CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D205) ATMOSPHERIC FLIGHT AND ENTRY SYSTEMS BRANCH (AFESB) COMPUTER SYSTEM ADMINISTRATION

TA No:	RAA001-Rev8		
Task Area Monitor:		**Alternate Task Area Monitor:**	
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The AFESB computer lab consists of a heterogeneous network of UNIX workstations, disk farms, as well as PC file servers and LINUX clusters located in Buildings 1209 and 1268. Personal computers in AFESB include desktops and laptops running LINUX OS, Windows OS, and Mac OSX. Software includes various commercial and in-house developed analysis, graphics software packages, job distribution and queuing software, as well as license managers, compilers and software developer utilities. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

3. OBJECTIVE

The objective of this task assignment is to provide system administration support for the AFESB computers.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required General IT Support Services.

The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of Hardware Maintenance (HM), System and IT Security Administration (SSA), System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8, clauses a and c, of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
Under System Administration, 4.1.3 b), quotes for replacement parts and software upgrades will be obtained from vendor or third-party sources and provided to NASA Technical Monitor for procurement.

Contractor shall assist the Government in coordination and relocation of computer equipment.

Contractor personnel will be located on-site in the ESEB office area. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored outside of normal working hours and problems will be reported to designated persons who will respond and initiate correction of the problem.

Contractor personnel shall provide backup of all ESEB data connected with the ESEB computer equipment (primarily PC Cluster and desktops/laptops).

Contractor personnel will work primarily with the ESEB PC Cluster complex. Read and write access to data on ESEB Disk farm and other storage media, as needed, from the Cluster complex is required. PC Cluster issues take priority; however, support shall be provided to remaining ESEB SGI computers when there are no unaddressed issues with the PC Cluster or ESEB desktops/laptops. The Task Area Monitor can change the priorities to best support the required ESEB work.

General IT Support Services Performance Metrics

Performance Standard: Inventory of equipment and software is up-to-date and accurate.

Performance Metrics:

Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system.

Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.

Fails: Any of the requirements of this subsection (a through c) are not satisfied.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

Exceeds: All notifications of updates or upgrades are acted upon and all approved

upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection (a through e) are not satisfied.

Performance Standard: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: All systems to which these services apply are maintained to OEM standards. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds: "Meets" and: incipient failures are recognized and acted upon; or repairs are accomplished ahead of schedule.

Meets: Equipment failures are identified within 2 hours of occurrence (or beginning of first prime shift following occurrence) and satisfactory repairs are affected on the schedule agreed to by the contractor and line manager before the repair is initiated. Data is restored to status of the last available back-up

Fails: Any of the requirements of this subsection (a through g) is not satisfied.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and

reported to the line manager.

Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection (a through f) is not satisfied.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: The security of systems and data that fall under this TA is ensured

Performance Metrics:

Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated.

Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

A secret clearance is required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held quarterly, during the first week of each quarter. The following persons or their alternates are required to attend: NASA Technical Monitor and Contractor personnel assigned to the task. Technical performance, timeliness, and cost will be discussed. The Contractor shall maintain minutes, and at the beginning of each meeting the minutes of the previous meeting will be reviewed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

Within 7 days from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.