

TECHNICAL WORK MAY NOT BEGIN PRIOR TO CO APPROVAL

NASA/GODDARD SPACE FLIGHT CENTER

REQUEST FOR TASK PLAN / TASK ORDER

CONTRACTOR	CONTRACT NO./TASK NO.			JOB ORDER NUMBER	APPROP. FY
QSS Group, Inc.	NAS5- 99124	TASK NO. 259	AMENDMENT	542-039-02-04-89	99

TASK TITLE: (NTE 80 characters: include Project name)
Systems Management Services to the Code 542 Computers

APPROVALS: (Type or print name and sign)

ASSISTANT TECHNICAL REPRESENTATIVE (OR TASK MONITOR)	DATE	ORG CODE	MAIL CODE	PHONE	
Timothy Carnahan <i>Timothy M. Carnahan</i>	4/4/00	542	542	301-286-7196	
BRANCH HEAD	DATE	CODE	PHONE		
John Decker <i>John F. Decker</i>	4-4-00	542	301-286-8963		
CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)	DATE	CODE	PHONE		
Robert s. Lebair, Jr. <i>Robert S. Lebair</i>	4/4/00	560	301-286-6588		
FLIGHT HARDWARE, CRITICAL GSE OR SOFTWARE? <small>(IF YES, NEED CODE 303 CONCURRENCE NEXT BLOCK)</small>	CONTRACTING OFFICER'S QUALITY REP.		DESIGNATED FAM:		
(X) NO () YES					

The contractor shall identify and explain the reason for any deviations, exceptions, or conditional assumptions taken with respect to this Task Order or to any of the technical requirements of the Task Order Statement of Work and related specifications. The contractor shall complete and submit the required Reps and Certs.

(To be completed by Contracting Officer)
C.O. Requested Quote on:
Date: APR 6 2000

Contractor will develop specification or statement of work under this task for a future proc (X) NO () YES

Flight hardware will be shipped to GSFC for testing prior to final de () NO () YES (X) N/A

Government Furnished Property/Faciliti (X) NO () YES -- SEE LIST OF GFP (offsite only) / FACILITIES (onsite only)

Onsite Performance: () NO (X) YES If yes: () TOTAL () PARTIAL
 If partial, indicate onsite work in SOW by asterisk (*)

Surveillance Plan Attached: (X) NO () YES

Highlighted Contract Clauses: (to be completed by Contracting Officer)

Per Clause H.14, Task Ordering Procedure, subparagraph (f), the effective date of this task order shall be May 1, 2000.

INCENTIVE FEE STRUCTURE (check one)

(See Contract NAS5-99124, Attachment K, Incentive Fee Plan)

	No. 1	X No. 2	No. 3	No. 4	No. 5
Cost	10%	50%	25%	25%	%
Schedule	15%	25%	25%	50%	%
Technical	75%	25%	50%	25%	%

(to be completed by Contracting Officer)

The target cost of this task order is \$ 42,851.
 The target fee of this task order is \$ 2,750.
 The total target cost and target fee of this task order as contemplated by the Incentive Fee clause of this contract is \$ 45,601.

The maximum fee is \$ 4,019.
 The minimum fee is \$0.

AUTHORIZED SIGNATURE:

THIS TASK ASSIGNMENT IS ISSUED ACCORDING TO THE CONTRACT CLAUSE "TASK ASSIGNMENTS AND REPORTS"

Elizabeth J. Austin
 SIGNATURE OF CONTRACTING OFFICER

6/8/00
 DATE

ELIZABETH J. AUSTIN
CONTRACTING OFFICER

TYPED NAME OF CONTRACTING OFFICER

CONTRACTOR'S ACCEPTANCE:

AUTHORIZED SIGNATURE

DATE

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QSS Group, Inc.	99124	259	

Applicable paragraphs from contract Statement of Work:

STATEMENT OF WORK: (Continue on blank paper if additional space is required)

(This is a follow-on to Task 59 under this contract; uninterrupted transition is required.)

The contractor shall provide systems management and administrative services for networks and computer systems. These systems consist primarily of UNIX based workstations currently installed at the Code 542 facilities. For purposes of description, the term "System" refers to a specific computer workstation or group of workstations uniquely configured.

PERFORMANCE SPECIFICATIONS:

The Monthly Operational Report shall show all the Systems activity. Specific information shall include: brief overview of monthly activity, system utilization statistics, uptime/downtime, System modifications, software installations/modifications, list of system problems reported, planned activities for upcoming months, etc.

APPLICABLE DOCUMENTS:

TASK END DATE: 4/30/01

MILESTONES/DELIVERABLES AND DATES:

Status Reports Monthly
Operational Report Monthly

PERFORMANCE STANDARDS:

Schedule: Responsiveness to system anomalies
Technical: Meets specifications as described above.

FINAL DELIVERY DESTINATION (NAME, BLDG, ROOM):

Tim Carnahan, Building 5, room C302

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1.7 User support

The Systems Manager shall answer user questions concerning the proper operation of a System. Such questions include booting or shutting down procedures for the workstations, the log in and out procedure of each system, and the use and configuration of hard copy and backup devices. The Systems Manager is not responsible to answer technical questions such as "How do I use application tool X?" Beyond showing where user manuals are located.

1.8 System's performance monitoring/system usage assessment

It shall be the Systems Manager's responsibility to determine the usage of each account on compute servers only, such as NASTRAN servers or WWW servers. This shall be done by automated means, whenever possible. If possible, a determination of usage by connect time, CPU time and batch CPU time usage shall be maintained.

1.9 System failures and problem reporting

A problem reporting procedure shall be developed by the Systems Manager. It will describe the proper steps to follow by the users when a failure occurs in the system. A failure may be a disk crash, a hung print queue or inability to boot system. Specific user information at the time of the failure shall be requested in the procedure. An action plan shall be developed by the Systems Manager who will describe the steps to follow to diagnose and fix the System failures (possibly calling contracted maintenance personnel).

The plan shall also describe the procedures to follow when multiple problems occur, and shall be prioritized based on how critical a particular system may be at that time.

1.10 User Future Needs

The Systems Manager shall act as a point of contact for users and other management personnel to communicate their future needs in terms of facility resources. When appropriate the System Manager shall advise the System Administrator of these needs.

1.11 System budget planning

The System Manager shall prepare and maintain an up to date operational budget for each one of the Systems under his/her management. Each budget shall include itemized hardware/software maintenance costs per month, new HW/SW purchases, operating supplies, etc. This budget shall be made available to the System Administrator and the Facility Manager on a quarterly basis.

1.12 Monthly operational report

The Systems Manager shall prepare a monthly operational report to show all the Systems activity. Specific information shall include: brief overview of monthly activity, system utilization statistics, uptime/downtime, System modifications, software installations/modifications, list of system problems reported, planned activities for upcoming months, etc.

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STATEMENT OF WORK: (Continued)

SYSTEMS MANAGEMENT SERVICES TO THE CODE 542 COMPUTERS

The contractor shall provide systems management and administrative services for networks and computer systems. These systems consist primarily of UNIX based workstations currently installed at the Code 542 facilities. For purposes of description, the term "System" refers to a specific computer workstation or group of workstations uniquely configured.

Performance Specifications:

1.0 General Description

The Systems Manager is responsible for the NASA/GSFC Code 542 SGI computer systems. The System Manager shall perform all of the required management and administrative duties to ensure a smooth operation of all Systems under his/her responsibility. These responsibilities shall include but are not limited to: hardware and software configuration control (1.1), system hardware/software upgrades (1.2), operating system/applications software installations (1.3), establishment and maintenance of user accounts (including the creation, deletion, and updating) (1.4), system documentation upgrades (1.5), System periodic backups (1.6), user support (1.7), System performance monitoring (1.8), system utilization statistics, system problem reporting and failure corrections (1.9), user point of contact for future System hardware and software needs (1.10), budget planning (1.11), and provide monthly operational systems reports (1.12).

1.1 Hardware and Software configuration Control

The Systems Manager shall create and maintain records of all hardware and software configuration information for each system. This information shall be up to date and readily available to the System Administrator and Facility Manager to perform programmatic and administrative decisions on System changes and upgrades. Specific information required includes but is not limited to: System descriptions, model and serial numbers for each of the operating system release and list of applications software and version numbers, etc. All System hardware and software changes shall be performed only after written approval by the System Administrator and the Facility Manager.

1.2 System Upgrades and Reconfiguration

1.2.1 The Systems Manager shall inform the System Administrator of any pending system upgrades (hardware and/or software). In addition, the Systems Manager shall inform the System Administrator when a system should be reconfigured or upgraded.

1.2.2 The System Administrator in coordination with the Facility Manager will schedule system upgrades and/or reconfiguration. The Systems Manager shall implement the scheduled upgrade(s). If necessary, the Facility Manager will allocate facility personnel and resources to carry out the reconfiguration.

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1.3 Operating Systems/Applications Software

The System Manager shall install, configure and maintain operating systems and application software as required for the various Systems. Specific configuration requirements will be provided by the System Administrator if necessary. All software installations and upgrades shall be performed only after approval by the System Administrator. The systems Manager shall inform all users via a memo of specific plans and schedules for any software changes. Users will be allowed to respond to this memorandum.

1.4 Users and User Accounts

1.4.1 The Systems Manager shall establish and maintain user accounts. This will be done only after the account has been approved by the System Administrator. The Systems Manager shall ensure that the user of the account knows the proper operation of the system before activating the account.

1.4.2 When a user no longer has a need to operate the System, (determined by System Administrator), the Systems Manager shall deactivate the account. If no future system usage by a user is anticipated, the Systems Manager shall delete the account. Before deleting the account the Systems Manager shall instruct the user to backup and delete all data. If the user is no longer available, the Systems Manager shall instruct the supervisor of the user, to allocate personnel to backup and delete all information from the system. The Systems Manager shall inform the system Administrator of any account suspensions or deletions.

1.4.3 The Systems Manager shall maintain a list of active users for each System under his/her management and shall provide a copy of this list to the System Administrator. The Systems Manager shall coordinate with the Facility Manager whenever adding or deleting user accounts to assure that the Systems Manager's User List is consistent with the Facility Access Control List. The Systems Manager is responsible for updating the system User Lists when appropriate.

1.5 System documentation upgrades

The Systems Manager shall maintain all System's documentation to ensure that all is up to date and properly classified and filed in storage cabinets and shelves available at the equipment locations. When new documentation is released, the Systems Manager shall upgrade all manuals and documents as appropriate.

1.6 System periodic backups

The System Manage shall develop and implement a periodic System backup plan that must be approved by the System Administrator. This plan shall delineate a procedure to backup the system disk of each system in a manner that ensures that the current state of the operating system is maintained. Further, it shall also ensure periodic backup of user information. The Systems Manager shall perform the system backups periodically as per the approved plan. All backup magnetic media and associated documents must be labeled with the appropriate security level.