



# Agency Consolidated End-user Services ACES 101

Office of the Chief Information Officer

***NASA IT Vision:** The NASA IT  
Organization is the **very best**  
in government*

**John Sprague**  
**End User Service Exec**  
**September 2011**



# Agenda

- **Contract Overview**
- **Overall Approach**
- **Technical Overview**
- **Retainage Pools and Performance Metrics Overview**
- **End-user Service Office Overview**

# Contract Overview



# Contract Overview

- ACES is a single award, Firm Fixed Price (FFP), Indefinite-delivery, Indefinite-quantity (IDIQ) contract
  - » Minimum contract value: \$5,000,000
  - » Maximum contract value: \$2,500,000,000
  
- Significant Small Business (SB) Subcontracting Goals Realized

Category	Goals	As Offered
<b>SB</b>	25.00%	<b>36.86%</b>
<b>SDB</b> (Small Disadvantaged Business)	10.00%	<b>10.84%</b>
<b>WOSB</b> (Women Owned Small Business)	6.00%	<b>8.43%</b>
<b>VOSB</b> (Veteran Owned Small Business)	2.25%	<b>2.59%</b>
<b>SDVO</b> (Service Disabled Veteran Owned Small Business)	1.75%	<b>2.59%</b>
<b>HUB</b> Zone Small Business	1.20%	<b>8.64%</b>
<b>HBCU/MI</b> (Historically Black Colleges and Universities)	0.50%	<b>0.57%</b>



# Contracting Approach

- ACES Base Services will be procured on a completion basis
- IDIQ provision (via the Enterprise Service Request System) used to procure seats and service level options as well as ACES Product Catalog (APC) items
- Enhanced Support Services are priced on a Firm Fixed Price (FFP) basis (monthly rates), and Infrastructure Upgrade Proposals (IUPs) will be procured on a FFP basis using fully burdened labor rates contained in the contract
- Period of Performance of 10 Years (4-Year Base + two 3-year options):
  - Base: ~~July 1, 2011 – June 30, 2015~~ ~Nov 1, 2011 – Oct 31, 2015
  - Option 1: ~~July 1, 2015 – June 30, 2018~~ ~Nov 1, 2015 – Oct 31, 2018
  - Option 2: ~~July 1, 2018 – June 30, 2021~~ ~Nov 1, 2018 – Oct 31, 2021



# Contract Management

- Strategic Direction and Oversight
  - » Provided by OCIO End-user Service Exec
- Contract Management
  - » End User Service Office at the NSSC
    - NSSC CIO (Host Center)
    - End User Services Manager (EUSM)/Contracting Officer's Technical Representative (COTR)
    - Integration Lead
    - Service Element Managers
    - Contracting Officer and Specialists
    - Cost Analysts
    - Project Member Support





# Contract Management (cont.)

- Contract Management (cont.)
  - » Centers
    - Center CIO
    - Subject Matter Experts
    - Service Element Technical Experts
    - Center Integration Leads
    - Resource Analyst(s)
    - Project Member Support



# Contract Asset Transition Options

- The Offerors were allowed to choose from one or a combination of the following options for provisioning assets (e.g., hardware and software) required to deliver the services delineated in the PWS:
  - » Option A - Acquisition of assets directly from the incumbent ODIN contractor
  - » Option B - Delivery of all new assets
- Asset Transition, as proposed, will occur during the phase-in period for each transition “Wave” with Centers



# Overall Approach



# Technical Scope Summary

Overall Goal: Consolidate the provisioning of end-user services across all Centers using a single Agency solution to ensure NASA's mission is enabled

▪ Services to be offered:

- Personal computing hardware (desktop, laptop, workstation, tablet computers, and managed virtual systems)
- E-mail, collaborative calendaring, instant messaging, and directory services
- Mobile IT services (Smartphones, cell phones, pagers, and mobile computing devices)
- Network Peripherals (printers, multifunctional devices (MFDs), and support infrastructure)
- Agency standard software
- Catalog services
- Virtual team services
- IT training
- End-user systems management and operations (e.g., back-office support infrastructure, asset transition, security, and capacity)



# Performance Work Statement (PWS)

ACES Overview (1.0)

Mission Statement, Goals, Objectives, Characteristics of Success and Government Retained Authorities

Contract Management (2.0)

General Financial, Asset & Configuration, Phase-in, Safety, Health and Environment, and I3P integration management requirements

General Services (3.0)

Numerous general services in support of the management and technical execution of the Contract

Base Services (4.0)

Services provisioned Enterprise-wide to all NASA employees (contractor and civil service) and authorized personnel

Seat Services (5.0)

Bundled hardware, software, and support services provisioned on a demand basis



# ACES Goals & Objectives

Goal 1: Consolidate the provisioning of end-user services across all NASA Centers and Facilities using a single Agency solution

Goal 2: Ensure NASA's mission is enabled by the Agency Consolidated End-user solution

Goal 3: Improve the End-user IT security posture

Goal 4: Improve the management of NASA's IT infrastructure

Goal 5: Enable a mechanism for transformation of NASA's end-user services in support of emerging mission requirements

**Specific Objectives for each Goal detailed in ACES PWS**



# ODIN vs. ACES Service Model (Computing Seat)

## ODIN

Platform
Standard Load
H/W Maintenance
System S/W Maintenance
Application S/W Maintenance
H/W Tech Refresh
Backup & Restore
S/W Tech Refresh
System Administration
Moves, Adds, and Changes
Training
Shared Peripheral Services
Laptop Loaner Pool Management
E-mail
Directory Services
Collaborative Calendaring
IT Security / Patch Management
LAN Services
Tier 1 Help Desk Services

## ACES

### Seat Services (Demand Basis)

Platform (computer, monitor, etc.)
Return To Service (H/W &S/W Maint.)
Standard Load
H/W Refresh
Backup & Restore
System Admin

### Base Services (Enterprise-wide)

Moves, Adds, Changes Training
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<ul style="list-style-type: none"> <li>• E-mail &amp; Calendaring</li> <li>• Print Queue Management</li> <li>• Directory Services</li> <li>• IT Security / Patching</li> </ul>	<ul style="list-style-type: none"> <li>• Instant Messaging</li> <li>• Loaner Pool Management</li> <li>• Software License Management</li> <li>• Contract Management &amp; General Services</li> </ul>
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# ODIN vs. ACES Seat Cost Comparison



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# Phase-In/Implementation Schedule

Center	Phase-In Start Date	Implementation Date
<b>Wave 1</b>	<b>5/1/2011</b>	<b>11/1/2011</b>
Dryden Flight Research Center (DFRC)		
Goddard Space Flight Center (GSFC)		
Kennedy Space Center (KSC)		
NASA Headquarters (HQ)		
Enterprise-wide support (e.g., central NOMAD)		
<b>Wave 2</b>	<b>7/1/2011</b>	<b>1/3/2012</b>
Marshall Space Flight Center (MSFC)		
NASA Shared Services Center (NSSC)/Stennis Space Center (SSC)		
Glenn Research Center (GRC)		
Jet Propulsion Laboratory (JPL) (MFD seat & Virtual Team Service seat only)		
<b>Wave 3</b>	<b>9/1/2011</b>	<b>3/1/2012</b>
Johnson Space Center (JSC)		
Langley Research Center (LaRC)		
Ames Research Center (ARC)		

# Technical Overview



# Base Services

End-user services provided to entire NASA population (Initially sized for a population of 50K NASA civil servants and contractors)

- » Funded centrally as a single broad-based service
- » Funding allocated back to Centers on a head count basis

Base Service Component	Service Description
Email & Collaborative Calendaring	Continued support for NOMAD. Also provides priced option to migrate to a new innovative solution
Active Directory Services	Continued support for NCAD and the NASA Agency Forest (NAF)
Loaner Pool Mgmt.	Management of 3 Loaner pool depot locations per center. Loaner pool devices provisioned as seats
Print Queue Infrastructure Mgmt.	Centralized network printer management and infrastructure
IT Security (End-user)	End-user IT Security support including patching, anti-malware, DAR, FISMA Compliance (C&A), DR/COOP, SOC interface
Software License Mgmt.	Enterprise Software License Management
Instant Messaging Services	Consolidated IM service
Two-Factor Token Distribution	Distribution services for Two-Factor Tokens (SecureID)
Contract Mgmt. & General Services	Services provisions under Sections 1-3 of PWS

- Provide bundled hardware, software, system administration, and associated infrastructure support for the following:
  - » Computing Seats
    - “S” – Standard Premium
    - “M” – Modifiable
    - “B” – Build
    - “T” – Thin client
  - » Cellular Seats
    - Cell Phones
    - Smartphones
  - » Pager Seats
  - » Network Peripheral Seats
    - Network Printers
    - Multi-Functional Devices (MFDs)
  - » Virtual Team Service Seats



# Computing Seats

## **S Seat (Standard Premium)**

- » Bundled computing platform with set service level options (“Best Value” solution):
  - NASA-STD-2805x-compliant desktop or laptop (Windows-Compatible or Apple) and standard monitor (option for no monitor)
  - NASA-STD-2804x Standard Load
  - 8-hour Return to Service (RTS)
  - 3-year refresh
  - Standard system administration
  - Data backup and restore services

## **M Seat (Modifiable)**

- » Similar to the “S” seat with addition of modifiable service level options (e.g., 2-hour RTS, hardware platform) to provide additional flexibility when standard configuration does not meet end-user requirements

## **B Seat (Build)**

- » Intended to meet more diverse needs not addressed by “S” or “M” solutions
- » Hardware, services, and system administration services purchased separately
- » Provides full vendor product lines at a fixed discount for Windows-Compatible, Apple, and Linux/UNIX workstations
- » No technical refresh



# Computing Seats (continued)

## X-Build (not a seat)

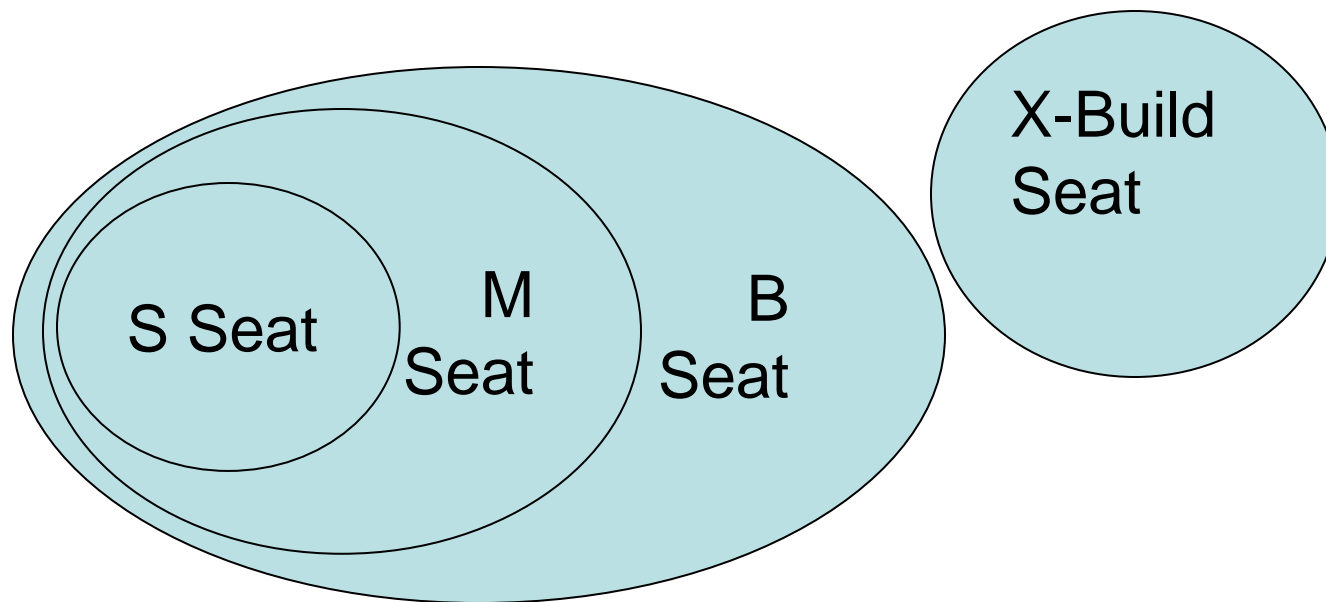
- » Intended to meet needs above and below the current standards, such as test or lab units or if the end-user requires different hardware than offered by the ACES contractor
- » Bought off the APC
- » Includes all other OEM product lines
- » May subscribe to the services listed under the B Seat (Some services will be limited)
- » No technical refresh

## T Seat (Thin client)

- » Provides bundled computing platform solution with set service level options similar to the “S” seat employing a “thin client” appliance at the desktop coupled with the *Managed Virtual Machine Service* running on a remote server



# Computing Seats (continued)



- The S Seat Desktop and Laptop platforms are the same as in the M Seat.
- B Seat are the extended hardware 'family' as offered in the S and M seats.
- X-Build is hardware not found in the S, M or B Seats.



# Cellular and Pager Seats

## Cell Phone Seat

- » Provides bundled cell phone services
- » Requires support from at least two carriers
- » Agency pooled minutes
- » Two types
  - “S” with standard instrument and service level options
  - “B” with user-selectable instrument and services

## Smartphone Seat

- » Provides instrument with Smartphone services (e.g., Blackberry, iPhone)
- » Requires support from at least two carriers
- » Agency pooled minutes
- » Two types
  - “S” with standard instrument (RIM- or Apple-based) and service level options
  - “B” with user-selectable instrument and services

## Pager Seat

- » Provides pagers (numeric, alphanumeric, and 2-way alphanumeric) with defined services for coverage, RTS, and voicemail notification



# Network Peripheral & Virtual Team Service Seats

## Network Peripheral Seats

- Network Printer (PRN) seats
  - Provides basic network printers at varying performance levels
  - B&W and color models
- Multi-Functional Device (MFD) seats
  - Provides combined network printer, fax, copier and scanning capabilities
  - B&W and color models
  - Desktop and floor models
- Common requirements
  - Pay-as-you-go service (i.e., not bundled in Computing seat cost)
  - Impressions are pooled at the Agency level
  - Placed at user/organizational specified physical locations
  - Managed print queues part of Base Services/can request restricted access
  - Bundled hardware, maintenance, support, and network connections, 4-year refresh cycle, and basic feature set
  - Consumables (other than paper) are included in the seat cost.

## Virtual Team Service (VTS) Seats

- Provides ability to conduct virtual team meetings



# ACES General Services

General Services include a variety of other end-user services (Provisioned as part of Base Services)

- **Tier 2/3 Service Desk Support**
- **Software Support Levels**
- **ACES Product Catalog (APC)**
- **Software Right To Use**
- **Technology Refresh**
- Consumables
- Performance Metrics Reporting Tool
- **Developmental Test Laboratory**
- **Temporary Seats**
- **Support for Telecommuters, Travelers, and Off-Site End-users**
- Return to Service Surcharge
- **Wipe and Load Services**
- **Enhanced Support Services**
- **Support for Special Events**
- **Early Seat Refresh**
- Data Center Services
- Software Licensing Continuation
- Elevated User Privileges
- Other General Services
- **Customer Relationship Management and Outreach**
- Response to Information and Audit Requests
- Support for Federal Initiatives
- **Software Refresh Portal**



# ACES General Services

## ACES Product Catalog (APC) Services

Contractor will provide a single, Agency-wide, Web-based catalog of commercially available IT products

- Available to all NASA employees
- Provides low-cost peripherals items that can be ordered via the Enterprise Service Desk (ESD) through the Enterprise Service Request System (ESRS)
- Provides end-user assistance for effectiveness of orders and accepts credit card orders
- Priced at a fixed percentage discount off of manufacturer's list price
- Original Equipment Manufacturer (OEM) warranty facilitated by ACES and optional maintenance services will be offered (e.g., installation, maintenance)
- Provides a means for additional discounts on volume purchases
- Provides for Price Matching



# Enhanced Support Services & Infrastructure Upgrade Proposals (IUPs)

## Enhanced Support Services

- Provides ability to obtain dedicated services through fixed labor rates in the following areas:
  - Basic technician services
    - Computer
    - Print Services (e.g., MFD)
  - System administration services
  - Database administration services

## Infrastructure Upgrade Proposals (IUPs)

- Upon request, Contractor shall submit fixed price proposals to extend/enhance end-user infrastructure through additional hardware, software, and labor at proposed fixed Labor Rates for specified labor categories





# Technology Infusion and Transformation

- Expectation is that the Contractor will conduct Technology Infusion and Transformation activities through the life of the contract
- For activities that have a visible impact on the end-users or operations, the Contractor shall submit Technology Infusion and Transformation Plans with required information that includes:
  - » A description how the proposed alternate approach meets or exceeds the functional requirements and SLAs detailed in the relevant portions of the contract
  - » Identification of any variance from requirements detailed in the contract
  - » The specific benefit(s) of undertaking the proposed transformation
  - » Identification of the proposed begin point and occurrence of major milestones
  - » Identification of a reduction to the overall life cycle costs
  - » A commitment to provide a full transformation project plan at no additional cost before a final decision on implementing the transformation is made

# Retainage Pools and Performance Metrics Overview



# Retainage Pools

- The Government will maintain, at the Agency level, a retainage pool equal to 12% from the total monthly price payable to the Contractor.
- Aggregate Pool: 12%
  - » Metrics Retainage Pool (MRP): 8.0% (monthly)
    - Service Delivery
    - Service Availability (Base and Non-Base Services)
    - Customer Satisfaction
    - Security Management Services
    - Incident Management
    - Asset Management Effectiveness
  - » Performance Retainage Pool (PRP): 3.0% (semi-annually)
    - Relationship and Contract Management
    - Problem Management
  - » Small Business Utilization Pool (SBUP): 1.0% (annually)
- Contractor-Defined Metrics (monthly or quarterly) (metrics identified and developed by the Contractor and agreed upon by the Government)



# ACES Performance Metrics

Critical Service Level Metrics	Performance Standard	Retainage
<b>Metrics Retainage Pool (MRP)</b>		<b>8.00%</b>
Service Delivery	96.00%	2.00%
Service Availability Non-Base Services	98.00%	0.50%
Service Availability Base Services	99.95%	0.50%
Customer Satisfaction	94.00%	1.50%
Incident Management	All four (4) targets met	1.50%
Security Management Services	All seven (7) targets met	1.50%
Service Asset and Configuration Management	98.50%	0.50%
<b>Performance Retainage Pool (PRP)</b>		<b>3.00%</b>
Relationship and Contract Management		discretionary
Problem Management		discretionary
<b>Small Business Utilization Pool (SBUP)</b>		<b>1.00%</b>
Ability to meet subcontracting goals in the Contractor's approved Subcontracting Plan	100.00%	1.00%
<b>Total Standard Metrics Retainage Pool</b>		<b>12.00%</b>



# Retainage Pool Operating Principles

- Must meet the Expected Service Level Targets at each Center to receive the MRP percentage at the subcategory level
- Metrics performance against Performance Standards will be a factor in determining the MRP and PRP award
- If the Contractor fails to meet the Performance Standard of an individual area at any Center, the Contractor is ineligible to receive the total percentage of MRP associated with that individual area
- Failure to meet an individual area does not preclude the Contractor from receiving the remaining MRP percentage associated with the other individual areas
- If the Contractor fails to meet the Performance Standard for 3 consecutive months in a particular area, the Contractor is assessed an additional 50% retainage in that area and will be required to submit an ACES Corrective Action Plan (ACAP)
- PRP award will be made on a discretionary basis
- SBUP will evaluate the Contractor's ability to meet the small business and small disadvantaged business goals

# End-user Service Office Overview





# End-user Service Office Overview

- Located at NASA Shared Services Center (NSSC)
  - » Personnel and incidentals funded out of working capital fund
- Actions Being Worked
  - » Complete hiring of personnel per staffing plan—1 hire left
  - » Identify governance issues--Complete
  - » Address communication and touchpoints (internal)
  - » Develop Concept of Operations (ConOps)--Complete
  - » Develop Service Office Charter--Complete
  - » Hold planning meeting with OCIO at NSSC--Complete
- Conduct training
  - » Service Integration Management (SIM)
  - » ACES contract familiarization
  - » Management and reporting of ACES metrics
- Develop Change Management/Communication and Outreach Plan (In Process)
- Develop ACES policies and procedures

# End User Service Office Org Chart (updated)

## End User Service Office

