



Industry Day Briefing Agency Consolidated End-user Services (ACES)

Office of the Chief Information Officer

Don Sosoka and Tracy Hall

April 22, 2009

VISION: Integrated, secure, and efficient information technology and solutions that support NASA



Industry Days Schedule: April 22, 2009

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- 9:00 a.m. Event Logistics – Joe Sparmo
- 9:05 a.m. WEST – Brian Dunbar
- 10:15 a.m. EAST – Amy Stapleton
- 10:45 p.m. Break
- 11:00 p.m. **ACES – Don Sosoka**
- noon Closing – Bobby German, NASA CIO (acting)



Agenda

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- Project Overview
- Technical Overview
 - ACES Requirements
- Acquisition Overview
 - Contract Approach

Reminder

This information is preliminary and subject to change when the final RFP is released.



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Project Overview



Project Overview

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- This briefing is to set forth the procurement strategy for the implementation of the Agency I³P vision for NASA's Information Technology end-user Services
- ACES is tasked with providing an Agency Consolidated approach to end-user Services. These services will include desktop, mobile-computing and peripheral support to all NASA Centers and Facilities.
 - NASA's personal computing hardware
 - Agency standard software
 - Mobile IT services
 - Peripherals and accessories
 - Other associated end-user services
 - All supporting infrastructure



ACES Performance Sites

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Ames Research Center (ARC)

Dryden Space Flight Center (DSFC)

Glenn Research Center Main Campus (GRC)

GRC - Plumbrook Facility

Goddard Space Flight Center Main Campus (GSFC)

GSFC - Wallops

GSFC - White Sands Complex

GSFC - Independent Verification & Validation Facility (IV&V)

GSFC - Goddard Institute for Space Studies (GISS)

Headquarters Main Campus (HQ)

HQ – JPL NASA Management Office

Jet Propulsion Lab (JPL)*

(*Multi-Functional Devices Only)

Johnson Space Center Main Campus (JSC)

JSC - White Sands Test Facility

JSC - El Paso Forward Operating Location

Kennedy Space Center Main Campus (KSC)

KSC – Vandenberg Air Force Base (VAFB)

Langley Research Center (LaRC)

Marshall Space Flight Center Main Campus (MSFC)

MSFC - Michoud Assembly Facility

MSFC - National Space Science & Technology Center (NSSTC)

NASA Shared Services Center (NSSC)

Stennis Space Center (SSC)



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Technical Overview



Performance Work Statement (PWS)





ACES Goals and Objectives

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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



I³P Program Integration

- **The I³P Cross-Functional Requirements describe the requirements and processes which apply to all I³P Contractors including ACES.**
- **Additionally, specific integration requirements exist for the ACES Contractor with each of the other I³P contracts:**
- **NASA Enterprise Data Center (NEDC) – ACES Contractor shall:**
 - House servers required for the e-mail and directory services in the NEDC. Additional servers required to meet capacity requirement shall be ACES responsibility to provision and locate in the NEDC (Housing services will be Government furnished.)
 - Host all other ACES-required data center services at the NEDC. (Hosting services will be Government furnished.)
 - Obtain physical and virtual access (full or shared system administration) to servers to facilitate the administration, maintenance, and operation of ACES' applications that are either housed or hosted by the NEDC.



I³P Program Integration (cont)

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- **NASA Integrated Communications Services (NICS) - ACES Contractor shall:**
 - Obtain WAN services required to support provisioning of ACES services from NICS.
 - Obtain LAN services required to support ACES from NICS. Or, obtain those services from the local Contractor provisioning LAN services.
 - Obtain IP address space and Domain Name Services (DNS) from NICS.
 - Obtain all communication services (e.g., phones) from NICS
- **NASA Web Enterprise Services and Technology (WEST) - ACES Contractor shall:**
 - Interface as identified in the I³P Cross functional requirements



I³P Program Integration (cont)

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NASA Enterprise Application Services Center (EAST)

- ACES Contractor shall:

- Coordinate on distribution of EAST-managed desktop software
- Coordination with EAST on testing of new applications
- Obtaining end-user accounts using EAST-defined processes and procedures

Other Integration Requirements –

ACES Contractor shall:

- Implement Associate Contractor Agreements (ACAs), or other agreements as necessary to ensure continuity of service during:
 - Incident resolution
 - Provisioning of ACES services in accordance with defined Service Level Agreements



ACES Service Model

Base Services:

- E-mail
- Collaborative Calendaring
- Directory Services
- IT Security / Patching
- Loaner Pool Management
- Other General Services

Seat Services:

“M” Seat

(Modifiable Services Levels)

“B” Seat

(Build to Requirements)

“S” Seat

(Standard Services)

Platform

H/W Refresh

- Basic
- Standard

H/W & S/W Maint.

- Basic
- Standard
- Enhanced

Standard Load S/W

- None
- Standard

Backup/Restore

- None
- Standard

System Admin

- None
- Standard
- Local

Services Bundle

Desktop or Laptop

Standard Load

8 Hr Return To Service

3 Yr H/W Refresh

Backup/Restore

System Admin

Platform Choice

Services Bundle
w/Optional
Service Levels

Local System
Admin



Base Services

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- Basic end-user services provided to entire NASA population (to be sized for a population of 50K NASA civil servants and contractors)
- Base Services
 - E-mail and Calendaring
 - Active Directory Services
 - IT Security Management (End-user)
 - Print Queue Infrastructure Management
 - Loaner Pool Management
 - Software License Management
- Priced as a single broad-based service



Base Services – E-mail

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- ACES contractor to take over operations of existing NASA Operational Messaging And Directory (NOMAD) e-mail system
- General NOMAD Requirements
 - Provide e-mail, calendaring, and collaboration tools capable of supporting all NASA badged personnel.
 - Provide support for NASA-STD-2804x approved clients including Microsoft Windows, Apple Macintosh, Linux, and mobile computing platforms (PDAs).
 - Integrate NOMAD into the Agency authentication and directory infrastructure.
 - Provide secure remote access from anywhere in the world.



Base Services – Active Directory Services

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- ACES contractor to take over operations of existing NASA Consolidated Active Directory (NCAD)
- General NCAD Requirements
 - Manage the NASA Authentication Forest (NAF), the Active Directory Management System and associated infrastructure.
 - Create and manage user accounts, Group Policy Objects and other associated Active Directory components across the Agency.
 - Develop, maintain, and execute standard process and workflows for operational activities.



Base Services – IT Security

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- ACES contractor to be responsible for IT Security for end-user systems across the Agency.
- General ACES within scope IT Security Requirements
 - Be the single provider of Agency anti-malware solutions for all end-user systems.
 - Interface with the NASA Security Operations Center (SOC) to provide a coordinated, rapid response to end-user IT Security issues.
 - Implement consistent IT Security controls on end-user services and ensure systems complete Certification and Accreditation (C&A) .
 - Deploy security vulnerability patches.



ACES Seats

- Provide bundled hardware, software, system administration and associated infrastructure support for the following:
 - Computing Seats
 - “S” – Standard
 - “M” – Modifiable
 - “B” - Build
 - Mobile Seats
 - Cell Phones
 - PDA with voice (e.g., BlackBerry)
 - Pager
 - Peripheral Seats
 - Networked Printers
 - Multi-Functional Devices (MFDs)
 - Virtual Team Meeting Seats
 - Regular and Secure



Computing Seats

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S Seat (Standard)

- Bundled computing platform, S/W and system administration computing services to meet most general computing needs.
- Set service levels (platform type, standard S/W load, Return To Service, Refresh, Backup/Restore)
- Intended to be the “Best Value” solution

M Seat (Modifiable)

- Similar to the “S” Seat with addition of modifiable Service Levels 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
- Requires full vendor product lines at a fixed discount for:
 - Windows Compatible family
 - Mac family
 - UNIX workstation



Mobile Seats

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Cell Seat

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

PDA With Voice Seat

- Provides bundled PDA with cell phone services (e.g., smartphones)
- Two types
 - “S” with standard instrument (RIM based PDA/Smartphone) and service levels
 - “B” – user selectable instrument and service

Pager Seat

- Provides Pagers (Numeric, alphanumeric, and two-way alphanumeric) with defined services for coverage, RTS, and voicemail notification



Network Peripheral & Virtual Team Meeting Seats

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Network Peripheral Seats

- Network Printer (PRN) seats
 - Provide basic network printers at varying performance levels
 - B&W and color models
- Multi-Functional Device (MFD) seats
 - Provide combined networked printer, fax, copier and scanning capabilities
 - B&W and color models
 - Desktop and floor models
- Common requirements. Contractor shall:
 - Locate at user/organizational specified physical locations
 - Manage print queues as part of Base Services and restrict access upon request
 - Bundled hardware, maintenance, support, and network connections, four-year refresh cycle and basic feature set

Virtual Team Meeting Seats

- Provides ability to conduct Virtual Team Meetings (VTM)
- Regular and secure meetings required

NOTE: VTM recently moved to ACES from NICS. Detailed requirements and SLAs to be provided in final RFP



ACES General Services

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General services include a variety of other end-user services. The following will be highlighted here:

- ACES Product Catalog
- Enhanced Support Services
- Infrastructure Upgrades



ACES Product Catalog (APC) Services

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Contractor shall provide a single, Agency-wide, Web-based catalog of commercially available IT products. APC shall:

- Provide low cost peripherals items that can be ordered via the Enterprise Service Request System (ESRS) and delivered in a timely manner (10 calendar days)
- Provide end-user assistance for effectiveness of orders and accept credit card orders
- Be proposed at a fixed percentage discount off of manufacturers list price
- Offer OEM warranty will be facilitated by ACES and optional maintenance services will be offered (e.g., installation, maintenance)
- Provide means for additional discounts on volume purchases



Enhanced Support Services and Infrastructure Upgrade Proposals (IUPs)

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Enhanced Support Services

- Contractor shall provide 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 or unsolicited, the 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.



ACES Service Level Agreements (SLAs) and Metrics

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ACES metrics captured in three parts:

- Part I Metrics measure performance for all functional service areas tracked in several metric areas, including:
 - **Service Delivery Metric** - Tracks and measures all time based SLAs (time till a customer request is completed and closed).
 - **Service Availability Metric** - (Non-Enterprise and Enterprise) Measures when ACES end-users are fully operational
 - **Customer Satisfaction Metric** - Measures the customer's satisfaction with the quality of service provided by the contractor
 - **Security Management Services Metric** - Measures the contractor's compliance with NASA IT security policies, procedures, and requirements.
 - **Incident Management Metric** - Measures the contractor's effectiveness in restoring the end-user's system to full service functionality.
 - **Asset Management Metric** - Measures contractor's effectiveness at managing ACES service assets and configuration items used by ACES end-users



ACES Service Level Agreements (SLAs) and Metrics (cont)

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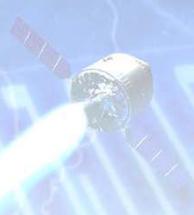
- Part II Metrics measure the contractor's Relationship and Contract Management Effectiveness, Problem Management skills, and Business Critical Support capability.
- Part III Metrics are a set of metrics identified and developed by the Contractor and agreed upon by the Government.



Technology Infusion and Transformation

- During contract execution, contractor shall conduct Technology Infusion and Transformation activities.
- For activities that have a visible impact on the end-users or operations, contractor shall submit Transformation Plans with required information that includes:
 - A description how the proposed alternate approach meets or exceeds the functional requirements and SLAs in the contract
 - Identification of any variance from requirements detailed in the RFP/contract under the transformation
 - 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

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Contract Overview



Contracting Approach

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- Type of Contract:
 - Single award, FFP, Indefinite-delivery, Indefinite-quantity contract
 - Minimum contract value: \$5,000,000
 - Maximum contract value: \$2,500,000,000
- Full and open competition with significant subcontracting goals
- FAR Part 12 commercial terms and conditions



Contracting Approach (cont)

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- ACES Base Services will be procured on a completion basis at the time of award
- IDIQ provision (via the Enterprise Service Request System) used to procure seats and optional service levels
- Enhanced support services priced on a firm-fixed-price (FFP) basis (monthly rates), Infrastructure Upgrade Proposals (IUPs) will be procured on a FFP basis using fully burdened labor rates contained in the contract
- ACES Product Catalog (APC) items



Period of Performance

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- Period of Performance of Ten Years (four-year base plus two three-year options)
- Each option period is the length of the standard refresh period

Period of Performance

Base: July 1, 2010 to Jun 30, 2014
Option 1: July 1, 2014 to June 30, 2017
Option 2: July 1, 2017 to June 30, 2020



Phase-In Schedule

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Center	Phase-In Start Date	Implementation
Wave 1		
NASA Shared Services Center (NSSC)/ Stennis Space Center (SSC)	4/1/10	7/1/10
Glenn Research Center (GRC)	4/1/10	7/1/10
Kennedy Space Center (KSC)	4/1/10	7/1/10
NASA Headquarters (HQ)	4/1/10	7/1/10
Wave 2		
Marshall Space Flight Center (MSFC)	5/1/10	8/1/10
Dryden Flight Research Center (DFRC)	5/1/10	8/1/10
Goddard Space Flight Center (GSFC)	5/1/10	8/1/10
Wave 3		
Johnson Space Center (JSC)	6/1/10	9/1/10
Langley Research Center (LaRC)	6/1/10	9/1/10
Ames Research Center (ARC)	6/1/10	9/1/10



Subcontracting Opportunities

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- Market research and review of existing ODIN program revealed that substantial small business opportunities exist
- NAICS: 541512 - Computer Systems Design Services
- Subcontracting goals for the ACES RFP are:

Category	Goals*
SB	25.0%
SDB	10.0%
WOSB	6.0%
VOSB	2.25%
SDVO	1.75%
HUB Zone	1.2%
HBCU/MI	0.5%

* Percentage of Total Contract Value



Retainage Pools

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- Aggregate Fee/Pool: 15%
 - Metric Retainage Pool (MRP): 9.0% (monthly)
 - Performance Retainage Pool (PRP): 5.0% (semi-annual)
 - Small Business Utilization Pool (SBP): 1.0% (semi-annual)
- Phase-In Performance Standard is acceptable during the first 6 months after contract start date
- Must meet the Expected Performance Standard at each Center to receive the MRP percentage at the subcategory level
- PRP award will be made on a discretionary basis
- SBP will evaluate the Contractor's ability to meet its SB and SDB goals



Asset Transition

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- The Contractor may 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 contractors
 - Option B - Delivery of all new assets
 - Option C - Existing ODIN assets furnished by the Government as GFE
- The Asset Transition Value (ATV) report will be accessible on the I³P website



Special Contract Clauses and Provisions

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- Liability for Loss, Theft, Damage or Destruction
- Credit for Outages
- Order Limitations (52.216-19)
- Analysis to Support Exercise of Options
- Stevenson-Wydler Objectives
- Associate Contractor Agreements (ACAs)
- Shared Savings (1852.243-71)
- Repeated Equipment Failure Plan



Contract Administration

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- Three-level contract administration approach
 - Level One: Headquarters OCIO and Office of Procurement
 - Level Two: Project Management Office at the NSSC
 - Level Three: Local Technical Monitors (TMs) and Resource Analysts
- Administration of the Retainage Pools



Proposal Organization

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- Proposals shall be delivered to the NASA Shared Services Center, Stennis Space Center, MS
- Proposals should be arranged in four volumes as indicated below:

<u>Volume</u>	<u>Title</u>	<u>Page Limit</u>
– Volume I	Mission Suitability	200
– Volume II	Past Performance	15
– Volume III	Pricing	None
– Volume IV	Model Contract	N/A

- Hard copy and electronic copies are required



Source Selection Procedures

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- The SSA is the Agency CIO.
- RFP will use standard NASA evaluation factors. Individual sub-factors are identified below:
 - Mission Suitability Factor
 - Technical Approach
 - Integration Approach
 - Management Approach
 - Safety and Health Plan
 - Small Business Utilization
 - Past Performance Factor
 - Price Factor
- All evaluation factors other than price, when combined, are approximately equal to price.
 - Of the non-price factors, Mission Suitability is significantly more important than Past Performance.



Dissemination of Historical Data

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- Posting of Industry Day briefings on I³P website
- An ACES webpage is posted on the I³P website
- On this webpage, the SEB will be posting:
 - Non-proprietary ODIN usage information
 - Link to current ODIN website (www.odin.nasa.gov)
 - Asset Transition Value (ATV) Report
 - Draft documents for industry review
 - Reference Material (Applicable Center documents)



Technical/Procurement Personnel

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