

**NASA Headquarters Office of Space Flight (OSF)  
Information Technology (IT) Related Support  
Statement of Work**

**10.15 NASA Headquarters OSF IT-Related Support**

**10.15.1 General**

The work required from the vendor is defined in three major areas, 1.) Information Technology (IT) Applications and Development, 2.) IT Planning and Analysis and 3.) IT Research and Special Studies.

**10.15.2 Scope**

**10.15.2.1 IT Applications and Development**

The vendor shall provide supplemental ADP/IT support to OSF. These ADP/IT services include the management, analysis, development, implementation, maintenance and evaluation of office automation systems and Internet-based Web Sites and Applications that are unique to OSF or sponsored by OSF and shared with other NASA Headquarters or Enterprise activities, including OSF-managed Center activities. The Vendor shall design, develop, demonstrate, evaluate and deploy solutions that exploit emerging advanced technologies to meet OSF information system requirements.

**10.15.2.2 IT Planning and Analysis**

The vendor shall provide support to the OSF Office of the CIO in such areas as the IT Strategic Plan, OSF IT Master Schedule, IT cost insight, IT emerging technology and currency issues.

**10.15.2.3 IT Research and Special Studies**

The Vendor shall conduct Research and Special Studies and Strategies in emerging IT technologies.

**10.15.3 Requirements**

**10.15.3.1 IT Applications and Development**

The Vendor will provide the operations, maintenance, planning, development, and training for all OSF unique applications/databases currently existing, or are under development or consideration for development.

The Vendor will provide research, develop, implementation and maintenance of state-of-the-art Web and network solutions to further develop OSF information systems, including:

- Continued advancements in developing the OSF Intranet as an effective information tool for OSF employees.
- Development of information and document management systems that provide improved document management and historical data archive.
- Development of improved project specific interoperability between the NASA Headquarters information systems/networks and OSF Field Centers information systems/networks.
- Development of Project-specific Extranet capabilities to promote enhanced communications and data exchange among the broader OSF work teams around the world.
- Development of improved public information presentation capabilities for the OSF web-based information systems.
- Maintenance and ongoing development of the OSF Internet presence
- Requirements driven analysis of OSF business processes and resolutions.

#### **10.15.3.2 IT Planning and Analysis**

This effort includes the following support to the OSF Chief Information Office:

- The vendor will develop and provide a yearly update to an OSF IT Strategic Plan. This plan will conform to the goals and objectives in the NASA Strategic Plan, OSF Strategic Plan, the NASA HQ Strategic Plan and the NASA CIO IT Strategic Plan.
- The vendor will develop and maintain a relationship-driven OSF IT Master Schedule that includes all the major milestones for the IT activities in and sponsored by the OSF Code M Headquarters organization.
- The vendor will provide general analysis of current IT issues as assigned. The final product of each of these issues will be a white paper or a report per customer schedules.

#### **10.15.3.3 IT Research and Special Studies**

The vendor will research and conduct studies in the state of the industry in the requested areas and make recommendations and provide strategies as to how and when these innovations and new technologies could be implemented in OSF. The result of each study will be documented in a report or white paper.

#### **10.15.4 Metrics**

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

#### **10.15.5 Deliverables**

Specific deliverables of services/products include the following:

Title	Content	Due
OSF IT Master Schedule	A current action tracking list with current priorities and status sorted by work breakdown (Project, subproject, activity), status, and priority will be made available on a weekly basis. Completed actions shall be moved into a "Done" sheet and a weekly tally of completed actions be calculated. A "Stoplight" chart will be presented that summarizes the current status on each task.	Weekly
OSF IT Strategic Operational Plan	In a format that will be mutually agreed to by the vendor and OSF CIO. (Both hard copy and ecopy). Vendor will provide 1 FTE of senior engineering resources to support the plan and other engineering actions.	Yearly
OSF Applications and Web Annual Report	<p>OSF Applications and Web Annual Report – This report will include all the applications that are currently operational, in development or currently considered for use by OSF. The report will identify:</p> <ul style="list-style-type: none"> <li>• each application</li> <li>• the owner of the application</li> <li>• the audience and user community</li> <li>• the purpose of the application</li> <li>• where the application resides and pertinent technical details</li> <li>• what activities the vendor will be involved in with the application</li> <li>• recommendations (use, upgrades, consolidation, enhancement, termination) for the application</li> <li>• list reports and deliverables of each application</li> <li>• major milestones for the activity</li> <li>• the level of support the vendor plans for that activity in terms of dollars.</li> </ul> <p>In a format that will be mutually agreed to by the vendor, OSF CIO, and OSF Task Manager. (Both hard copy and ecopy)</p>	Yearly
Study Reports	A single written report for each study in a format that will be mutually agreed to by the vendor and OSF CIO. (One hard copy and one ecopy.)	At completion of each study

Other deliverables will be identified in specific Service Requests (SRs) and in specific assigned actions..