers configure necessary services only and ensure services are password protected
 - e. Perform first level problem determination for all 75 Lanier (Appendix E) printer/copier problems
15. Provide and maintain the Conveyant Teledirectory system for the HQ Information Center. System requirements are to interface with the X.500 database to look up information by name, number, and job function and then transfer incoming callers to the proper parties.
16. Provide facsimile (reference Appendix A) operations, maintenance and sustaining (excluding all supplies):
 - a. Moves, adds and deletes
 - b. Troubleshooting all problems
 - c. Repairing and/or replacing a facsimile machine
 - d. Providing on the site usage instructions
17. General Desktop Services
 - a. Hardware and Software refresh
None
 - b. Space Allocation
NASA will provide working space at no charge to the ISEM Vendor for personnel who must be housed in the NASA Headquarters building in order to perform their job functions under this Task Order. NASA will provide approximately 6500 square feet of space not counting the server farm area. The exact space allocation will be determined at task order acceptance and will be based on vendor needs and NASA available space. The facility space includes electricity, HVAC, plumbing, janitorial

services, fire protection, emergency medical, local telephone services, PC/Mac workstations and peripherals, connection to Local Area Networks, and office furniture (based on availability). Storage space will not be provided except as needed for NASA "owned" equipment, including spare parts.

c. Asset Transition Value

ATV is addressed under paragraph 10.9.1.4 of this SOW.

d. Mission Freeze

The mission freeze notification time is no less than 3 working days prior to the freeze. The COTR requests a mission freeze by calling the ISEM Vendor Help Desk to open a ticket. The Vendor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the COTR. If Vendor access to frozen assets is required during the mission freeze, the Vendor shall coordinate access with the COTR.

e. Baseline Number of Workstations and Projected Workstation Growth

NASA expects the number of desktops/laptops to grow from the October 1, 2002 total of 1860 to 2113 by FY05. The Vendor cost proposal shall be based on supporting up to 2000 workstations. The Vendor shall receive an adjustment in task value before exceeding this number. The workstations used by ISEM desktop employees, located in the Headquarters building, shall not be counted as part of the referenced 2,000 workstations.

Hardware, software and support shall be provided for these assets.

f. Technician Escort Requirements

The 'Technician Escort' Type of Service addresses the ease of access for an ISEM technician to perform any required work on equipment. NASA is responsible for providing the escort. It is the responsibility of the ISEM Vendor to ensure technicians are properly escorted when performing maintenance, software patches, inventory, new product installations, new equipment installation, or other activities related to Vendor supported hardware or software. The NASA escort must ensure that ISEM personnel do not have access to classified material. Technical services that are delayed due to escort unavailability are excluded from the metrics. NASA Headquarters requires 3 'Technician Escort' Service Levels, which are 'None', 'Escorted', and 'Escorted, Top Secret security clearance'.

- 'None' indicates that there are no Technician Escort restrictions on ISEM Technicians.
- 'Escorted' indicates that the ISEM technician must be escorted by Code personnel at all times. However, the ISEM technician is not expected to be exposed to any classified data or workstations that contain classified data. When an ISEM technician requires access to specific NASA equipment with the 'Escorted' Service Level, the ISEM technician must schedule a time when it is convenient for the NASA user, or a Code representative, to allow access to the

equipment. In addition, the NASA user, or a Code representative, must constantly escort the ISEM technician until the technician leaves the area.

- 'Escorted, Top Secret security clearance' indicates that the ISEM technician must be a United States citizen, have a 'Top Secret' clearance, and be escorted by Code personnel at all times. In addition, the ISEM technician may be exposed to classified data or workstations that contain classified data at any security classification up to and including Top Secret. The vendor is not expected to provide this capability immediately upon task order award, but will expeditiously process a Top Secret clearance request in order to meet this requirement. When an ISEM technician requires access to specific NASA equipment with the 'Escorted, Top Secret security clearance' Service Level, the technician must schedule a time when it is convenient for the NASA user, or a Code representative, to allow access to the equipment. In addition, the NASA user, or a Code representative, must constantly escort the technician until the technician leaves the area.

g. Customer Notification

Any activities that impact IT services shall be properly, accurately, and concisely communicated to NASA Headquarters personnel. The level of coordination and the timeliness of the information disseminated to the customer are directly proportional to the magnitude of the event and the impact to the affected users. For example, major software upgrades require early, extensive, and repeated coordination. The distribution of an application effecting 30 users or less would require less notification and coordination. Activities affecting a large number of users that are complex or may require training may require additional notification and/or change management procedures. Special notification requirements shall be discussed and approved by the COTR. The ISEM Vendor shall notify users of scheduled activities in a timely manner. Users shall be notified of unscheduled activities as soon as practical.

18. Security

a. General

The NASA Headquarters Code CI, through the Information Technology Security (ITS) Manager (ITSM), has overall responsibility for the Headquarters ITS Program. The ISEM Vendor directly supports this effort through the administration of baseline security requirements established in NPG 2810.1 dated August 26, 1999, the NASA Headquarters Network Security Policy, and other Agency and NASA Headquarters security policies.

- Clarifications specific to NASA Procedures and Guidelines 2810.1
 - Headquarters specifics on 2810 paragraph 2.2.8.2. The System Administrator, whether a civil service or contractor employee, is responsible for the following:
 - Performing annual self-inspections of their systems and reporting the findings to their line managers and the cognizant organizational CSO or designee. The Center IT Security Manager will provide guidance for conducting self-inspections. Periodically use tools to verify and/or monitor compliance to password guidelines. Use IT security tools to assist in detecting modifications to the system and monitoring audit logs.
 - Headquarters specifics on 2810 paragraph 2.2.8.2: Self-inspections will involve the review of the baseline configuration document that corresponds to each Server, Desktop Coreload and PDA Coreload. Therefore if there are multiple coreloads each coreload must be inspected for compliance with the baseline configuration document. The Vendor shall use an independent tool, other than the operating system, for verifying password compliance once per performance period on all servers and each Desktop Coreload. ISEM will then follow-up on findings to change passwords.
 - Headquarters specifics on 2810 paragraph 4.1.3: The ISEM Vendor will ensure security is included in all IT life cycle planning. This includes but is not limited to the CCB process.
 - Headquarters specifics on 2810 APPENDIX A. Baseline Information Technology (IT) Security Requirements: The ISEM Vendor will ensure compliance to Appendix A by incorporating these requirements into the security baseline configuration documents.
- b. Hardware and Software Configuration

In accordance with CCB approval, the ISEM Vendor shall develop and maintain security configuration baseline documents. These baseline documents shall provide additional security control configuration details beyond the documented security settings that are required under NPG 2810.1 or other Headquarters policies or guidelines; I. e., they shall specify security controls in effect for each ISEM Vendor supported:

- a) Operating system;
- b) Personal Digital Assistant (PDA) operating system;
- c) Email client;
- d) Web browser; and
- e) Publicly accessible NASA Headquarters Library system for the desktop operating system.

The ISEM Vendor shall implement the configurations specified in the baseline documents in accordance with the approved CCB Schedule.

The ISEM Vendor shall only deploy into a production mode, hardware and software, including security related patches or upgrades, that have been subject to a NASA-approved security review or approved by the COTR. This includes non-ISEM supported applications that are installed, operated and maintained on ISEM systems. This also includes any software requested through the ISEM task order. The ISEM Vendor shall coordinate internally the following information about the software or hardware products to be deployed prior to deployment to ensure proper review:

- Software versions, manufacturers, and all configuration settings for any applications that are affected either directly or indirectly by the application being reviewed
- Hardware models, manufacturers and all configuration settings.

Deviations from these requirements shall be documented by the ISEM Vendor and approved in writing by the COTR.

Each security desktop patch or upgrade shall undergo a documented security review by the ISEM Vendor prior to implementation in a production mode. The security review process for patches and upgrades shall be created by the ISEM Vendor and the NASA Headquarters ITSM, and shall be approved by the COTR. The ISEM Vendor shall deliver written review process documentation within 1 month after the start of Task Order.

c. Root Administration Privileges

All staff who have root or administrator access on any ISEM system except ISEM systems in the SEF shall follow the Headquarters procedures currently used in ISEM for granting, changing and terminating access to Headquarters systems. This policy includes ISEM Vendor staff computers located on the Headquarters Network. In addition, if an individual with root or administrator access on any ISEM system located on the Headquarters Network is a contractor, that individual shall submit a completed NASA SF 85P to the NASA HQs Security Office before being granted this level of access.

d. Computers and PDA's Sanitization

The ISEM Vendor shall ensure that all computers and PDA's turned in are sanitized of all data and of all Government licensed software using procedures mutually agreed upon by the ISEM Vendor and the NASA ITSM.

e. Computer Viruses

In the event of a virus/Trojan outbreak (more than 15 Help Desk reports in 8 business hours) the ISEM Vendor shall update the virus distribution signatures on the centralized anti-virus server as expeditiously as practical following the virus vendor's signature release that is specific to the virus outbreak and thorough testing of that signature release. The signatures will then be distributed to all NASA HQ systems currently logged into the HQ Windows Domain and all newly logged in systems upon logging into

the HQ Windows Domain. Macintosh systems shall receive this signature as soon as possible following testing and placement on the distribution server. The ISEM Vendor shall implement all CCB approved security controls that do not affect desktop functionality, to ensure that the user on NASA HQ production systems cannot disable anti-Virus software. ISEM shall implement the NASA Headquarters Virus Response process for mitigation of desktop viruses.

Normally released signatures shall be installed on:

- a) Windows OS based NASA HQ desktops, through the centralized anti-virus server, within 16 business hours from their release and completion of testing.
- b) Macintosh OS based NASA HQ desktops within 1 calendar month from their release and completion of testing.

f. Copies of ISEM Systems Upon Request

The ISEM Vendor shall provide a full, bit-by-bit copy (using Norton Ghost or other appropriate software) of any NASA Headquarters ISEM system to Code CI within 8 business hours upon normal requests and within 2 business hours for urgent requests, assuming that the copy can be performed within 50% of the required delivery time. This copy shall be delivered either on a DVD, a CD, or a secure network share directory. The media will be based on the size of the copy. The authority to obtain such data, upon COTR approval, is provided by NASA Headquarters Appropriate Use Policy dated (Dated May 26, 2000).

19. Workstation Hardware/Software/Peripherals

a. General

– Workstation Quality Assurance

Whenever a workstation is repaired or replaced the Vendor shall ensure that all hardware and software functionality is retained and is operating properly. In addition to user data stored on the local hard disk drive(s), preferences and settings shall be restored to the maximum extent practical. This requirement is limited to restoring the core load and any authorized HW/SW.

– Vendor Access with End-User Hardware and Software

The ISEM Vendor shall obtain approval prior to accessing an individual's computer.

– Direct Access

Many user problems require direct access to a user's computer. Blanket approval is granted to ISEM staff provided the user did not deny such access. Such disapproval shall be documented in the ticket. This blanket approval does not apply where the "escorted" service level is in effect. Whenever an ISEM Vendor staff member accesses user hardware or software and the user is not present, the staff member shall note the specifics in writing and leave the form

attached to the user's computer. The COTR will approve the ISEM Vendor created form to be used for this purpose.

- Indirect Access

Blanket approval is provided to ISEM staff for all COTR and CCB approved requirements. For example, a routine push by the Norton Anti-Virus server or the automated or manual installation of a CCB directed client application is approved.

- Indirect User Assistance

ISEM staff shall not indirectly access a user's computer (using Control F1 or a similar product) without the explicit approval of the user.

- Support of Non-NASA Headquarters Visiting Staff

NASA may handle the support of visitors in two ways.

- NASA Headquarters staff may order a workstation for the visitor. In this case, the ISEM Vendor shall provide support based on the level of service for the ordered workstation.
- The visitor may use a non-ISEM computing platform and be a short-term visitor. They will be registered as guests using an ISEM web application (when available) and will be able to use the "Guest" network and the direct print sub-network.

Support shall be provided as follows:

- The ISEM Vendor shall support visiting staff with Level 1 Help Desk support. (See definitions for a description of the Levels of Help Desk Support.) Such visitors may call the Help Desk with problems and the Help Desk shall determine the problem or refer the visitor to the visitor's own Help Desk.
 - The Vendor shall assist the visitor with establishing an appropriate NASA Headquarters LAN connection and connecting to NASA Headquarters printer services.
 - The sponsoring NASA Headquarters code may request a laptop from the loaner pool for short-term visitors.
- New Hardware, Software, Peripherals-Configuration and Delivery

The Vendor shall provide a new workstation within 3 business days of the receipt of the COTR approved request for new workstation, provided the workstation is in the available equipment or reuse pool (ref. Reuse Pool) provided by NASA. If a workstation is not available in the pools, Vendor shall order the necessary equipment, based upon COTR approval of a catalog order, and deliver within 3 business day of receipt of acceptable hardware on the loading dock, provided there is sufficient funding available to order additional workstations, peripherals or software. The computer shall be configured with all required core hardware and software at time of delivery to the end user. Above core software shall be part of the initial set-up if it is

ordered and received at the time of the initial new computer order, or is available through the reuse pool.

All workstations must be approved by the COTR

– Moves/Adds/Changes (M/A/Cs)

The Vendor shall perform M/A/C as requested. If the volume of requests exceed normal range (one per year for each workstation) due to unusual circumstances or building re-stack, the vendor will be asked to price the unusual M/A/C as a task order modification. The number of M/A/C's will be tracked and reported in the monthly in-depth review.

M/A/C's require a physical touch of a workstation by a technician or an analyst. A move includes the physical de-installation, move and re-installation of system hardware. Only the following are recognized as moves/add/changes:

- (a) Move of a workstation (including attached peripherals) to a new location within the building;
- (b) Deletion of an existing workstation;
- (c) Move of a software package from one workstation to another (non-automated);
- (d) Move of a peripheral item, memory, etc. from one workstation to another;
- (e) De-installation of a software package from a workstation (non-automated);
- (f) De-installation of a peripheral item from a workstation;
- (g) Installation of COTS/GOTS/Custom applications (non-automated);
- (h) Installation of a peripheral item on a workstation;
- (i) Move of a WIO box;
- (j) Deployment/physical touch to install any item from the reuse pool.
- (k) Restore to Service of a workstation in the event that the workstation has recurring problems or becomes inoperable due to non-ISEM installed hardware or software. The computer shall be restored to the most recent approved configuration including core, above core, and Catalog items. This clause also covers when users inadvertently or intentionally disable asset management, software distribution, or other core components from their computer platforms.

The Vendor shall be responsible for providing all cabling and network connections from the Workstation Interface Outlet (WIO) box to the workstation location.

Software distribution and installation, as defined in the paragraphs that address "Software Patching" shall not be considered a

move/add/change. Therefore such installation or deployment shall not be counted as a move/add/change.

– Priority Service

– Critical Uplift Service

The Vendor shall provide critical uplift service support during prime time hours (from 6 am to 6 pm Monday through Friday excluding Federal holidays). During prime time hours, critical uplift service response time shall be no greater than 30 minutes. A continuous effort shall be applied until a return to service or a workaround is achieved.

The included Critical Uplift Service (ticket-based priority service) level is 75/month. The number of critical uplifts will be tracked and reported in the monthly in-depth review.

The need for this level of priority service for critical uplifts shall be based on customer urgency. The customer will express a "Work Stoppage" when they call the Help Desk. Either Code CI or the Enterprise POCs must approve all Critical Uplifts. (The COTR reserves the right to restrict this process.) Emergency pickups of home use software, with less than a 1-day advance notice to the Software Librarian, will be counted as a critical uplift. Emergency pickups from the laptop loaner pool with less than an 8-hour advance notice to the Help Desk will be counted as a critical uplift. To be counted as a valid critical uplift, none of the following conditions may exist, although the Vendor must respond as noted above for these work stoppages:

- (a) Required user call back (8 hr metric missed);
- (b) Lack of sufficient detail/inadequate status in ticket;
- (c) Technology Refresh caused residual problem in which a HW/SW item was unable to meet product functionality;
- (d) Recurring problem never corrected;
- (e) Ticket already opened on same problem;
- (f) Ticket prematurely closed and had to be re-opened;
- (g) Systems Management Server (SMS) push/bad configuration;
- (h) ISEM Vendor created problem within the past 2 months;
- (i) Ticket cancelled before technician responded;
- (j) All password resets, provided a NHQ Form 252 is available;
- (k) All problems serviced by a non-ISEM Vendor; and
- (l) When a call is resolved over the phone on the first call. If the user declares a "Work Stoppage" for such calls,

this will be noted in the ticket and reported monthly as mutually agreed.

– Super Priority Service

The Vendor shall provide for "super priority service" for designated users during prime time hours. The COTR will provide and maintain the list of users allowed to request Super Priority Service. A request from one of the Super Priority Service users is not to be treated as a Super Priority Service unless explicitly requested by the user.

A technician shall be dispatched and arrive at the problem location as soon as possible. A continuous effort shall be applied until a return to service or a workaround is achieved. The COTR shall be notified upon problem resolution. The number of super priority uplifts and the names of the users who request them shall be tracked and reported in the monthly in-depth review.

– Non-Prime Time Service

The Vendor shall provide for "Non-Prime Time Service" during non-prime time hours. The COTR will provide and maintain the list of users allowed to request Non-Prime Time Service. During non-prime time hours. A continuous effort shall be applied until a return to service or a workaround is achieved.

– Software Library Services

○ Scope

The ISEM Vendor shall maintain a software library that will serve as a central repository for all software products delivered to NASA Headquarters employees, contractors and other requested staff. Upon request, the Vendor shall provide to any user with a workstation any and all software listed as "available for home use" in the NASA Headquarters Desktop Hardware/Software Baseline Product Suite CMLS-HWS-05. This includes providing software updates/upgrades when they become available and are supported by NASA Headquarters. The ISEM Vendor must notify NASA Headquarters users via the Customer Notification process or other appropriate manner when such updates are available. It is the responsibility of the user to request, pickup, and install such updates. The Vendor shall also provide accurate, detailed instructions for home installation and distribute the software to the requestors via CD, web or other industry standard media approved by the COTR. The ISEM Vendor is not responsible for level 2 or level 3 support for this service. This service applies to users

with workstations with one exception. The ISEM Vendor shall provide current versions of the Meeting Maker and Eudora clients to the users.

- Availability of On-Line Documentation

The ISEM Vendor shall manage and maintain a current web site that provides access to software documentation from: http://www.hq.nasa.gov/office/codec/codeci/help/software/swd_own.htm (Or other site providing the same services, if approved by the COTR). Such a site shall be updated monthly with current ISEM Vendor documentation.

- Delivery

Software shall be available to the user for pickup as early as 8 prime time hours after the request, and not later than close of business of the next workday following the request. The Software Librarian shall notify the user when the software is available. Then the user will schedule with the Software Librarian a mutually agreed upon pickup time within 1 day. Emergency pickups, with less than a 8 prime time hour advance notice to the Software Librarian, may be counted as a critical uplift. The reason for such urgency shall be documented in the ticket. Each request for software support shall be created using the Help Desk and documented with a ticket.

- Ad-hoc Software Requests

The software library shall respond to and process requests for temporary licenses in support of non-ISEM supported requirements. This support shall include providing licenses to support conference room activities, training initiatives, short-term project requirements, User Resource Center requests for short-term loans, etc. When this support comes from the reuse pool, this service shall be provided at no additional cost. Requests that cannot be filled from the reuse pool will be requested as Catalog orders.

- Software Patching

- Major Releases

The ISEM Vendor is not required to provide major release refresh, except through the approved Engineering Change Project process. A major release is any release that requires an acquisition cost to obtain the software, over and above shipping and handling. If NASA Headquarters determines that such a major release refresh is required, a proposal will be requested from the ISEM Vendor.

- Minor Releases, Service Packs, Patches and Drivers

A minor release is any release that does not require an acquisition cost to obtain the software, except for shipping and handling. The ISEM Vendor shall install all minor releases, service packs, patches, browser plug-ins (Netscape, Internet Explorer, and associated plug-ins as specified in the NASA Headquarters Desktop Hardware/Software Baseline Product Suite CMLS-HWS-12.), and drivers. Releases, service packs, patches, plug-ins and drivers from multiple vendors will be bundled into pre-planned block releases, and implemented based on CCB approved dates, no more frequently than quarterly. This release package will not be changed once defined and approved by the CCB. New items identified will be bundled into the next planned block release. For security related items, release timing shall be in accordance with the criteria established in the Security Section. The cost associated with training Vendor staff, engineering, testing, obtaining support materials, and installation shall be included in the Task Order pricing.

For existing ISEM developed Client/Server SW listed in Appendix E, the ISEM Vendor shall provide no more than two releases (total, not per application) per month. For all IFM related client server software the ISEM Vendor shall provide two releases per contract quarter.

- Software Release Approval Process

The approval of the deployment of releases, patches, drivers, plug-ins, ISEM supported software, IFM software, and ISEM developed call list software shall be accomplished using the ISEM CCB process.

- CCB Approval and Release Schedule

The Vendor shall submit a software release plan and schedule for CCB approval within 30 days after the start of the task order. The plan shall contain all Releases, service packs, patches, plug-ins and drivers planned for the first block release. This plan shall detail what will be released, what testing shall be done, and how and when the software will be released. Status of this plan shall be updated and briefed to the CCB monthly. Newly identified items shall be included in the next block release. The installation of new ISEM developed applications and Catalog software shall be governed by the applicable SR. Delays approved by the CCB shall not count against metrics.

- Standard Core Desktop Software Load and Baseline Document

The Vendor shall maintain the NASA Headquarters Desktop Hardware/Software Baseline Product Suite CMLS-HWS-12. The

master document shall be updated monthly (following COTR approval of changes) and posted to the web and available for download in MS Word format at:

<http://www.hq.nasa.gov/office/codec/codeci/help/software/software.htm>

All desktop computers installed for NASA Headquarters shall contain all the core software as defined by the baseline document except as noted elsewhere or approved by the COTR.

d. Peripherals

Installation of software on a workstation may affect the functional and operational capabilities of peripherals that are attached to the workstation. As part of the engineering required for software installation, the ISEM Vendor shall determine if proposed software installations will affect such capabilities. Concurrent with the software installation on the workstation, the Vendor shall install minor releases to such peripherals when necessary to avoid any degradation of functional or operational capabilities. If a major release or hardware upgrade is required for the peripheral, then this cost is not included and NASA will order the upgrade separately through the catalog. The Vendor shall provide a process for identifying uneconomically repairable items within 15 days of task order start.

– Desktop Attached Peripherals

The Vendor shall maintain items directly attached to the desktops identified in Appendix E. Uneconomically repairable items will be replaced by new catalog purchases. New items shall also be acquired through the catalog.

– Shared Peripheral Services

The vendor shall support all shared peripheral services. The vendor shall provide all Help Desk services and initial trouble shooting assistance. The vendor shall apply all applicable drivers required to support these shared peripherals and network printers. The vendor shall assist users with attaching to these devices.

e. Pool Management

– Reuse Pool

Whenever a hardware or software item is released, either through a staff departure or otherwise, that hardware and/or software item will be placed in the Reuse Pool.

Any item in the Inventory Reuse Pool shall remain in the Inventory Reuse Pool until:

- 1) The item is removed from the Inventory Reuse Pool and installed;
- 2) The COTR directs the item's removal.

For any items that have defined time periods (e.g., annual maintenance contracts on UNIX software), the time period will not be extended

when the item is held in the Reuse Pool except as approved by the COTR.

- Access to Reuse Pool Inventory

The Vendor shall create and maintain a listing of items in the Reuse Pool. Listing shall be kept current with at least weekly updates. The purpose of the listing is to facilitate asset tracking and asset issue. This listing shall be in a Vendor designed format and shall be delivered within 30 calendar days of the start of the task order.

- Laptop Loaner Pool Services

- General

The primary purpose of the loaner pool is to provide temporary (two weeks or longer with Code CI approval) laptops for NASA staff use. Code CI approval is obtained in accordance with currently established procedures. Laptops in the laptop pool will be serviced in accordance with the ordered level. The Vendor shall be responsible for staffing and managing the Laptop Loaner Pool. The Vendor shall recommend the proper amount of laptops and associated equipment to be retained in the laptop loaner pool.

- Records

The Vendor shall maintain the current status of all laptops in the Laptop Loaner Pool. Records shall be kept of the beginning and end dates of all loans by name for each device. This data shall be available on-line with read-only access permission set to the COTR and/or designee.

- Operating Guidelines

The user will notify the Help Desk to obtain a laptop loaner. The Help Desk will schedule a mutually agreeable time between 6 AM and 6 PM for pickup. The issue of the loaner pickup shall be before the close of business the day after the request. Emergency pickups with less than an 8-hour advance notice to the Help Desk may be counted as a critical uplift. The Vendor shall document the reason for such urgency in the ticket. As equipment is checked out, the Vendor shall assist customers with setup and operation of the devices, as needed. The user is responsible for the property while it is checked out.

- Standard Laptop Loaner Configuration

NASA will populate the loaner pool by acquiring laptops. Each laptop loaned shall include user documentation for unit set-up/operation and dial in instructions.

- Laptop Loaner Peripherals

When a user requests a laptop from the loaner pool, the individual may also request any or all of the following peripherals: Printers,

international power adapters, I/O read/write devices, multi-media devices, extra batteries and any other items requested by the COTR. If available, these NASA provided devices shall be issued from the Laptop Loaner Pool inventory or Reuse Pool.

– Non-standard Laptop Loaner Requests

In addition to the above, the laptop loaner program shall load any required above core software (e.g.: Photoshop). These software items shall come from the Reuse Pool or shall be provided by NASA Headquarters. The Vendor shall maintain a record of these types of requests.

20. ISEM Catalog

a. ISEM Catalog

The ISEM Catalog shall be on-line, fully functional, and available for ordering at Task Order start. The catalog will identify all items available for purchase. Catalog will identify the price of all items with an "as-of" date. Prices and "as-of" date will be updated each time an item is purchased from the catalog. The actual price of the catalog item will be updated when an item is ordered, and the purchase price provided to the requester so they can determine whether they want to proceed with the purchase. The Vendor shall:

- a) Track and document the purchase of catalog items;
- b) Update the catalog prices and as-of date each time an item is ordered.
- c) Specify the expected delivery time for each item in the catalog.

b. Assets

– Asset Acquisition

Hardware, Software, and Peripherals falling under this task order (including replacement of uneconomically repairable items) will be purchased and owned by NASA and managed by ISEM. The Vendor will provide a catalog of approved items for NASA to purchase. Upon NASA COTR approval of a purchase request from the catalog and availability of funding, the Vendor will acquire, install, and maintain the purchased equipment. Items acquired in this manner shall become the property of NASA and will be managed by ISEM.

– Asset Reuse

Upon direction of the COTR, catalog requests may be fulfilled from previously deployed assets. When assets are no longer needed, they may be transferred to a Vendor maintained reuse pool (Ref. Paragraph 19.e). This pool may be used to fill new user requests, or to fulfill temporary or visitor requirements. The ISEM vendor will notify the COTR when assets in this pool are more than three years old. Upon

COTR request and approval, additional new assets may be acquired by NASA, through the Catalog process, and placed in this pool.

c. Delivery Cycle

The expected delivery time for each item will be identified in the catalog. This information shall be used to determine the scheduled completion date for service metrics calculation.

d. Additions to the Catalog

The ISEM Vendor will receive requests for additions to the catalog, and route the request to the COTR within 1 workday after agreement with the requestor on the requirement. When requirement definition takes more than 2 days, the COTR will be notified by email.

Following an approved SR, the ISEM vendor will perform the required engineering and develop the appropriate documentation for a new catalog item. Documentation examples include, but are not limited to: user reference documents, testing results, deployment procedures, etc.

The ISEM Vendor shall add the new item to the catalog within 3 workdays of engineering and documentation delivery, and where appropriate, to the baseline document. The COTR will approve all new Catalog items before being listed in the Catalog.

e. Catalog Ordering Procedures

A NASA requestor may order an item from the Catalog with or without ISEM Vendor support. It is the intent of NASA Headquarters to keep the customer software interface for requesting catalog orders the same as the current process. The Vendor may propose an improved process. The COTR will approve catalog requests

Within 2 business days of COTR order approval, the Vendor shall inform the user of the expected delivery date. If the expected delivery date does not meet the catalog specified number of business days, the user can accept the delivery date, order an alternate item, or cancel the order without penalty. If the user accepts the delivery date, that delivery date shall be used to calculate the scheduled delivery date for service metrics generation. If the user orders an alternate item, the alternate item delivery date shall be used to calculate the scheduled delivery date for service metrics generation. Time to obtain CCB approval, COTR approval, and COTR provided engineering/documentation shall not be included in the catalog specified number of delivery days.

The catalog shall identify as part of the catalog service description all components (all cables, cards, software, add-ons, etc.) specified in the documentation provided by the COTR.

f. Consumables

The Vendor shall make available in the catalog, all consumables (except paper and floppy disks) required for the equipment and services to be supported and function (e.g. printer cartridges).

21. Help Desk

The Vendor Help Desk is the initial single point of contact for NASA Headquarters customers. Tickets can be generated by voice, voice mail, web, or email. The Help Desk shall provide level 1 support, per definitions provided in paragraph 23, for all IT problems affecting NASA Headquarters desktops, laptops, IT infrastructure, IT services, for its government/vendor/contractor users. This includes both Government and non-government visitors to the NASA Headquarters.

All requests for assistance shall result in a properly completed ticket in accordance with Vendor created and COTR approved processes. All tickets shall result in a customer survey request to the user and shall be tracked and managed by the Help Desk. Management and tracking includes any tickets that are escalated to a non-ISEM vendor.

The Vendor will provide diagnosis and routing of calls not supported by the ISEM Vendor in accordance with current non-ISEM supported hardware and software, and Call List items. The COTR will provide the Vendor with appropriate documentation for the diagnosis and routing of non-ISEM Vendor calls within 15 days after receiving the Vendor documentation requirements. Call routing is further defined in Table 21-1, Help Desk Support. Definitions for this table are provided in paragraph 23.

	Level 1	Level 2	Level 3
Workstations	ISEM	ISEM	Third Party
Workstation OS	ISEM	ISEM	Third Party
Workstation Core Load SW	ISEM	ISEM	Third Party
ISEM Supported HW/SW	ISEM	ISEM	Third Party
Non-ISEM supported HW/SW	ISEM	Third Party	Third Party
Call List	ISEM	ISEM or Third Party	Third Party

Table 21-1, Help Desk Support

a. Help Desk Tickets

- Integrated Customer Support/Help Desk Clarification

If a problem recurs within 5 business days from the date that the original ticket was closed, the Vendor shall re-open the original trouble ticket. The original closed date shall be discarded and a new closed date shall be applicable to the ticket. The original due date remains unchanged.

- Remedy Notification

The ticket owner shall be notified by email when their ticket is opened, put on hold, taken off of hold, or closed.

b. Help Desk Support

The Vendor Help Desk shall provide Level 1 support for all NASA Headquarters IT hardware, software, and services. The Help Desk shall support the following:

- a) All desktop and laptop hardware and associated core software;
- b) All ISEM supported, non-ISEM supported, and Call List HW/SW listed in Appendix E;
- c) Visiting NASA/Government staff and contractors with their own computers (up to 30/month);
- d) Remote non-NASA provided workstation users that use NASA Headquarters systems (up to 500)(e.g. includes ISEM staff and other Headquarters off-site contracts);
- e) All phones (up to 2000) except secure phones;
- f) All fax machines (up to 180);
- g) All network attached printers (up to 320);
- h) All servers (up to 150);
- i) All telecommunications devices such as switches, hubs, routers, and firewalls;
- j) All SecurID tokens (up to 2000).

The above list is not all-inclusive and is provided as representative of the requirement to provide Level 1 support for all NASA Headquarters IT hardware, software, and services. The Vendor shall list in their proposal any exceptions to this support requirement. The COTR will provide the Vendor a list of items/users and update the list as needed for those items above which are not controlled by the ISEM Vendor.

c. Non-ISEM Vendor Help Desk Support

The ISEM Vendor shall provide the following support for non-ISEM IT services:

- Level 1 diagnostic support. Once diagnosis is complete, the Help Desk shall route the ticket to the appropriate non-ISEM level 2-support service.
- Level 1 assistance in providing and loading printer drivers and in connecting the user to network printer resources.

ISEM metrics including customer surveys apply to all Help Desk Support until such time as the ticket is transferred to an identified Third Party. Once a ticket has been routed in accordance with the processes defined for non-ISEM supported or non-ISEM Call List items, ISEM Vendor metrics will no longer apply. This applies to reopened tickets and problems resulting from the failure of engineering delivered by the non-ISEM vendor.

22. Metrics and Reporting Requirements

The following metrics only apply to requirements 17 through 21.

a. Level 1 Metrics

- Metric Calculations for Catalog Orders

Table 22.1 is revised to incorporate M/A/C Service and Catalog Service as level 1 metrics.

Service	Service Availability (%)	Customer Satisfaction (%)
Desktop User Services	96	95
M/A/C Service	N/A	95
Catalog Service	N/A	95

Table 22.1 – Level 1 Metrics Table

Table 22.2 presents the baseline metrics quantities upon which the Vendor shall base the proposal.

ITEM	Quantity	Period of Measurement
Workstations	2000	Continuous
Moves/Adds/Changes	1/workstation/contract year	Monthly
Critical Uplifts	75 / month	Monthly
Super Priority Service	52/contract year	Monthly
Releases-ISEM Developed C/S SW	2/month	Monthly
Releases-IFM C/S SW	2/quarter	Quarterly
New Catalog Requests	36/contract year	Monthly
Catalog Orders	960/contract year	Monthly

Table 22.2 – Baseline Metrics Quantities

- Customer Satisfaction Metric

The ISEM Vendor shall conduct a customer survey to measure customer satisfaction for all ISEM Vendor activities. The COTR will approve the format of all customer surveys. Surveys are required for:

- a) Remedy Tickets (User Services not including M/A/C);
- b) M/A/Cs;
- c) Catalog service orders; and

- Availability Metric

The ISEM Vendor shall provide within 30 calendar days of Task Order, a detailed specification and validation plan defining how the availability metric will be calculated and submit for the COTR's approval. For a workstation to be counted as available, the following are required:

- a) The operating system, the core software, ordered above core software, and Catalog items shall be fully functional.

Examples include a mouse device, a screen device, a keyboard device, and the basic computer;

- b) All desktop peripherals directly attached to a desktop shall be fully functional;
 - c) All CCB approved security patches shall be installed in accordance with the security section of this SOW;
 - d) All CCB approved virus signatures shall be installed in accordance with the security section of this SOW; and
 - e) For items a and b above a workstation will be counted as available if there is no reported problem.
- Metric Reporting/Calculation

The ISEM Vendor shall meet or exceed the metrics specified in Level 1 Metrics Table 22.1 The ISEM Vendor shall calculate and report availability and customer satisfaction metrics for each service area listed in Table 22.1 monthly. Monthly metrics are due 15 calendar days after the end of the month.

b. Help Desk "Level Two" Metrics

Level Two metrics are intended to mutually benefit the Vendor and NASA Headquarters, both parties shall work to develop mutually beneficial metrics.

23. Definitions

- Call List – Software systems accessed using a web browser, 3270 client or other standard desktop software, not supported by the ISEM Vendor, but supported by another Vendor or supplier known to the ISEM Vendor. The ISEM Vendor routes all requests for support for Call List software to the appropriate Vendor/supplier.
- Desktop Operating System

The current Macintosh operating system is OS 9.2.2. All new original equipment manufacture (OEM) Macintosh computers purchased from the ISEM catalog shall have Macintosh OS 9.2.2.

The current PC operating system is Windows 2000 with Service Pack 1 (SP1). All new PC OEM purchased computers shall have Windows 2000 with Service Pack 3 (SP3). This assumes that the Configuration Control Board (CCB) has approved the SP.

- Computer security incident – an event that affects confidentiality of data, availability of a system/data or integrity of a system/data.
- Confidentiality - A requirement that private or confidential information not be disclosed to unauthorized individuals.
- Integrity - information that is timely, accurate, complete, and consistent.
- Level 1 Support - Support provided by the Help Desk as the first contact point with the end-user. Level 1 support diagnoses all requests for help and support

and either resolves the problem or dispatches a ticket to the ISEM Vendor or non-ISEM entity for resolution. Level 1 support is handled remotely and does not require a desk side visit or "touch".

- Level 2 Support - Support provided outside the Help Desk. ISEM Vendor staff or another non-ISEM staff group would provide support. Actions passed by the Help Desk to level 2 require specialist knowledge, more time to do research, and/or a visit by a technician to the desktop ("touch").
- Level 3 Support - Support provided by senior ISEM Vendor/non-ISEM/NASA staff or by third party vendors such as Microsoft or Apple. Items referred to Level 3 support are usually very complex and can involve extensive research.
- Mitigation – the reduction, removal or government acceptance of a threat or vulnerability to a level accepted by the NASA Headquarters ITSM. And once reduced, removed or accepted it is reported to the NASA Headquarters ITSM. An item is considered mitigated when the NASA Headquarters approved mitigation strategy has been completed.
- Network Attached Device – any device that provides service to the network or hangs off the network.
- Triage 1 – No longer used. Under ODIN DO1, this was defined as above core software not delivered as part of the Standard application software suite (e.g. MS Project) for which the ODIN Vendor provided support. It also included ODIN Vendor supported hardware, such as handheld computing devices, docking stations, etc. Triage 1 items shall be tested and work on standard GP1/GP3 computers with the core load. These items shall be repaired and returned to service within 8 hours and the help desk shall provide level 1 service support. Triage 1 items shall have software patches and minor releases included in the scheduled release. Recovery of data due to a problem with a triage 1 item shall be reasonably attempted.
- Triage 2 – No longer used. In ODIN DO1, this was defined as NASA Headquarters custom applications/Government off the shelf (GOTS) (e.g. IFM systems) for which there was a desktop/laptop client provided by a non-ODIN source. All previous Triage 2 applications were ISEM supported, and hence are now call list items.
- Triage 3 – ISEM installed software, but not supported by the ISEM Vendor. The help desk shall provide basic diagnostic services to determine if the triage 3 item is at fault. If this is the case, the user can chose to close the ticket or to have the computer restored. *Restoration is limited to the core load only.* Recovery of data due to a triage 3 problem is not required. Support of a triage 3 problem is not bounded by the 8 hour return to service metric.
- Vulnerability - A weakness in a system or software application that could be exploited to compromise security processes or controls that protect the system and the information it handles.

- Workstation Configurations - Laptop and Laptop LTs without Docking Station

The Laptop LT computer shall weigh between 2.5 and 4.5 pounds unless waived by the COTR. If this weight cannot be accomplished due to technical and/or OEM considerations, the ISEM Vendor shall notify the COTR to request a waiver. Laptop or Laptop LTs are not issued with a monitor, keyboard, or mouse. They include:

- a) Network (Fast LAN) connectivity;
- b) A 56kb modem;
- c) Two (2) batteries;
- d) A carrying case capable of carrying:
 - 1) A power cord and charger/power supply
 - 2) An Ethernet cable
 - 3) The Laptop or Laptop LT
 - 4) A second battery;
 - 5) A modem cable; and
 - 6) CD-ROM sized device.

Laptop and Laptop Light (LT) with Docking Station

Service Description: Provides docking station service and network (LAN) access for a docking station. The ISEM Vendor shall meet or exceed the requirements specified below.

These laptops, when specified with docking stations, shall include:

- a) Separate monitor, keyboard, mouse, and external speakers;
- b) Network interface card/capability for Fast LAN for both docked and undocked (connected in a conference room, POD, etc.) modes;
- c) A 56k modem;
- d) Parallel connection capability, serial connection capability, at least one USB connection, and monitor connection capability;
- e) One (1) battery. This is a change from the two-battery requirement in 1. Additional batteries shall be available on the catalog;
- f) Carrying case capable of holding the GP3, mouse, power cord, charger/power supply, modem cable, Ethernet cable, and CD-ROM sized device; and
- g) A second power cord and charger/power supply.

10.09.2 Deliverables

1. Replacement recommendation for any product that has reached its end-of-life shall be delivered within the constraints of the CCB approved schedule and meets NASA customers' quality requirement as defined in paragraph 10.0. Two (2) end-of-life replacement recommendations shall be prepared each contract year.
2. Replacement recommendation for any product that loses functionality when upgraded shall be delivered within the constraints of the CCB approved schedule and meets the customers' quality requirement as defined in paragraph 10.0. Two

loss-of-functionality replacement recommendations shall be prepared each contract year.

3. Reports shall be delivered that address the functionality assessment, testing, integration, and documentation for any new catalog request shall be provided and shall be provided within the CCB approved schedule from the catalog request and meet the customers' quality requirement as defined in paragraph 10.0. Approval from the COTR for an alternate delivery schedule shall be required.
4. ISEM will provide quarterly asset reports for all hardware and software items transferred from the ODIN vendor, including both those items with an unrecovered asset transition value and those catalog items transferred that do NOT have an asset transition value. If provided to ISEM, this report will also contain items that have been excessed. New catalog items will be added to the quarterly report. The report shall contain detail to the level provided to the ISEM Vendor, and shall contain the remaining unrecovered cost of the original ATV.
5. Project management support for major deploys involving the ISEM and other Headquarters' contracts shall be provided and shall include schedules generation, Code and other vendor coordination and project status reports, milestone and action tracking reports, that meet the customers' schedule and quality requirements as defined in paragraph 10.0. The vendor shall assume that there will be a maximum of two (2) major deploys (\$500K or greater or as directed by the COTR) per contract year. The vendor shall provide a single point-of-contact to interface with the Code(s) for IT service coordination.
6. A single consolidated account administration system shall be operated and maintained that meets the customers' quality requirement as defined in paragraph 10.0. Account administration shall be provided for all services and applications (e.g. workstations, email, MeetingMaker, all HQ servers, tokens, PKI, new employee adds, deletes, changes, list maintenance, etc.) that meet the customers' quality requirement as defined in paragraph 10.0.
7. Operations, maintenance, software licensing, security and sustaining engineering for all specified web, application, infrastructure, dial-in, and authentication servers and tokens shall be provided. The vendor shall meet the customers' quality requirement as defined in paragraph 10.0.
 - a. System repairs, refreshes, upgrades, and software patches:
 - i. Software licensing shall be kept current per CCB approved schedules;
 - ii. Software patches shall be kept current per CCB approved schedules;

- iii. Software version control shall be kept current within 6 months of the vendors' release of a new version unless a COTR waiver is provided;
- b. Client/server software shall be maintained and provided(e.g. MeetingMaker and Email) to accommodate CCB approved schedules;
- c. Server performance parameters shall be provided for all servers or server functional groupings identified (examples of server performance parameters include delivery time for an internal email at NASA Headquarters and server response time).
- d. Provide troubleshooting assistance to network attached devices such as WOC and Kidwell desktop computers.
- e. Provide security vulnerability and mitigation services per Table 10-09-1.

8. Vulnerability Reporting

The Vendor shall document the vulnerability via an existing database, which will be used to track the status of each reported vulnerability. The Vendor shall report the vulnerability within 4 business hours of notification, and shall enter an "initial" Vendor recommended severity;

- a. Critical
- b. High
- c. Medium
- d. Low

If the recommended severity is Critical or High the Vendor shall contact one of the following in the following order for concurrence of severity;

- (1) Headquarters ITSM
- (2) Chief, ADP/T Services Branch of Code CI
- (3) Chief, Information Systems & Support Services Branch of Code CI
- (4) COTR
- (5) Headquarters CIO.

9. Vulnerability Mitigation

DELETED IN ITS ENTIRETY

10. Other Security Requirements

a. Computer Anti-Virus Services

The Vendor shall distribute updated virus signatures to the entire signature distribution server from the virus software vendor within two hours of the vendor's signature release.

b. Unexplained System Anomalies Services

The Vendor shall report unexplained system anomalies that are found while conducting normal duties that affect confidentiality of data or integrity of a system/data to the HQ Incident Response Team within 4 business hours after discovery.

c. Deviations from Appropriate Use Policy

The Vendor shall report observed deviations of the HQ Appropriate Use Policy that are found while conducting normal duties within 8 business hours. Any activity that may affect integrity, confidentiality or availability will be considered a Computer Security Incident and immediately follow the Computer Security Incident Response process.

11. Operations, maintenance, software licensing, security and sustaining engineering for the NOC, and network infrastructure, shall be provided. The vendor shall meet the customers' quality requirement as defined in paragraph 10.0.
12. Operations, maintenance, software licensing, security and sustaining engineering for all specified phone and voice mail systems shall be provided. Upgrades and major restackings will be performed as funded task order modifications through the Engineering Change Project process. The vendor shall meet the customers' quality requirement as defined in paragraph 10.0.
13. Operations, maintenance, security and sustaining engineering for all specified cable plant systems shall be provided. Upgrades and restackings will be performed as funded task order modifications through the Engineering Change Project process. The vendor shall meet the customers' quality requirement as defined in paragraph 10.0.
14. Operations, maintenance, software licensing, security and sustaining engineering as applicable for the network printer/copiers specified in Appendix D shall be provided. The vendor shall meet the customers' quality requirement as defined in paragraph 10.0.
15. The vendor shall provide hardware and software remedial maintenance for the Conveyant Teledirectory system hardware and software and perform upgrades to keep system functionality current and shall meet the customers' quality requirement and schedule needs as defined in paragraph 10.0. Upgrades will be accommodated through the Engineering Change Project process.
16. The vendor shall provide operations and maintenance support for the non-NISN provided facsimile inventory as specified in Appendix A. The vendor shall meet the customers' quality requirement and schedule needs as defined in paragraph 10.0.

17. The vendor shall provide the following:
 - a. support for 2,000 workstations
 - b. maintenance, software patches, inventory, new product installations (such as catalog orders), new equipment installation, or other activities related to vendor supported hardware and software
 - c. three technician escort service levels
 - d. timely notification of scheduled activities to users.
18. The vendor shall provide the following:
 - a. Compliance with NPG 2810.1
 - b. Develop and maintain a security configuration baseline document within 60 days
 - c. Maintain security configurations
 - d. New and updated systems that conform to the security baseline configuration document
 - e. Security reviews for new and updated software and hardware
 - f. Virus mitigations
 - g. 224 and 85P forms for user level and privileged or limited privileged access
19. The vendor shall provide the following:
 - a. Workstation Restore to Service within 8 prime time hours
 - b. Support for non NASA HQ visiting staff
 - c. Delivery of new, NASA provided workstations per the specified metrics
 - d. Support moves, adds, and changes as specified
 - e. Support both a critical uplift service and a super priority service
 - f. Support non prime time service as specified
 - g. Software library operation
 - h. Maintenance of online documentation
 - i. Software minor releases, service packs, patches, and drivers as specified
 - j. Maintenance of standard core desktop software load and baseline document
 - k. Maintenance of attached peripherals and support to users
 - l. Maintenance of a reuse pool and catalog of the inventory
 - m. Laptop loaner pool operation and records
20. The vendor shall provide the following:
 - a. Catalog operation and maintenance
 - b. Inventory of all catalog purchases
21. The vendor shall provide the following:
 - a. Help desk operations and maintenance
22. The vendor shall provide the following:
 - a. Conformance to the metrics specified

23. None applicable to definitions.

10.09.3 Metrics

The performance standards specified in paragraphs 10.3.1, 10.3.2, 10.3.3 and 10.3.4 are applicable to this task.

- Additionally, the metrics from the ISEM SOW will apply:
 - Paragraph 5.2.2.1 (System Availability) 98%:
 - Paragraph 5.4.6 (System Performance) 98%

The vendor and Government shall jointly establish an inventory baseline at task order award. This baseline shall document the assets (e.g. servers, network components, and phone equipment) that this task supports.

Appendix A – Facsimile Inventory

<u>x500 ID</u>	<u>SCN</u>	<u>Room</u>	<u>Code</u>
aford	FA-0081600	1C50	X
vstucky	FA-0087546	4M25	HK
twillia2	FA-0104370	8Z59	W
sokeefe	FA-0096790	Home	Z
eingalls	FA-0081606	6P46	RP
cheaton	FA-0081604	8Y74	W
proe	FA-0081602	8Z23	W

Appendix B – Server Inventory

See attached Excel file “Updated Appendix B–Servers”

Appendix C – Phone System Inventory

Wireless System: Aironet In-Line Power Injectors	19
OcTel Voicemail System and Assoc. Equip.	1
Overture 250	
HP Monitor	
Dell PC and Monitor	
Fujitsu Printer	
AT&T ISDN/Analog 3A Translator	1
Telephone Devices for the Deaf	17
Plantronics Corless Headsets	3
Tone Commander Model 6200 Phones	50
Lucent Model 8510 Phones	1500
Lucent Model 8528 Phones	500
Lucent Model 8520 Phones	50
Powerack 180 NT-1 Units	27

Appendix D - Network printer Inventory

See attached Excel file “Updated Appendix D–printers-refreshed”

Appendix E – Lanier Copier/Printer Inventory

<u>Room</u>	<u>Serial #</u>	<u>Model</u>	
1C73	1880526	5645	
1M40	1060042	5222	***
1T68	1060151	5222	***
1W63	1840295	5645	
3C44	1840346	5645	
3C66	1860021	5645	
3D24	1860161	5645	
3G76	1860046	5645	
3M24	1060272	5227	

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Attachment A

3N67	1060004	5227
3R71	2840717	5635
3R75	20400547	5627
3S24	1860026	5645
3V33	1860075	5645
4D44	1860019	5645
4F23	1020097	5227
4H26	1860341	5645
4O49	1860036	5645
4P20	1070362	5227
4S73	1060309	5227
4T20	2840606	5635
4X38	1080614	5227
4Y41	1860044	5645
5B36	1860053	5645
5J33	1860059	5645
5G78	2840148	5635
5S28	20600109	5627
5V30	1860022	5645
5V88	1860042	5645
5X40	1860067	5645
6D21	1860066	5645
6K17	1860001	5645
6N80	1860068	5645
6R61	1860033	5645
6V15	2850585	5645
6V81	1860032	5645
6Z33	1860274	5645
7B67	1860338	5645
7K18	2850744	5645
7M88	1850101	5645
7Q84	1870693	5635
7R55	1860037	5645
7T36	1860057	5645
7Y44	1860346	5645
8B60	1860017	5645
8G26	1860265	5645
8K17	1860009	5645
8L79	1860319	5645
8R78	1860018	5645
8S22	1860005	5645
8X50	1860016	5645
9F44	1860326	5645
9H40	1060080	5227
9L82	1860060	5645
9N13	1860002	5645

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Attachment A

9N74	1860069	5645	
9P38	1860008	5645	
9S46	2810322	5645	
9T76	1860246	5645	
9U39	1860054	5645	
9W22	1860273	5645	
9W72	1860045	5645	
CD70	1060441	5222	***
CF37	1060017	5655	***
CJ33	1860034	5645	
CL78	1870887	5645	
CQ72	1870897	5645	
CV20	1870825	5645	
CX74	1870844	5645	
CL78	1000088	5813	Color
CF20	2030005	5813	Color

Networked	Copiers/Printers	68
Networked	Color Printers	2
Not Networked		4
Total		74

The machines with (***) are not to be connected.

APPENDIX F

Government Provided General Equipment List

ecn	acct	mfg	model	room	user	ITEM-NAME
1478749	CI2	APPLE COMPUTER INC	M2115	CV80	KAUSHAGEN, TONY	EXTERNAL DISK DRIVE
1478883	CI2	VENTUNO, INC	V-3000	CV80	KAUSHAGEN, TONY	DISK DUPLICATOR
1480788	CI2	XXXXX	4XWRITE	CV80	KAUSHAGEN, TONY	CD ROM
1482573	CI2	INTELLIGENT COMPUTER	2000 IDE-EXP	CQ20	STEPHENS, JEFF	HARD DRIVE DUPLICATOR
1482574	CI2	INTELLIGENT COMPUTER	2000 IDE-EXP	CQ20	STEPHENS, JEFF	HARD DRIVE DUPLICATOR
1481919	CI2	NEC TECHNOLOGIES INC	LCS-III6	CX73	STEPHENS, JEFF	PRINTER, ADP
1627911	CI2	IOMEGA CORP	Z100P2	CX72	STEPHENS, JEFF	DISK DRIVE UNIT
1480790	CI2	QUANTUM CORP	TH5HA-YF	CX72	STEPHENS, JEFF	TRANSPORT, MAGNETIC TAPE
1627937	CI2	LA CIE LTD	NONE	CX72	STEPHENS, JEFF	DISK DRIVE UNIT
1957659	CI2	PROCOM TECHNOLOGY	CR8D	CV80	KAUSHAGEN, TONY	DUPLICATION SYSTEM, CD ROM
1481402	CI2	DUNN COMPUTER CORP	PII266MT	CV80	KAUSHAGEN, TONY	COMPUTER, MICRO
1480314	CI2	IOMEGA CORP	V1000S	CV80	KAUSHAGEN, TONY	DISK DRIVE UNIT
1480315	CI2	IOMEGA CORP	V1000S	CV80	KAUSHAGEN, TONY	DISK DRIVE UNIT
2102913	CI2	MICRO SOLUTIONS COMP	167550	CV80	KAUSHAGEN, TONY	DISK DRIVE UNIT
1481831	CI2	SEAGATE TECHNOLOGY	TES0-003	CX72	STEPHENS, JEFF	DISK DRIVE UNIT
1627986	CI2	IOMEGA CORP	Z100P2	CX72	STEPHENS, JEFF	DISK DRIVE UNIT
1480913	CI2	APPLE COMPUTER INC	M3979	CQ20	NGUYEN, DUC	COMPUTER, MICRO

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Attachment A

1482296	CI2	APPLE COMPUTER INC	M2115	CV80	KAUSHAGEN, TONY	EXTERNAL DISK DRIVE
1481100	CI2	HEWLETT-PACKARD CO	C4087A	CX74	SMITH, LISA	PRINTER, ADP
1480187	CI2	HEWLETT-PACKARD CO	C3167A	CX74	SMITH, LISA	PRINTER, ADP

APPENDIX G

Listings for ISEM supported and Call List Items are provided as an Excel file (Listings for ISEM Supported and Call List.xls)

Appendix H - Index of URLs

This Task Order contains links to documents residing on the World Wide Web (www). Below is an index of those links. The documents are printed and the Contracting Officer who will hold a hard copy of each. If a link expires, the hard copy will take precedence.

Location	Document Title and URL
Headquarters Information Technology & Communication Division – NASA HQ Licensed Software	NASA Headquarters Licensed Software http://www.hq.nasa.gov/office/codec/codeci/help/software/swdown.htm
Headquarters Information Technology & Communication Division – Software	Software http://www.hq.nasa.gov/office/codec/codeci/help/software/software.htm
Desktops, Paragraph 15, Guidelines for Laptop Loaner Pool Services	LAPTOP LOANER PROGRAM http://www.hq.nasa.gov/odin/documents/BUS41.pdf

APPENDIX J - HEADQUARTERS WORKSTATION STANDARDS

J.1. NASA Headquarters Monitor Standard

The monitor standard is a color CRT monitor standard size is 17" with .27mm aperture grill pitch or better. All monitors that are refreshed must meet this minimum standard. Larger monitors that are refreshed must be replaced with a unit at or greater than the existing monitor size. Monitors that are temporarily replaced for maintenance shall be at a level greater than or equal to size of the current monitor.

J.2 Keyboard Requirements

The keyboard standard is a 104 key windows keyboard for PCs or Apple Pro keyboard for Macintoshes. Each keyboard shall contain an integrated (virtual for laptops) numeric keypad. This standard applies to desktop keyboards. Laptop keyboards will be in accordance with OEM specifications.

J.3 NASA Headquarters Computer External Speaker Performance Standard (PC and Apple Macintosh)

The computer speaker standard is a minimum of two external speakers with volume and power on/off controls with an audio lineout port interface. This applies to desktops and laptops issued with a docking station. Laptops issued without a docking station shall have a built-in stereo sound with support for external audio devices.

J.4 NASA Headquarters Removable Storage Media Standard

The Removable Storage Media Standard is at a minimum a CD-R drive as offered as the OEM industry standard.

J.5 Memory Requirements

All new desktop and laptop/notebooks, PC and Macintosh, shall have a minimum of 512MB of main memory. Lightweight laptop/notebooks not capable of 512MB shall have the maximum MB of memory available. All desktops shall have the capability of being upgraded to 1 GB of main memory. The COTR may waive the upgrade requirement