

## **IT Support For The NASA MIS (NMIS)**

### **10.19.1 General**

The vendor shall assist in the requirements analysis, security, development, deployment, training, documentation, administration and maintenance of the NASA MIS (NMIS) and its supporting or successor systems. This effort includes all current and anticipated requirements for Agency-wide MIS functions. Continuous improvement and rapid prototype development methodologies will be used as appropriate.

### **10.19.2 NMIS Development**

The vendor shall perform software application requirements analysis, security, development, deployment, training, documentation, administration and maintenance for current and anticipated requirements related to the NMIS.

### **10.19.3 NMIS Process Support**

The vendor shall assist the SFE to edit, develop, and/or review business process improvements wherever possible in accordance with established best practices related to NASA IT. New and evolving technologies shall be acquired, evaluated, tested, documented, administered and demonstrated for use in the NMIS. The vendor is required to support and attend Agency meetings, industry conferences and related activities necessary to the successful evolution of the NMIS.

### **10.19.4 NMIS Server Support**

Develop, maintain, and document the NMIS architecture as it relates to the Agency IT architecture and to any locations hosting NMIS servers/applications. Consult with SFE, the NASA Chief Information Office, and designated technical consultants to develop recommendations for improvements to the architecture, including cost and impact as primary elements of proposed solutions. Travel to Centers and national partner locations as required to support these activities.

### **10.19.5 Deliverables**

- Deployment of Pilot version of the NMIS Application per customer approved schedules
- Deployment of a Pilot version of the NMIS Application Server per customer approved schedules
- Incremental releases of both the pilot per customer approved schedules
- Incremental releases of Space Flight Enterprise (SFE) HQ, Center, and Program views per customer-approved schedules
- Routine updates of the NMIS Tracker tool as required
- Meetings at both NASA HQ and Centers as required by customer schedules.
- Integration and disposition of feedback from end users
- Direct end user support as required

- CCB processes as determined by the customer

#### **10.19.4Metrics**

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