

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 31
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2. AMENDMENT/MODIFICATION NO. 000035	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY NASA Shared Services Center Bldg. 1111, C Road Stennis Space Center MS 39529-6000	CODE NSSC	7. ADMINISTERED BY (If other than Item 6) NASA Shared Services Center Bldg. 1111, C Road Stennis Space Center MS 39529-6000	CODE NSSC
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) HP ENTERPRISE SERVICES, LLC 13600 EDS DR HERNDON VA 20171-3225	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. NNX11AA01C
		10B. DATED (SEE ITEM 13) 12/27/2010

CODE 1U305	FACILITY CODE
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 1852.232-77 Limitation of Funds (MAR 1989)
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

NASA - Agency Consolidated End-user Services (ACES)
ADD:
A.1 - DSA Support - LaRC/COD
A.2 - DSA Support - LaRC/A1
A.3 - DSA Support - LaRC/D5
A.4 - DSA Support - LaRC/D322
A.5 - DSA Support - LaRC/AH
A.6 - DSA Support - LARC/C1
A.7 - DSA Support - LaRC/D214
A.8 - DSA Support - LaRC/E5-E6
A.9 - DSA Support - LaRC/E4
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <i>Joseph W. Lentine, Contract Manager</i>	15B. CONTRACTOR/OFFEROR <i>Joseph W. Lentine</i>	15C. DATE SIGNED <i>02/24/12</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JOSEPH D. LADNER	16B. UNITED STATES OF AMERICA <i>Joseph D. Ladner</i>	16C. DATE SIGNED <i>02/24/2012</i>
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CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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NAME OF OFFEROR OR CONTRACTOR
HP ENTERPRISE SERVICES, LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	A.10 - DSA Support - LaRC/B2 A.11 - DSA Support - LaRC/C2 A.12 - DSA Support - LaRC/D304 A.13 - DSA Services - MSFC/Bldg 4200 A.14 - Move Support - MSFC/AS21 A.15 - DSA Services - SSC/KACE A.16 - Move Support - HQ A.17- DSA Support - LaRC/E3 Payment Terms: Net 30 days				

The purpose of this modification is to incorporate the following:

1. Extend [REDACTED] 005738, File Services Seat Support – GRC, from January 31, 2012, to February 29, 2012, for the fixed monthly charge of [REDACTED] at a total Firm Fixed Price (FFP) of [REDACTED]

2. Incorporate seventeen (17) approved Infrastructure Upgrade Proposals (IUPs), (A.1) Dedicated System Administration (DSA) Support –LaRC/COD at a total FFP of [REDACTED], (A.2) DSA Support –LaRC/A1 at a total FFP of [REDACTED] (A.3) DSA Support – LaRC/D5 at a total FFP of [REDACTED] (A.4) DSA Support – LaRC/D322 at a total FFP of [REDACTED] (A.5) DSA Support – LaRC/AH at a total FFP of [REDACTED] (A.6) DSA Support – LARC/C1 at a total FFP of [REDACTED] (A.7) DSA Support – LaRC/D214 at a total FFP of [REDACTED] (A.8) DSA Support – LaRC/E5-E6 at a total FFP of [REDACTED] (A.9) DSA Support – LaRC/E4 at a total FFP of [REDACTED] (A.10) DSA Support – LaRC/B2 at a total FFP of [REDACTED] (A.11) DSA Support – LaRC/C2 E4 at a total FFP of [REDACTED] (A.12) DSA Support – LaRC/D304 at a total FFP of [REDACTED] (A.13) DSA Services – MSFC/Bldg 4200 at a total FFP of [REDACTED] (A.14) Dedicated Move Support Services at MSFC/AS21 at a total FFP of [REDACTED] (A.15) DSA Services– SSC/KACE at a total FFP of [REDACTED] (A.16) Move Support – HQ at a total FFP of [REDACTED] and (A.17) DSA Support – LaRC/E3 at a total FFP of [REDACTED].

In accordance with Section 3.3, Infrastructure Upgrade Ordering Process, the additional technology services referenced below are hereby incorporated into this Contract at the FFPs set forth below.

ITEM NO.	IUP NO./ ESD REQUEST ID	IUP DESCRIPTION	PROPOSAL DATE	EFFECTIVE DATE	PRICE	DELIVERY
A.1	[REDACTED] 14202	DSA Support – LaRC/COD	10/24/2011	03/01/12	[REDACTED]	Completion date is September 30, 2012
A.2	[REDACTED] 15448	DSA Support – LaRC/A1	10/24/2011	03/01/12	[REDACTED]	Completion date is September 30, 2012
A.3	[REDACTED] 14203	DSA Support – LaRC/D5	01/13/2012	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.4	[REDACTED] 14204	DSA Support – LaRC/D322	10/24/2011	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.5	[REDACTED] 14208	DSA Support – LaRC/AH	01/13/2012	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.6	[REDACTED] 15195	DSA Support – LARC/C1	10/24/2011	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.7	[REDACTED] 14227	DSA Support – LaRC/D214	10/24/2011	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.8	[REDACTED] 16984	DSA Support – LaRC/E5-E6	02/15/2012	03/01/2012	[REDACTED]	Completion date is September 30, 2012
A.9	[REDACTED] 14228	DSA Support – LaRC/E4	02/06/2012	03/01/2012	[REDACTED]	Completion date is October 31, 2015
A.10	[REDACTED] 14223	DSA Support – LaRC/B2	12/19/2011	03/01/2012	[REDACTED]	Completion date is October 31, 2015
A.11	[REDACTED] 14224	DSA Support – LaRC/C2	12/19/2011	03/01/2012	[REDACTED]	Completion date is October 31, 2015
A.12	[REDACTED] 14210	DSA Support – LaRC/D304	12/19/2011	03/01/2012	[REDACTED]	Completion date is October 31, 2015
A.13	[REDACTED] 12528	DSA Services – MSFC/Bldg 4200	02/10/2012	01/01/2012	[REDACTED]	Completion date is October 31, 2015

ITEM NO.	IUP NO./ ESD REQUEST ID	IUP DESCRIPTION	PROPOSAL DATE	EFFECTIVE DATE	PRICE	DELIVERY
A.14	██████████ 15009	Dedicated Move Support Services at MSFC/AS21	02/10/2012	01/01/2012	██████████	Completion date is June 29, 2012
A.15	██████████ 5944	DSA Services--SSC/KACE	02/08/2012	01/01/2012	██████████	Completion date is October 31, 2015
A.16	██████████ 14278	Move Support - HQ	02/07/2012	02/07/2012	██████████	Completion date is June 19, 2015
A.17	██████████ 14370	DSA Support - LaRC/E3	02/06/2012	03/01/2012	██████████	Completion date is October 31, 2015
TOTAL						██████████

A.1 Dedicated System Administrator Support – LaRC/COD: The purpose of this IUP is to provide a full-time DSA at NASA Langley Research Center (LaRC) for the Center Operations Directorate (COD).

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC for the COD, which include the following:

- Provide day to day support for real-time monitoring, correlation of events, notifications and for console views.
- Provide support for the management of the long-term storage, analysis and reporting of log data from the monitored servers
- Install, configure, and maintain NetIQ Software and versions used in a production environment.
- Document / update the procedures to install, configure, administer, test and manage the NetIQ software releases, patches and enhancements.
- Support the existing change management processes in place in COD for hardware and software changes
- Formulate response/ recommendation to COD Computer Security Official and fellow team members then promptly notify customer and provide updates and a detailed incident report
- Participate in future long term monitoring, automation requirements and capacity planning strategies

Minimum System Administration Responsibilities:

- Server administration and management
- User / Application Account administration and management
- Compliance with the requirements detailed in the Facility Management Support Systems (FMSS) Security Plan
- Server updates / upgrades / patches and performance monitoring
- Respond to end user problems or/ or work stoppage issues with Triage Level 1 & 2 software
- Contingency plan testing and disaster recovery familiarity
- Maintain a routine daily and weekly server backup schedule
- Maintain support during normal business hours

- Log and track all user/customer requests for service
- Schedule server maintenance (downtime) and notify COD user community at least two days in advance
- Ensure that the proper software is Installed, configured, upgraded, and tested on all conference room computers
- Assists with printing issues, installing/updating drivers, print server universal/post script

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE -

Labor-

HPES has mapped the requirements and skill sets required by the NASA IUP request: COD DSA SOW.docx, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.2 Dedicated System Administrator Support – LaRC/A1 – The purpose of this IUP is to provide a DSA at LaRC for the Science Office for Mission Assessments (SOMA).

A. SERVICES –

HPES will provide a qualified support resource to deliver the requested dedicated services.

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization.
- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed.
- Provision, manage and maintain User accounts and groups.
- Provision, manage and maintain Operating System settings and upgrades.
- Install and configure local software as needed by the research environment and its researchers.
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate.
- Support and Consulting.

Server Administration:

In the area of server administration, OCCASSIONAL or AS REQUIRED responsibilities include:

- Plan for Server Upgrades and System Expansion
- Spec and order new hardware
- Implement/Configure/Test New System Hardware and Software
- Install New Operating System

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any Connectivity issues
- Resolve Access and Logon issues

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response as opposed to the Helpdesk standard
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions, Division plotter issues
- Ongoing customer education

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.
- Address any and all Computing Related questions/queries

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE -

HPES has mapped the requirements and skill sets required by the NASA IUP request: A1 DSA SOW.docx, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 83.33 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 March 2012 – Sept 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.3 Dedicated System Administrator Support – LaRC/D5: The purpose of this IUP is to provide a full-time DSA at LaRC for the Ground Facilities and Testing Directorate (GFTD).

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC for the GFTD, which include the following:

- Initial problem identification and troubleshooting of system problems for the customers in the GFTD front office.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed.
- Provision, manage and maintain User accounts and groups.
- Provision, manage and maintain Operating System settings and upgrades.
- Install and configure local software as needed by the research environment and its researchers.
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate.
- Support and Consulting.
- Primarily responsible for the ACES machines in the GFTD front office, while addressing the other responsibilities when urgent front office calls are not in process. The rest of the GFTD organization will leverage the ACES support services purchased with each seat.

Server Administration: Responsibility for the GFTD Server:

- Data integrity
- Backup/restore
- Permissioning accuracy on all shared files and folders for users
- Shared group folders
- Public' shared folders
- User 'Home drives'
- Numerous Third-party software applications updated

File server data shares administration: In the area of server administration, DAILY responsibilities include:

- Ensure valid Data Backup on organization's own backup servers
- Swap Backup Tapes
- Ensure Anti-Virus software Definitions are updated
- Review Event and Security Logs

In the area of server administration, ONGOING responsibilities include:

- Grant/Revoke User Access
- Create/Remove Shares
- Set and change User Share Access Permissions
- Resolve Connectivity issues
- Rebalance File Loads

- Update OS Service Packs, Patches or Hotfixes
- Ensure adequate C drive space available
- Update Application Software
- Monitor Space available and usage rate
- Defrag Disks

In the area of server administration, OCCASSIONAL or AS REQUIRED responsibilities include:

- Plan for Server Upgrades and System Expansion
- Spec and order new hardware
- Implement/Configure/Test New System Hardware and Software
- Install New Operating System
- Perform annual Disaster Recovery testing/scenarios
- Documentation on the installation, configuration, and operational steps necessary to maintain the health of the server.

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any Connectivity issues
- Resolve Access and Logon issues

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response for the GFTD front office (currently 17 people) as opposed to the Helpdesk standard
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions, Division plotter issues
- Ongoing customer education

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.
- Address any and all Computing Related questions/queries

Provide POC for GFTD SA's for Center provided software and assist with IT Security Strategies and reporting:

- Maintain and control the configuration of the GFTD IT Inventory in the Center/Agency provided tool
- Update GFTD facility drawings on an annual basis
- Serve as POC for obtaining IT Security system software for other SA's serving GFTD
- Assist with the annual IT security plan review and provide updates to the plan
- Propose and/or implement solutions for deficiencies in the GFTD IT security plan

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request: D5 DSA SOW.docx, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep. 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.4 Dedicated System Administrator Support – LaRC/D322: The purpose of this IUP is to provide a full-time DSA at LaRC for the Structural Dynamics Branch (D322)

A. SERVICES –

To provide a qualified system administrator to deliver the requested dedicated services.

- System administration
- It security administration
- Hardware maintenance
- System software maintenance
- Applications management
- Customer support
- IT consultation
- Hardware inventory and excess of equipment

Refer to Appendix A, inventory of equipment and software (attached), that has been completed to define the required general it support services.

The service of it security administration shall be provided for those "general support systems" for which the box indicating "IT security administration required" is checked in Appendix A. The level of security shall be consistent with the information category identified for each such system.

Any system software or application 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 system administration (SA), hardware maintenance (HM), system software maintenance (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 Appendix A.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request: D322 DSA SOW.docx, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep. 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.5 Dedicated System Administrator Support – LaRC/AH: The purpose of this IUP is to provide A full-time DSA at LaRC for the Independent Program Assessment Office (AH)

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC for the AH, which include the following:

LAN/WAN/Wireless support, standard and specialized hardware and software upgrades, installation configuration of peripheral devices, coordination of moves for network and phone connections, daily automated backups for servers and desktops, and system monitoring. Implement security for computer systems to include operating system upgrades, patches, and repairs. Provide end user on and off-site telephone support for troubleshooting computer hardware and software issues, as well as smart phone problems. Provide diagnostic/maintenance and replacement support for user and organizational computer hardware malfunctions. Research, provide information, and make recommendations on hardware and software upgrade/purchases with suggested sources and estimated costs. Train users in the operation of the various computer resources available to them to include hardware and software. Installation/ maintenance of VPN software for remote connections as well as troubleshoot remote access to HQs and access to various remote applications. Coordinate, set up, and monitor video conferences. Provide operational assistance, diagnostic, maintenance and replacement support for video conferencing and teleconferencing equipment. Assist in the development and quality assessment of the IPAO web site and coordinate these functions through the CONits web development team. Plan for user growth, future system applications, and future hardware in anticipation of changing Agency and industry direction and requirements. Document procedures for local standards to enhance systems administration and user intervention with standard packages and equipment. Keep aware of system upgrades and new software releases and in a timely manner post and document to a local software distribution volume. Assist in the development of the ITISP and the IT security plans for IPAO. Coordinate the transfer of data from IPAO owned/operated servers to LaRC OCIO operated server(s). Ensure data access to all IPAO civil servants and authorized consultants and support contractors. Provide data access and control support to maintain appropriate access and security of data.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE-

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep. 2012					
TOTAL PRICE					

A.6 Dedicated System Administrator Support – LARC/C1: The purpose of this IUP is to provide a full-time DSA at LaRC for the NESO Organization.

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC for the NESO Organization, which include the following:

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization
- Initial problem identification and troubleshooting of system problems
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed
- Provision, manage and maintain User accounts and groups
- Provision, manage and maintain Operating System settings and upgrades
- Install and configure local software as needed by the research environment and its researchers
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate
- Support and Consulting

Server Administration:

Responsibility for FT Servers:

- Data integrity
- Backup/restore
- Permissioning accuracy on all shared files and folders for users
- shared group folders
- Public' shared folders
- user 'Home drives'
- Numerous Third-party software applications updated

File server data shares administration:

In the area of server administration, DAILY responsibilities include:

- Ensure AntiVirus software Definitions are updated
- Review Event and Security Logs

In the area of server administration, ONGOING responsibilities include:

- Grant/Revoke User Access
- Create/Remove Shares
- Set and change User Share Access Permissions
- Resolve Connectivity issues
- Rebalance File Loads
- Update OS Service Packs, Patches or Hotfixes
- Ensure adequate C drive space available
- Update Application Software
- Monitor Space available and usage rate
- Defrag Disks

In the area of server administration, OCCASIONAL or AS REQUIRED responsibilities include:

- Plan for Server Upgrades and System Expansion
- Spec and order new hardware
- Implement/Configure/Test New System Hardware and Software
- Install New Operating System

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any Connectivity issues
- Resolve Access and Logon issues

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied and Government Furnished Equipment (GFE) Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response as opposed to the Helpdesk standard
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions, Division plotter issues
- Resolve and assist with any Smartphone, tablet, and iPad issues in a timely manner
- Ongoing customer education
- Provide both on-site and off-site IT Support for NESCS Events as needed

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, Video Teleconferencing Systems (ViTS), etc.

- Address any and all Computing Related questions/queries

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1).

C. BILLING SCHEDULE -

Labor-

HPES has mapped the requirements and skill sets required by the NASA IUP request *CI DSA SOW.docx*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sept 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.7 Dedicated System Administrator Support – LARC/D214: The purpose of this IUP is to provide a full-time DSA at LaRC for the Fabrication Division Office (FAB).

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC within the FAB Buildings (1225, 1232A, 1237A, 1238A, and 1238B), which include the following:

- Support of systems connected by serial cable or second network card to communicate with shop floor machine computers
- Internal backup of programmer’s hard drives as a double safety net of FAB jobs data
- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization
- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed
- Provision, manage and maintain User accounts and groups
- Provision, manage and maintain Operating System settings and upgrades
- Install and configure local software as needed by the research environment and its researchers
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate
- Support and Consulting

Conference Room Computers:

- Ensure that the proper software is installed, configured, upgraded, and tested
- Resolve any connectivity issues
- Resolve access and logon issues

Provide Customer Support Including:

- Resolving desktop issues relating to ACES-supplied hardware and software, and network configurations in a timely manner
- Provide instant issue response as opposed to the Helpdesk standard
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions, division plotter issues
- Ongoing customer education

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System refresh, network issues, network printer upgrades, etc.
- Address any and all computing related questions/queries

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1).

C. BILLING SCHEDULE -

Labor-

HPES has mapped the requirements and skill sets required by the NASA IUP request *D214 DSA SOW.docx*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep. 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.8 Dedicated System Administrator Support – LaRC/E5 – E6: The purpose of this IUP is to provide a full-time DSA at LaRC for the Exploration & Space Operations Directorate (ESOD), and Flight Projects Directorate (FPD) (E5 and E6)

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC within the ESOD and FPD (E5 and E6), which include the following:

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization.
- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed.
- Provision, manage and maintain User accounts and groups.
- Provision, manage and maintain Operating System settings and upgrades.
- Install and configure local software as needed by the research environment and its researchers.
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate.
- Maintain and assist with the use of mobile devices (smart phones and tablets)
- Troubleshoot and resolve problems associated with the use of printers, scanners, plotters, external hard drives
- Work with Atmospheric Science Data Center (ASDC) system administrators to support use of ASDC computing and storage resources by users in B1250
- Ensure that ACES services related to OS patching/upgrades and routine backups are successfully performed as required
- Serve as liaison for security incidents associated with ACES systems and reports issues to Organization Computer Security Officer and OCIO

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any connectivity issues related to interfaces with A/V equipment
- Resolve User Access and Logon issues

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response as opposed to the Helpdesk standard
- Assist with printing issues, installing/updating drivers, print server universal/post script driver additions, and plotter issues
- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1).

C. BILLING SCHEDULE -

Labor-

HPES has mapped the requirements and skill sets required by the NASA IUP request: E5-E6 DSA SOW.docx, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Sep. 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.9 Dedicated System Administrator Support – LARC/E4: The purpose of this IUP is to provide full-time DSAs at LaRC for the Systems Analysis and Concepts Directorate (SACD) organization.

A. SERVICES –

Provide two qualified system administrator support resources to deliver the requested dedicated services for SACD.

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization
- Coordinate all SACD IT services between ACES, LITES and other GFE and non-GFE providers
- Maintain SACD GFE systems; hardware, software and network connectivity
- Problem identification and troubleshooting
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching as needed
- Provision, manage and maintain User accounts and groups
- Provision, manage and maintain Operating System settings and upgrades
- Install and configure local software as needed by the research environment and its researchers
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate
- Support and Consulting

Server Administration:
 Responsibility for SACD Systems

- Data integrity
- Backup/restore
- Permissioning accuracy on all shared files and folders for users
- shared group folders

- Public' shared folders
- user 'Home drives'
- Numerous Third-party software applications update

File server data shares administration

In the area of server administration, DAILY responsibilities include:

- Ensure valid Data Backup on organization's own backup servers
- Swap Backup Tapes
- Ensure Antivirus software Definitions are updated

System Security:

- Patching
- Monitor system logs
- Interface with IT Security on incidents
- Manage reboot waivers/suspensions
- Assist in preparation and implementation of SACD System Security
- Provide support for computer room with Secret Security classification if needed

In the area of server administration, ONGOING responsibilities include:

- Grant/Revoke User Access
- Create/Remove Shares
- Set and change User Share Access Permissions
- Resolve Connectivity issues
- Rebalance File Loads
- Update OS Service Packs, Patches or Hotfixes
- Ensure adequate C drive space available
- Update Application Software
- Monitor Space available and usage rate
- Defrag Disks

In the area of server administration, OCCASIONAL or AS REQUIRED responsibilities include:

- Plan for Server Upgrades and System Expansion
- Spec and order new hardware
- Implement/Configure/Test New System Hardware and Software
- Install New Operating System

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any Connectivity issues
- Resolve Access and Logon issues
- Spec and recommend projectors and hardware

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response as opposed to the Helpdesk standard
- Offsite connectivity issues
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions, Division plotter issues
- Ongoing customer education regarding IT security, best practices, SACD IT policies
- Knowledge of LaRC policies and procedure
- Knowledge of SACD stakeholder and client needs to effectively prioritize work
- Ability to respond appropriately to a triage driven system
- Insight into E4 mission and computational needs
- Document common IT processes for end users
- SACD IT newsletter (quarterly)

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.
- Address any and all Computing Related questions/queries

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1, CY2, CY3, and CY4).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request *E4 DSA.doc*, to Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month per FTE as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.10 Dedicated System Administration Support – LARC/B2 - The purpose of this IUP is to provide a full-time DSA at LaRC for the Office of Chief Counsel (OCC).

A. SERVICES –

To provide a qualified support resource to deliver the requested dedicated services for the OCC.

- Serve as single point of contact for coordinating orders and deploying and servicing equipment within the organization
- Initial problem identification and troubleshooting of system problems
- Provide system support and guidance to adjust or obtain services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed
- Provision, manage and maintain User accounts and groups
- Provision, manage and maintain Operating System settings and upgrades
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate
- Immediately act to resolve any/all issue so that the Intellectual Property Team may ensure that all electronic filing deadlines as established by the United States Patent Office are met
- Support and Consulting
- Retrieve and help review technical case data
- Desk side response within 30 minutes unless waived by the DOCOTR or designee
- Local, customized backup, restore, and archive service
- Site specific license management for Triage 3 applications
- Direct on-site user education and assistance
- Site specific consistent system configurations
- Site specific system documentation
- Desk side system administration functions to support the installation and effective execution of organizational specific applications
- Daily system monitoring
- System-level performance monitoring, tuning and optimization
- Site-specific client-server and network configuration management
- Desk side per system account management (e.g., create, lock, and remove IDs)
- Site-specific peripheral management
- Web server and installation and administration and web-site management
- Address ongoing and emerging life cycle system administration issues for the installed computing environment
- Perform capacity planning and site architecture to optimize use of information technology resources
- Full administration and maintenance support for two servers associated with internal organizational software applications
- Provide research and implementation for future organizational application software application consolidation

Server Administration:

- File server data shares administration
- Support the OCC Human Relations Law Team assisting with forensic and investigative IT activities in support of Personnel actions and Litigations (Center-Wide)

In the area of server administration, DAILY responsibilities include:

- Ensure valid Data Backup on organization's backup servers
- Ensure Anti-Virus software Definitions are updated
- Review Event and Security Logs

In the area of server administration, ONGOING responsibilities include:

- Grant/Revoke User Access
- Create/Remove Shares
- Set and change User Share Access Permissions
- Resolve Connectivity issues
- Rebalance File Loads
- Update OS Service Packs, Patches or Hotfixes
- Ensure adequate C drive space available
- Update Application Software
- Monitor Space available and usage rate
- Defrag Disks

In the area of server administration, OCCASIONAL or AS REQUIRED responsibilities include:

- Plan for Server Upgrades and System Expansion
- Research new hardware and software specifications for planned purchases and provide guidance with compatibility issues and best values
- Implement/Configure/Test New System Hardware and Software
- Install New Operating System

Conference Room Computers and associated systems;

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any Connectivity issues
- Resolve Access and Logon issues

Provide Customer Support including:

- Provide Instant Issue Response as opposed to the Helpdesk standard
- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Assists with printing issues, installing/updating drivers, print server universal/post script driver additions
- Ongoing customer education

Provide Consulting services to the employees:

- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.
- Address any and all Computing Related questions/queries

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1, CY2, CY3, and CY4).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request *B2 (OCC) SA Support.doc*, to the Schedule I-10 Labor Category [REDACTED], and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.11 Dedicated System Administration Support – LaRC/C2: The purpose of this IUP is to provide a full-time DSA Support at LaRC for the Safety and Mission Assurance Office organization.

A. SERVICES –

Provide a qualified support resource to deliver the requested dedicated services.

- Responsible for the Safety and Mission Assurance support on Center
Ensure the Fire Station network is functional 24/7 including desktop and server support.
- The ACES contractor shall be able to assist in troubleshooting and providing system support for the critical systems in the Fire Station.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year.

C. BILLING SCHEDULE -

HPES has mapped the requirements and skill sets required by the NASA IUP request *C2 SA Support.pdf*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 166.67 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.12 Dedicated System Administration Support – LaRC/D304: The purpose of this IUP is to provide DSA Support at LaRC for the Advanced Systems and Optical Measurements Branch (D304), organization.

A. SERVICES –

Provide a qualified DSA support resource to deliver the requested dedicated services at LaRC for the Advanced Systems and Optical Measurements Branch, which include the following:

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization.
- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed.
- Provision, manage and maintain User accounts and groups.
- Provision, manage and maintain Operating System settings and upgrades.
- Install and configure local software as needed by the research environment and its researchers.

- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate.
- Support and Consulting.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year.

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request: *D304 DSA.docx*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge using a baseline of 83.34 hours per month as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.13 Dedicated Support Services – MSFC/Bldg 4200: The purpose of this IUP is to provide full-time DSA at Marshall Space Flight Center (MSFC) for the Office of the CIO (OCIO) at Building 4200 at the Michoud Assembly Facility.

A. SERVICES –

Provide a qualified support resource to deliver the requested dedicated services at Building 4200 and MAF.

- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Assist end users with software requests in building 4200, Michoud Assembly Facility and other buildings where OCIO personnel reside
- And other duties as described in the ACES Contract NNX11AA01C for Enhanced Support Services.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1, CY2, CY3, CY4).

C. BILLING SCHEDULE -

HPES has mapped the requirements and skill sets required by the NASA IUP request *IUP MSFC 4200 MAF support.docx*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month as shown below. HPES notes that the support resource provided under this labor category, Subject Matter Expert, will support the activities identified in the SOW supplied by NASA for this IUP

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Total Price
CY1 Jan 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY3 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY4 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

Travel- HPES estimates that to perform the support at the Michoud Assembly Facility (MAF), it will be necessary for [REDACTED]

Contract Year	Item	Fixed Price per Trip	Yearly Price
CY1 Jan 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]
CY3 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]
CY4 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE			[REDACTED]

Contract Year	Item	Fixed Price per Trip	Yearly Price
CY1 Jan 2012 – Oct 2012	██████████	██████████	██████████
CY2 Nov 2012 – Oct 2013	██████████	██████████	██████████
CY3 Nov 2013 – Oct 2014	██████████	██████████	██████████
CY4 Nov 2014 – Oct 2015	██████████	██████████	██████████
TOTAL PRICE			██████████

A.14 Dedicated Move Support Services at MSFC/AS21: The purpose of this IUP is to provide full-time DSAs at MSFC for the XP organization at Buildings 4202/4203 and other buildings where XP personnel reside at MSFC.

A. SERVICES –

Provide two qualified support resources to deliver the requested dedicated services. HPES will also provide an appropriate vehicle and fuel to support the moves between facilities.

- Initial problem identification and troubleshooting of computer system problems, especially during computer system setup.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year of the Base Period (CY1).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request *IUP MSFC Move support.docx*, to Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of 166.67 hours per month, per FTE, as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Jan 2012 – June 29, 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY1 Jan 2012 – June 29, 2012	[REDACTED]			[REDACTED]	[REDACTED]
CY1 Feb 15, 2012 – June 29, 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY1 Feb 15, 2012 – June 29, 2012	[REDACTED]			[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

HPES proposes to provide the labor support on a Fixed Monthly Price basis. NASA will be billed a fixed monthly charge per month of [REDACTED] for the period of performance. The dedicated support services are renewable for additional months under the applicable Schedule I-10 labor rates for these labor categories. The dedicated support services are renewable for additional contract months under the applicable Schedule I-10 labor rates.

Van Rental. HPES will provide vehicles and fuel to support equipment moves.

Note: At NASA’s request, HPES will provide a third [REDACTED] and a second van for the period February 15 – June 29, 2012. The increased monthly cost of a second van is due to higher vehicle insurance costs associated with the rental of two vans rather than one. The price of the third [REDACTED] and second van is included in the 6 monthly payments [REDACTED] though its calculation is only 4.5 months (Mid-Feb to end of June).

A.15 Dedicated Support Services SSC/KACE: The purpose of this IUP is to provide a full-time DSA Services for KACE support at Stennis Space Center (SSC) for the ASUS Initiative

A. SERVICES –

To provide a qualified support service to deliver the requested dedicated services.

- Provide system administration as requested by Agency POC for ASUS initiative (currently David Campbell) on the KACE Server and KACE Virtual server; which includes patching, reboots, rebuilds, and upgrades.
- Provide KACE application administration as requested by Center POC and Center Designated System Administrators; which includes moving devices in/out of organizations; downloading patches to be available for system admin distribution; patch

ODIN legacy systems or ACES systems when required; manage patch repository within KACE application

- Attend ASUS telecom/webex meetings and report on same to Center POC
- Participate in Center CCTS Configuration Board as required when performing updates to KACE server or KACE Virtual Server
- Work with Center POC and Center CISO to work FDCC/USGC and SCAP reporting as well as work Patches of Focus and other areas designated by ASUS initiative.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract years of the Base Period (CY1, CY2, CY3, CY4).

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request SSC-KACE.doc, to Schedule I-10 Labor Category - [REDACTED], and built the proposed fixed monthly charge based on an estimate of 4 hours per week or .1 FTE as shown below.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Jan 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

A.16 Move Support - HQ: The purpose of this IUP is to provide dedicated move support for NASA HQ during the time of its building renovations for the period February 7, 2012 – June 19, 2015 as noted in Appendix B.

A. SERVICES –

Provide dedicated move support for NASA HQ:

- HPES will provide the following support for the breakdown and setup of NASA HQ workstations at the 1201 and 1225 Eye street site and to support renovation project, staff, and business operations:

- Determine the installation approach and information required to develop an implementation/rollout plans, resources, and schedule for breaking down and setting up the systems and maintain connectivity to NASA network.
- Provide management support to oversee and monitor tasks to ensure timely completion of work within schedule.

B. PRICING -

HPES has mapped the requirements and skill sets required by the NASA IUP request NHQ Eye Street SOW 01182012.docx, to the Schedule I-10 Labor Categories – [REDACTED]. Our proposed pricing includes two separate components: Continuous Support for Planning on a fixed monthly charge and Move Support at a per seat unit price to perform the labor support associated with the move.

Continuous Support for Planning – All Moves:

[REDACTED]
February 7, 2012 – June 19, 2015. The Planning Manager is proposed on a fixed monthly charge basis for the duration of the period of performance as shown below. [REDACTED] an additional recurring charge that is outside the HPES proposed unit price per seat moved charge.

March Move Support Estimate:

The labor for the March Move of 327 seats will be provided by personnel in the ACES I-10 labor categories [REDACTED]. HPES has estimated the move team's labor – which includes preparation, pack, move, re-install at a new location, remapping of printers, and sweeper support – to derive the time required for the March Move. [REDACTED]

Unit Price Per Seat Moved:

[REDACTED]
The HPES proposed per seat move charge [REDACTED] valid through the period of October 31, 2012, and is applicable to moves that fit within the service profile used for the March move described in this proposal. Accordingly, pricing for moves after March can be estimated using the [REDACTED] as the specific move details are provided by NASA. HPES will provide NASA a follow on per seat move unit price to be effective for the next ACES contract year period (November 1, 2012 – October 31, 2013) on or before October 1, 2012.

C. BILLING SCHEDULE -



Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Feb 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Jun 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

D. Assumptions:

- Local NASA Data Center (NDC) based network connectivity will be provided by NASA using existing agreements.
- The IT architecture will provide for connectivity between the following sites:
 - 1201 Eye Street, Washington, DC
 - 1225 Eye Street, Washington, DC
 - NASA HQ 300 E Street, Washington, DC
- NASA will provide the necessary power, network and internet connectivity and workstation storage.
- Support will occur during and outside of normal business hours to minimize NASA workforce down time. Tentative time line for initial move in March is attached in Appendix C.
- Given the fluid nature of renovation operations HP will surge technician capability in coordination with the NASA SME to meet condensed and or altered timelines

A.17 Dedicated System Administration Support – LaRC/E3: The purpose of this IUP is to provide DSA Support at LaRC for the Science Directorate (E3) organization.

A. SERVICES –

Provide dedicated DSA support at LaRC for the science directorate (E3) organization.

- Serve as single point of contact for coordinating orders and deploying and servicing ACES equipment within the organization.
- Initial problem identification and troubleshooting of system problems.
- Provide ACES system support and guidance to adjust or obtain ACES services
- Assist and facilitate support during transition of ACES services and upgrades
- Acts as a front-line interface to users, accepting trouble reports and dispatching them as directed.
- Provision, manage and maintain User accounts and groups.

- Provision, manage and maintain Operating System settings and upgrades.
- Install and configure local software as needed by the research environment and its researchers.
- Debug/diagnose system problems with software, hardware and coordinate disposition, repair and resolution as appropriate.
- Maintain and assist with the use of mobile devices (smart phones and tablets)
- Troubleshoot and resolve problems associated with the use of printers, scanners, plotters, external hard drives
- Work with Atmospheric Science Data Center (ASDC) system administrators to support use of ASDC computing and storage resources by users in B1250
- Ensure that ACES services related to OS patching/upgrades and routine backups are successfully performed as required
- Serve as liaison for security incidents associated with ACES systems and reports issues to Organization Computer Security Officer and OCIO

Conference Room Computers:

- Ensure that the proper Software is Installed, Configured, Upgraded, and Tested
- Resolve any connectivity issues related to interfaces with A/V equipment
- Resolve User Access and Logon issues

Provide Customer Support including:

- Resolving Desktop issues relating to ACES-supplied Hardware and Software, and Network Configurations in a timely manner
- Provide Instant Issue Response as opposed to the Helpdesk standard
- Assist with printing issues, installing/updating drivers, print server universal/post script driver additions, and plotter issues
- Work with other ACES and NICS technicians on a variety of issues including System Refresh, Network Issues, Network Printer Upgrades, etc.

B. PRICING -

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year.

C. BILLING SCHEDULE-

HPES has mapped the requirements and skill sets required by the NASA IUP request E3_DSA_SOW_2012-01 v2.docx, to the Schedule I-10 Labor Category – [REDACTED] and built the proposed fixed monthly charge using a baseline of 333.34 hours per month for 2 FTEs.

Contract Year	Labor Category	Rate	Monthly Hours	Fixed Monthly Price	Yearly Price
CY1 Mar 2012 – Oct 2012	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2012 – Oct 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2013 – Oct 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CY2 Nov 2014 – Oct 2015	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PRICE					[REDACTED]

3. Attachment I-7, Summary of IUPs incorporated into this contract is replaced in its entirety as reflected on the attached document.

4. All other terms and conditions of this delivery order remain unchanged.

TASK RCG 001

Inventory of Equipment and Software

Name of System: SDB Computer Systems

Location: Buildings 1293B and 1297

System and IT Security Administration Required Information

Category: MSN BRT SER ADM PUB Hours of operation 8 hrs/day, 5 days/week

LaRC Line Manager: Keats Wilkie Org. Code: D322 Point of Contact: Lucas

ECN	Description	HM	SSA	System Software	SSM	Application Software	AM	Database Software	DBA
1640587	Rocky		X	RHEL	X	LS-DYNA, MATLAB	X		
2572710	Rockyfs		X	RHEL	X	LS-DYNA	X		
1640575	N001		X	RHEL	X	LS-DYNA	X		
1640586	N002		X	RHEL	X	LS-DYNA	X		
1640578	N003		X	RHEL	X	LS-DYNA	X		
1640576	N004		X	RHEL	X	LS-DYNA	X		
1640577	N005		X	RHEL	X	LS-DYNA	X		
1640579	N006		X	RHEL	X	LS-DYNA	X		
1640580	N007		X	RHEL	X	LS-DYNA	X		
1640583	N008		X	RHEL	X	LS-DYNA	X		
1640584	N009		X	RHEL	X	LS-DYNA	X		
1640581	N010		X	RHEL	X	LS-DYNA	X		
1640582	N011		X	RHEL	X	LS-DYNA	X		
1640585	N012		X	RHEL	X	LS-DYNA	X		
2572712	N013		X	RHEL	X	LS-DYNA	X		
2572711	N014		X	RHEL	X	LS-DYNA	X		
2572713	N015		X	RHEL	X	LS-DYNA	X		
2572714	N016		X	RHEL	X	LS-DYNA	X		
2591752	N017		X	RHEL	X	LS-DYNA	X		
2591754	N018		X	RHEL	X	LS-DYNA	X		
2591753	N019		X	RHEL	X	LS-DYNA	X		
2591750	N020		X	RHEL	X	LS-DYNA	X		
2591751	N021		X	RHEL	X	LS-DYNA	X		
1656468	Pinnacle		X	RHEL	X	FILE SERVER / CSS			
2203889	Nexus		X	RHEL	X	LS-DYNA,Matlab	X		
2203889	NX1		X	RHEL	X	LS-DYNA,Matlab	X		
2203889	NX2		X	RHEL	X	LS-DYNA,Matlab	X		
2203889	NX3		X	RHEL	X	LS-DYNA,Matlab	X		
3049753	Meeko		X	RHEL	X	LS-DYNA,LS-PREPOST, PATRAN	X		
3049752	Quilt		X	RHEL	X	LS-DYNA,LS-PREPOST, PATRAN,ADAMS,FLEXLM	X		
3047574	Skyline		X	RHEL	X	FLEXLM	X		
3049933	Luray		X	RHEL	X	LS-DYNA, LS- PREPOST, F90, C, PATRAN, MATLAB	X		
3048698	Smoky		X	RHEL	X	LS-DYNA, LS- PREPOST, PATRAN	X		
3047904	SDB-Serve		X	Win2003 Server	X	LM-Tools	X		
200810785	Horta-LT		X	Win7	X	Std load,Matlab	X		

ECN	Description	HM	SSA	System Software	SSM	Application Software	AM	Database Software	DBA
220013257	Horta-PC		X	Win-XP	X	Matlab	X		
GFE	Horta-LT2		X	Win-XP	X	D-Space	X		
200801009	Wilkie-LT		X	Win-XP	X	Std load,Matlab	X		
200810787	Reaves-LT		X	Win7	X	Std load, Matlab, I-DEAS	X		
220013256	Reaves-PC		X	Win7	X	I-DEAS, LS-DYNA	X		
200600592	Vassilakos		X	Win7	X	Std load, LS-DYNA, LS- PREPOST	X		
000967180	Belvin-LT		X	Win7	X	Std load	X		
000959717	Lyle-Mac		X	MacOS	X	Std load, Matlab	X		
200617747	McKenney		X	Win7	X	Std load,Pro-E, Matlab	X		
200622938	Long		X	Win7	X	Std load,Pro-E	X		
200810085	Pappa-LT		X	Win7	X	Std load, Matlab	X		
200820318	Pappa-LWLT		X	Win7	X	Std load, Matlab	X		
			X		X		X		
200622903	209-SS1		X	Win7	X	Std load, Matlab	X		
200621577	209-SS2		X	Win7	X	Std load, Matlab	X		
200623827	Phelps		X	Win7	X	Std load, Pro-E	X		
200813381	Woods-Vedeler		X	Win7	X	Std load, Matlab	X		
200608899	Matthews		X	Win7	X	Std load, Labview	X		
000963563	Fasanella		X	MacOS	X	Std load	X		
000959371	Jackson		X	MacOS	X	Std load	X		
200822107	Rose		X	Win7	X	Std load	X		
200808248	Warren		X	Win7	X	Std load, Matlab	X		
200626651	Mark		X	Win7	X	Std load, LS-DYNA, LS- PREPOST, HYPERWORKS	X		
200608380	Littell		X	Win7	X	Std load	X		
GFE	Littell-Suse		X	Suse	X	Pontos	X		
GFE	Little-LT		X	Win6	X	Labview	X		
200623669	Polanco		X	Win7	X	Std load, LS-DYNA, LS- PREPOST, HYPERWORKS	X		
200608350	Stegall		X	Win7	X	Std load, Matlab	X		
200613449	Hardy		X	Win7	X	Std load, Matlab	X		
200608392	Annett		X	Win7	X	Std load, LS-DYNA, LS- PREPOST, HYPERWORKS	X		
000831139	1297_confm		X	Win7	X	Std load, HYPERWORKS	X		
200821177	1293B_spare		X	Win7	X	Std load	X		
000960938	Yager		X	MacOS	X	Std load	X		

ECN = Equipment Control Number

HM = Hardware Maintenance

SSA = System and IT Security Admin

SSM = System Software Management

AM = Applications Management

DBA = Database Administration

NASA HQ Renovation - Move Plan Summary

2/14/12

Move 15 to 17 CTO employees from 5th floor to 6th floor.

2/23/12

Move 17 Education employees from 9th floor to 6th floor.

2/28/12

Move 10 Communications employees from the 5th floor to the 2nd floor.
(In order to build out the A Suite on 5.)

3/9/12

Move 176 employees - OCE from 6th floor, CMO & OSMA from 5th floor, SIC from 4th & 5th floors, and CIO from 2nd floor to off-site swing space (Eye Street).

3/10/12

Move 24 employees from the Administrator's Office from the 9th floor to the 5th floor.

3/10/12-3/11/12

Move 127 employees from General Counsel, Legislative Affairs, OPS, and Communications from the 9th floor to the 5th floor.

3/12/12

Move 11 CTO employees from 5th floor to 6th floor.

Middle of April

Move OSMA, Procurement, and Communications from the 5th floor to the 2nd floor.

Early May

Move OPS from the 5th floor to the 4th floor.

July 2012

All Move Dates from this point on are APPROXIMATE

Move 9th Floor Back to Completed 9th Floor 151 Employees:

July 2012

Move 8th floor 222 employees from Office of the Chief Financial Officer HQ Diversity and Equal Opportunity, Office of the Inspector General to the 5th floor.

Office of the Chief Scientist- Relocates directly to 9th floor

The four employees located in the Office of the Inspector General's (OIG) Computer Crimes Lab will be relocated to the Concourse. The OIG is currently seeking vendor proposals to relocate the existing lab workstations. The lab will be relocated for the duration of the 8th floor construction.

November 2012

Move 222 employees from 5th floor to 8th floor.

November 2012

Move 6th floor 233 employees from Aeronautics Research Mission Directorate, OPS, OCT to the 5th floor.

Move Governance Committee to 5th floor, remains on 5 until 2 is complete.

Education remains on 5 until 4 is complete.

- 22 employees from the Office of the Chief Technologist and 38 employees from the Office of Education will be moving for the second time.
- The Office of Protective Services and Aeronautics Mission Directorate located in the ARMD conference are will not relocate. This space will remain operational during construction.

March 2013

Move 233 employees from 5th floor to 6th floor.

March 2013

Move 7th floor 204 employees from Human Exploration Operations Mission Directorate to the 5th floor.

July 2013

Move 204 employees from 5th floor to 7th floor.

July 2013

Move 4th floor 155 employees from HQ Ops, Union, and Education to the 5th floor.

November 2013

Move 155 employees from 5th floor to 4th floor.

November 2013

Move 3rd floor 219 employees from Science Mission Directorate the 5th floor. Human Resources Management relocates directly to the 4th floor.

February 2014

Move 219 employees from 5th floor to 3rd floor.

February 2014

Move 2nd floor 163 employees from Budget Management and Systems Support, Procurement (from 5), Communications (from %), International and Interagency Relations to the 5th floor.

June 2014

Move 163 employees from 5th floor to 2nd floor.

June 2014

Move 1st/concourse floor 221 employees to the 5th floor

October 2014

Move 221 employees from 5th floor to 1st/concourse.

October 2014

Final 5th Construction

February 2015

Move 81 employees from Communications and Procurement to 5th floor

Move 176 from Eye street to 5th Floor

Thursday March 8	Friday March 9	Saturday March 10	Sunday March 11	Monday March 12	Tuesday March 13	Wednesday March 14
Relocating HQ Staff boxes up office	Relocating HQ Staff complete boxing up offices			Relocating HQ Staff un-box office (normal work hours)		
0700-1700 NICS and ACES, Final prep of I St	0700-1500 ACES completes prep of IT Equipment to be moved to I St	0700-1700 ACES and NICS completes setup of I St	0700-1500 ACES preps 9th floor systems for move	0700-1700 ACS and NICS completes setup of 9th floor systems moved to the 5th floor	ACES and NICS completes removal of 9th FI Infrastructure	Turnover of 9th Fl
1700 ACES begins prep of IT equipment to be moved to I St (for personnel that will not be in on Friday)	1700 Move – 200 people and systems	0700 Aces preps A Suite for move	1700 Move – 127 people and systems	0700 – 1700 Aces and NICS provides enhanced support for personnel that were moved	0700 – 1700 ACES and NICS provides enhanced support for personnel that were moved	0700 – 1700 ACES and NICS provides enhanced support for personnel that were moved
		1200 Move – 24 people and systems				
		1500 – 1800 ACES and NICS complete setup of A Suite on 5 th floor				

**ATTACHMENT I-7
SUMMARY OF INFRASTRUCTURE UPGRADE PROPOSALS (IUP)**

Proposal No. / ESD Request ID	Proposal Title	Date Approved	Negotiated Value	Incorporated by Mod No.
[REDACTED]	Microsoft Enterprise License Bridge	06/17/2011	[REDACTED]	004
[REDACTED]	Enhanced System Admin Services – HQ/ITCD	12/15/2011	[REDACTED]	018
[REDACTED]	Enhanced System Admin Services – HQ/ADMIN	12/15/2011	[REDACTED]	018
[REDACTED] 005738	File Services Seat Support - GRC	12/29/2011	[REDACTED]	021/035
[REDACTED] 005528	Dedicated System Admin Services- GRC/R	12/29/2011	[REDACTED]	021
[REDACTED] 005230	Dedicated System Admin Services- GRC/D	12/29/2011	[REDACTED]	021
[REDACTED] 005231	Dedicated System Admin Services – GRC/BLDG 3	12/29/2011	[REDACTED]	021
[REDACTED] 005232	Dedicated System Admin Services- GRC/FT	12/29/2011	[REDACTED]	021
[REDACTED] 005233	Dedicated System Admin Services - GRC/H	12/29/2011	[REDACTED]	021
[REDACTED] 005235	Dedicated System Admin Services – GRC/BLDG 142	12/29/2011	[REDACTED]	021
[REDACTED] 005962	Enhanced System Admin Services – HQ/SMD	01/10/2012	[REDACTED]	025
[REDACTED] 007721	Purchase of ODIN Assets – JSC	01/25/2012	[REDACTED]	028
[REDACTED] 009134	Enhanced System Admin Services – HQ/CSSC	01/25/2012	[REDACTED]	028
[REDACTED] 009132	MIP Solution – NSSC	01/25/2012	[REDACTED]	028
[REDACTED] 010935	Dedicated System Admin Services – SSC/GPO	02/03/2012	[REDACTED]	030

**ATTACHMENT I-7
SUMMARY OF INFRASTRUCTURE UPGRADE PROPOSALS (IUP)**

Proposal No. / ESD Request ID	Proposal Title	Date Approved	Negotiated Value	Incorporated by Mod No.
██████████ 012037	Dedicated Support Services - MSFC/XP	02/13/2012	██████████	032
██████████ 01239	Dedicated System Administration Services - MSFC/NEACC	02/13/2012	██████████	032
██████████ 013470	Enhanced System Administrator Services - HQ/COOP	02/13/2012	██████████	032
██████████ 14202	DSA Support – LaRC/COD	02/27/2012	██████████	035
██████████ 14203	DSA Support – LaRC/D5	02/24/2012	██████████	035
██████████ 14204	DSA Support – LaRC/D322	02/24/2012	██████████	035
██████████ 14208	DSA Support – LaRC/AH	02/24/2012	██████████	035
██████████ 15195	DSA Support – LARC/C1	02/24/2012	██████████	035
██████████ 14227	DSA Support – LaRC/D214	02/24/2012	██████████	035
██████████ 14228	DSA Support – LaRC/E4	02/24/2012	██████████	035
██████████ 14223	DSA Support – LaRC/B2	02/24/2012	██████████	035
██████████ 14224	DSA Support – LaRC/C2	02/24/2012	██████████	035
██████████ 14210	DSA Support – LaRC/D304	02/24/2012	██████████	035
██████████ 12528	DSA Services – MSFC/Bldg 4200	02/24/2012	██████████	035
██████████ 15009	Dedicated Move Support Services at MSFC/AS21	02/24/2012	██████████	035
██████████ 5944	DSA Services– SSC/KACE	02/24/2012	██████████	035
██████████ 14278	Move Support - HQ	02/24/2012	██████████	035

ATTACHMENT I-7
SUMMARY OF INFRASTRUCTURE UPGRADE PROPOSALS (IUP)

Proposal No. / ESD Request ID	Proposal Title	Date Approved	Negotiated Value	Incorporated by Mod No.
[REDACTED] 14370	DSA Support – LaRC/E3	02/24/2012	[REDACTED]	035
[REDACTED] 15448	DSA Support – LaRC/A1	02/24/2012	[REDACTED]	035
[REDACTED] 16984	DSA Support – LaRC/E5-E6	02/24/2012	[REDACTED]	035