AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES	
12	1	2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
45	July 1, 2005	N/A	

6. ISSUED BY CODE PS31-J

Procurement Office
George C. Marshall Space Flight Center
National Aeronautics and Space Administration
Marshall Space Flight Center, AL 35812

7. ADMINISTERED BY *(If other than Item 6)* CODE PS31-J

Jeffrey S. Jackson
(256) 544-8935 Phone
(256) 544-3223 Fax

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State, and Zip Code)*

Science Applications International Corporation (SAIC)
Company 6, Technology Services Company
10260 Campus Point Drive
San Diego, CA 92121
c/o 6725 Odyssey Drive, Huntsville, AL 35806

CODE CAGE- 0T5L1 FACILITY CODE SAP- 103429

(✓) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

X 10A. MODIFICATION OF CONTRACT/ORDER NO. NNM04AA02C

10B. DATED *(SEE ITEM 13)* 1/1/04

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 ACKNOWLEDGMENT 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)*
N/A

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

(✓) 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 data, 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:
FAR 43.103(a) and Mutual Agreement

D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return 3 copies to the issuing office.

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

	Negotiated Estimated Cost	Shared Savings Fee	Award Fee Earned	Potential Award Fee	Contract Value	Total Sum Allotted
Prev. Base Total	$483,616,267	$0	$7,547,552	$20,949,131	$512,112,950	$294,188,591
This Modification	$0	$0	$0	$0	$0	$0
Rev. Base Total	$483,616,267	$0	$7,547,552	$20,949,131	$512,112,950	$294,188,591

SEE PAGE 2 FOR DESCRIPTION OF AMENDMENT/MODIFICATION

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)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
Julia A. Whitt, Contracts Manager		Jeffrey S. Jackson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
/s/ Julia A. Whitt	June 30, 2005	BY */s/ Jeffrey S. Jackson*	July 1, 2005
(Signature of person authorized to sign)		*(Signature of Contracting Officer)*	

STANDARD FORM 30 (Rev. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT
(continued)

The purpose of this modification is to revise Attachment J-4, Performance Measurement Standards, in order to incorporate updated performance standards related to Agencywide and MSFC IT security functions, specifically PWS sections 3.3 and 5.5. These changes are effective for the period beginning July 1, 2005 through December 31, 2005, and continuing through the end of the contract period of performance, including option periods, unless revised by contract modification. It is mutually agreed that the incorporation of the revised and new standards associated with these PWS sections will be accomplished within the existing contract value and will not require an adjustment to that amount. Accordingly, NNM04AA02C is modified as follows:

A. ATTACHMENT J-4, Performance Measurement Standards, is revised to reflect the revision to or addition of performance measurement standards associated with performance of Agencywide and MSFC IT security functions required by the Performance Work Statement. These changes are reflected on Attachment J-4-(G), NASA Insight/Surveillance/Deliverables, Attachment J-4-(H), Performance Requirements Summary/MADRS-UNITeS, and Attachment J-4-(I), Quarterly /Semi-Annual Performance Evaluation Summary. As a result of these revisions, pages J-4-28 through J-4-83 are deleted in their entirety and replaced with pages J-4-28 through J-4-98 in order to reflect the changes delineated above.

B. The modification(s) made above are reflected in total on the change page(s) enclosed herewith. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, NNM04AA02C. Either bolded text or a vertical change bar included in the right margin indicates the specific area(s) of change.

Page(s) Deleted	Page(s) Added
J-4-28 – J-4-83	J-4-28 – J-4-98

C. All other terms and conditions of NNM04AA02C remain unchanged.

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITES - ATTACHMENT J-4-(G)		
PWS/SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.0 AGENCYWIDE INFORMATION SERVICES 3.1 Agency wide Applications Projects 3.1.1 SESAAS 3.1.2 Consolidated NPPS Operational Support 3.1.3 Site for On-Line Learning and Resources (SOLAR) 3.1.4 Web Time and Attendance Distribution System (WebTADS) 3.1.5 NASA Acquisition Internet Services (NAIS) 3.1.6 Dryden Flight Research Center (DFRC) Applications Support 3.1.7 Exploration Systems Mission Directorate (ESMD) Support	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Review of data for financial planning and information 4. Review of Contractor Performance against Kt Rqts 5. Weekly Notes 6. Project Plans and schedules	1. Monthly (TM) Monthly (TM) 2. Monthly (TM) 3. Monthly (TM) 4. Monthly (TM) 5. Weekly (TM) 6. As needed (TM)

(Mod. 45)

The surveillance methodologies specified for the each of the PWS sections in ATTACHMENT J-4-(G) are not necessarily inclusive of all insight tools available or to be used as part of the performance measurement of the contractor. The Government reserves the right to utilize additional surveillance methodologies as deemed necessary.

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITES ATTACHMENT J-4 (G)		
SOW Section	NASA Insight/Surveillance/deliverables	Frequency
3.2 Digital Television	1 Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2 Customer Surveys 3. Meetings documenting contractor actions 4. Program Management Reviews 5. Review of data for financial planning and information 6. Periodic walk-throughs to ensure proper practices are being adhered to 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics	1. Monthly (TM) Monthly (TM) 2. Quarterly (TM) 3. Weekly (TM) 4. Monthly (TM) 5. Monthly (TM) 6. Monthly (TM) 7. Quarterly (TM) 8. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX UNITS ATTACHMENT J-4 (G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.3 IT Security 3.3.1 Intrusion Detection/ Incident Response	1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/ External Audits	1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Weekly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITS) ATTACHMENT J-4 (S)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.3 IT Security 3.3.2 NASA National Security Systems	1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/ External Audits **6. NSS Reports and processes**	1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Weekly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources) **6. Monthly (TM)**

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITES) ATTACHMENT J.4(C)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.3 IT Security 3.3.3 NASA Secure Sensitive but Unclassified Networks	1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/ External Audits	1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Weekly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNICOS - ATTACHMENT J-4 (C)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.3 IT Security 3.3.4 IT Security Perimeter	1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/ External Audits	1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Weekly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITOS ATTACHMENT J-4(G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.3 IT Security 3.3.5 Secure Authentication Service	1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/ External Audits	1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Weekly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX UNITES - ATTACHMENT J-4		
SOW Section	NASA Insp/Surveillance/deliverables	Frequency
3.4 Data Center Services 3.4.1 Consolidation and Centralization Services 3.4.2 Computer Systems Services 3.4.3 Network Services 3.4.4 Agencywide Midrange Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 3. Customer Surveys 4. Meetings documenting contractor actions 5. Review of Contractor Performance against Kt Rqts 6. Program Metrics 7. Project Plans and schedules 8. Availability Report 9. Trouble Ticket Report 10. Maintenance Reports 11. Mid-range Node Book	1. Monthly (TM) 2. Monthly (TM) Quarterly (TM) 3. Quarterly (TM) 4. Weekly (TM) 5. Quarterly (TM) 6. Quarterly (TM) 7. Monthly (TM) 8. Monthly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITS - U.S.)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.5 Russia IT Services 3.5.1 Russian Wide Area Network (WAN) 3.5.2 Russian Local Area Network (LAN) 3.5.3 Russian IT Security 3.5.4 Russian End User Support	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Review of data for financial planning and information 3. Periodic walk-throughs to ensure proper practices are being adhered to in 4. Review of Contractor Performance against Kt Rqts 5. Program Metrics	1. Monthly (TM) Monthly (TM) 2. Quarterly (COTR) 3. Daily when Russia (TM) 4. Weekly (TM) 5. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITOS ATTACHMENT J-4 (C)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.6 WAN Services 3.6.1 GSA Contract Integration 3.6.2 Switched Voice 3.6.3 Video Services 3.6.4 Voice Services 3.6.5 Data Services 3.6.6 International Services 3.6.7 Technical Services (Dedicated) 3.6.8 Directory Services 3.6.9 IP Address Management 3.6.10 Facsimile Broadcast Service	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974CD-002 Employee Location Listing 974CM-001 Configuration Management Plan 974LS-001 Government Property Management Plan 974MA-001 Management Plan 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 974RM-001 Operability/Maintainability Plan 974MA-002 Risk Management Plan 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-throughs to ensure proper practices are being adhered to in 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics 9. Service performance availability 10. Service Utilization (e.g. number of conferences) 11. NISN Service Request status 12. Business continuity/Disaster recovery	1. Monthly (TM) 2. Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) 3. Quarterly (TM) 4. Weekly (TM) 5. Monthly (TM) 6. As deemed necessary (TM) 7. Monthly (TM) 8. Quarterly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Weekly (TM) 12. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITS) ATTACHMENT J-4 (G)		
SOW Section	NASA Insight/Surveillance/deliverables	Frequency
3.7 Systems Management and Operations 3.7.1 Network Scheduling 3.7.2 Network Monitoring 3.7.3 Network Control and System Management 3.7.4 Problem Management 3.7.5 WAN OperationalSupport 3.7.6 Control Centers 3.7.7 Documentation and Configuration Management	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974CD-002 Employee Location Listing 974CM-001 Configuration Management Plan 974LS-001 Government Property Management Plan 974MA-001 Project Management Plan 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 974RM-001 Operability/Maintainability Plan 974MA-002 Risk Management Plan 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-throughs to ensure proper practices are being adhered to in 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics 9. Service performance availability 10. Service Utilization (e.g. number of conferences) 11. NISN Service Request status 12. Business continuity/Disaster recovery	1. Monthly (TM) 2. Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) 3. Quarterly (TM) 4. Weekly (TM) 5. Monthly (TM) 6. As deemed necessary (TM) 7. Monthly (TM) 8. Quarterly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Weekly (TM) 12. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITES (ATTACHMENT J-4 (G))		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.8 Customer Support 3.8.1 Customer Support Center 3.8.2 Service Requests 3.8.3 User Training	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports 6. Internal/External Audits	1. Monthly (TM) Quarterly (TM) 2. Monthly (TM) 3. Weekly (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX UNITES ATTACHMENT J-4 (9)		
SOW Section	NASA Insight/Surveillance/deliverables	Frequency
5.0 MSFC INFORMATION SERVICES 5.1 MSFC Applications and Web Services 5.1.1 Product Line Organizations 5.1.2 Support Organizations 5.1.3 Office of the Director and Staff Offices 5.1.4 Business Information Systems Solutions	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Project Plans and schedules 6. Availability Report 7. Trouble Ticket Report 8. Federal laws and Government and NASA policies regarding website development. 9. Customer Surveys	1. As needed (TM) 2. Monthly (TM) Monthly (TM) 3. As needed (TM) 4. Monthly (TM) 5. As needed (TM) 6. Monthly (TM) 7. Monthly (TM) 8. Monthly (TM) 9. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS - ATTACHMENT J-4 (9)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.2 Computer Systems Services 5.2.1 Business, Engineering and Scientific Midrange 5.2.2 User Owned Midrange 5.2.3 Test Area 5.2.4 National Space Science and Technology Center (NSSTC)	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Periodic walk-throughs to ensure proper practices are being adhered to 4. Review of Contractor Performance against Kt Rqts 5. Program Metrics/Availability Report 6. Project Plans and schedules	1. Monthly (TM) Monthly (TM) 2. Monthly (TM) 3. As needed (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITS) ATTACHMENT J-4(C)		
SOW Section	NASA Insight/Surveillance/Deliverables	Frequency
5.3 Customer Requested Hardware Maintenance 3.9.4 Maintenance 5.10.4 Maintenance	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Meetings documenting contractor actions 3. Review of data for financial planning and Information 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports	1. Monthly (TM) Monthly (TM) 2. As needed (TM) 3. Monthly (TM) 4. Monthly (TM) 5. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITED ATTACHMENT J-4 (C))		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.4 Telecommunications Services 5.4.1 Telephone Services 5.4.2 Facsimile Services 5.4.3 Other Services	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Meetings documenting contractor actions 3. Program Management Reviews 4. Periodic walk-throughs to ensure proper practices are being adhered to 5. Review of Contractor Performance against Kt Rqts	1. Monthly (TM) Monthly (TM) 2. As needed (TM) 3. As needed (TM) 4. As needed (TM) 5. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITES - ATTACHMENT J-4 (C)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.5 Information Technology (IT) Security Services (a) ID/IR	1. Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/External Audits 6. **Remedy TT** database	1. Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Monthly (TM) 3. Quarterly (TM) 4. Quarterly (TM) 5. As deemed appropriate (Various sources) 6. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITES ATTACHMENT J-4(C)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.5 Information Technology (IT) Security Services (b) **Firewalls**	1. Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/External Audits 6. **Remedy TT** database	1. Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Monthly (TM) 3. Quarterly (TM) 4. Quarterly (TM) 6. As deemed appropriate (Various sources) 6. Quarterly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITES - ATTACHMENT J-4 (G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.6 Documentation Repository Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-006 Reports 974MA-005 Financial Management Report 3. Technical Interchange Meetings 4. Periodic walk-throughs to ensure proper practices are being adhered to 5. Review of Contractor Performance against Kt Rqts 6. Customer feedback	1. As needed (TM) 2. Monthly (TM) Monthly (TM) 3. As needed (TM) 4. As needed (TM) 5. Monthly (TM) 7. Continuous (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNIFAS - ATTACHMENT J.4 (9)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.7 Audio Visual Information Services 5.7.1 Content Creation 5.7.2 Content Assembly 5.7.3 Content Distribution	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 3. Customer Surveys/ Random Sampling 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Review of data for financial planning and information 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics	1. As needed (TM) 2. Monthly (TM) Monthly (TM) Monthly (TM) 3. Quarterly (TM) 4. Weekly Staff Meetings (TM) 5. Monthly (TM) 6. Monthly (TM) 7. Quarterly (TM) 8. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX (UNITAS) ATTACHMENT J-4 (G)		
SOW Section	NASA Insight/surveillance deliverables	Frequency
5.8 IT Procurement Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Review of data for financial planning and information 7. Periodic walk-throughs to ensure proper practices are being adhered to 8. Review of Contractor Performance against Kt Rqts 9. Program Metrics	1. Monthly (TM) 2. Monthly (TM) Monthly (TM) Montly (TM) 3. Quarterly (TM) 4. Weekly Staff Meetings 5. Weekly (TM) 6. Monthly (TM) 7. Monthly (TM) 8. Quarterly (TM) 9. Monthly (TM)

(Mod. 45)

PERFORMANCE SURVEILLANCE PLAN MATRIX UNITS (ATTACHMENT J-4 (G))		
SOW Section	NASA Insight/Surveillance/Deliverables	Frequency
5.9 Customer Support 5.9.1 Customer Support Center 5.9.2 Service Requests 5.9.3 User Training	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports 6. Internal/External Audits	1. Monthly (TM) Quarterly (TM) 2. Monthly (TM) 3. Weekly (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. As deemed appropriate (various sources)

(Mod. 45)

PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITS		ATTACHMENT J-4	
SOW Section	Performance Standard	MADR	WEIGHT
3.0 AGENCYWIDE INFORMATION SERVICES 3.1 Agency wide Applications Projects 3.1.1 SESAAS 3.1.2 Consolidated NPPS Operational Support 3.1.3 Site for On-Line Learning and Resources (SOLAR) 3.1.4 Web Time and Attendance Distribution System (WebTADS) 3.1.5 NASA Acquisition Internet Services (NAIS) 3.1.6 Dryden Flight Research Center (DFRC) Applications Support 3.1.7 Exploration Systems Mission Directorate (ESMD) Support	A. Agencywide Applications Performance Metric See Attachment J-4-(A) B. Table Releases Performance Metric See Attachment J-4-(B) C. Technical Support Services Performance Metric See Attachment J-4-(C) D. Quality of Customer Support Services Performance Metric See Attachment J-4-(D) E. Timeliness of Performance Metric See Attachment J-4-(E) *If this particular standard does not apply for the evaluation period, the weight assigned to that standard will be equally distributed among the remaining standards.	See Attachment J-4-(A)* See Attachment J-4-(B)* See Attachment J-4-(C)* See Attachment J-4-(D)* See Attachment J-4-(E)*	30% 30% 10% 10% 20%

(Mod. 45)

PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITES		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.2 Digital Television (DTV)	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	100%

(Mod. 45)

PERFORMANCE REQUIREMENTS SUMMARY/MADRS UNIDS		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security **3.3.1 Intrusion Detection/ Incident Response**	A. Contractor shall isolate IT security incidents and provide response within **1 hour** and accurate reports within **2 hours** of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within **12 hours** for systems located on the MSFC campus and within 48 hours for all others.	1%	20%
	D. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	20%

(Mod. 45)

PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITAS		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security **3.3.2 NASA National Security Systems**	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected **NSS** services and update the **NSS SOP** for the affected system within **12 hours** for systems located on the MSFC campus and within **24 hours** for all others. Systems are defined as mission critical.	1%	20%
	D. **Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.**	1%	20%

(Mod. 45)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.3 IT Security **3.3.3 NASA Secure Sensitive but Unclassified Networks**	**A. For Agency Firewall (FW) services, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.**	**0% (Redundant FWs)** **3% (Non-redundant FWs)**	**30%** **30%**
	(The contractor must be provided with adequate sparing)	**1%**	**20%**
	B. For redundant Agency FWs, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant Agency FWs, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours. **(The contractor must be provided with adequate sparing)**	**1%**	**20%**
	C. Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.		

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PERFORMANCE REQUIREMENTS SUMMARY (PRS) - UNITS		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MAUR	WEIGHT
3.3 IT Security **3.3.4 IT Security Perimeter** **(Currently, no systems are operational under 3.3.4. Therefore, no objective award fee is allocated to this sub-element)**	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.	1%	20%
	D. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY (PRS) - UNITED	ATTACHMENT J-4(3)	
SOW Section	Performance Standard	MADR	Weight
3.3 IT Security 3.3.5 Secure Authentication Service	A. Contractor shall provide response within 2 hours and accurate reports within 4 hours of notification for token administration based problems on the Remedy TT system and in accordance with SOP guidelines.	1%	35%
	B. Contractor shall restore affected Secure Authentication services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus.	1%	35%
	C. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	30%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITED		ATTACHMENT J-4 (E)	
SOW Section	Performance Standard	MADR	WEIGHT
3.4 Data Center Services 3.4.1 Consolidation Services 3.4.2 Computer Systems Services 3.4.3 Network Services 3.4.4 Agencywide Midrange Services	A. Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	20%
	B. Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	15%
	C. Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	15%
	D. Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	10%
	E. Contractor shall ensure that TSO transactions occur <= 1 second.	3%	10%
	F. Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	10%
	G. Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation (With the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	10%
	H. Contractor shall adhere to established schedules.	See Attachment J-4-(E)	5%
	I. Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	5%

PERFORMANCE REQUIREMENTS SUMMARY/MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.5 Russia IT Services 3.5.1 Russian Wide Area Network (WAN) 3.5.2 Russian Local Area Network (LAN) 3.5.3 Russian IT Security 3.5.4 Russian End User Support	A. Mission WAN/Services shall have uninterrupted availability. (Mission WAN/Services shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	25%
	B. Admin WAN/Services shall have uninterrupted availability. (Admin WAN/Services shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *	.05%	25%
	C. For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	25%
	D. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	15%
	E. In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%	10%

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* The prime contractor shall ensure application of these standards to the subcontract circuit provider.

PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITeS		ATTACHMENT J-4-(E)	
SOW Section	Performance Standard	MADR	WEIGHT
3.6 WAN Services 3.6.1 GSA Contract Integration 3.6.2 Switched Voice 3.6.3 Video Services 3.6.4 Voice Services 3.6.5 Data Services 3.6.6 International Services 3.6.7 Technical Services (Dedicated) 3.6.8 Directory Services 3.6.9 IP Address Management 3.6.10 Facsimile Broadcast Service	A. Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules. (Reported metrics include NSR Trends)	See Attachment J-4-(E)	35%
	B. Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications. (Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) VITS Availability; 5) VITS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts	2%	50%
	C. Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests. (Reported metrics include NSR Trends including cost estimates)	5%	15%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) – UNITAS		ATTACHMENT J-4 (E)	
SOW Section	Performance Standard	MAGR	WEIGHT
3.7 Systems Management and Operations 3.7.1 Network Scheduling 3.7.2 Network Monitoring 3.7.3 Network Control and System Management 3.7.4 Problem Management 3.7.5 WAN Mission Operations 3.7.6 Control Centers 3.7.7 Documentation and Configuration Management	A. Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	20%
	B. Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document. (Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability	.5%	20%
	C. Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	20%
	D. Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	20%
	E. Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) - UNITS		ATTACHMENT J-4 (U)	
SOW Section	Performance Standard	MADR	WEIGHT
3.8 Customer Support 3.8.1 Help Desk 3.8.2 Service Orders 3.8.3 User Training	A. Contractor shall provide help desk support <=5 minutes of initial call.	2%	30%
	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	30%
	C. Contractor shall provide user training in accordance with customer requirements when requested.	0%	20%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY (MARS) – UNITOS		ATTACHMENT J-4 (F)	
SOW Section	Performance Standard	MADR	WEIGHT
5.0 MSFC INFORMATION SERVICES 5.1 MSFC Applications and Web Services 5.1.1 Product Line Organizations 5.1.2 Support Organizations 5.1.3 Office of the Director and Staff Offices 5.1.4 Business Information Systems Solutions	A. Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Web Services Table.	See Attachment J-4-(F)	45%
	B. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	45%
	C. Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	10%

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PERFORMANCE REQUIREMENTS SUMMARY/MADRS - UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.2 Computer Systems Services 5.2.1 Business, Engineering and Scientific 5.2.2 User Owned Midrange 5.2.3 Test Area 5.2.4 National Space Science and Technology Center (NSSTC)	A. Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time.	.2%	30%
	B. Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	30%
	C. Contractor shall adhere to established schedules.	See Attachment J-4-(E)	20%
	D. Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) UNITES		ATTACHMENT J-4(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.3 Customer Requested Hardware Maintenance 3.9.4 Maintenance 5.10.4 Maintenance	A. Contractor shall maintain Mean-time-to-Repair in accordance with the following: Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= 2 business hours*	2%	60%
	B. Contractor shall provide average response to trouble ticket initiation <= 30 minutes of notification.	.05%	20%
	C. Contractor shall provide help desk support <= 5 minutes of initial call. *Business hours are considered to be 7:30 AM to 4:30 PM Monday through Friday of the time zone where the hardware is physically located.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/MADRS – UNITeS		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.4 Telecommunications Services 5.4.1 Telephone Services 5.4.2 Facsimile Services 5.4.3 Other Services	A. Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	60%
	B. Contractor shall provide move-add-change (MAC) services based on Mean Time to Install (MTTI) <= 2 work days.	2%	10%
	C. Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	10%
	D. Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	10%
	E. Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	10%

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PERFORMANCE REQUIREMENTS SUMMARY (PRS) UNITeS	ATTACHMENT J-4 (B)		
SOW Section	Performance Standard	MADR	WEIGHT
5.5 Information Technology (IT) Security Services **(a) ID/IR** **(50% of 5.5 objective award fee pool)**	A. For systems the Contractor maintains, the Contractor shall isolate compromised or infected IT security assets and provide accurate reports within 4 hours of incident notification. The **Remedy TT** database shall be used as the record from which this metric is measured. Incident notification is defined as whenever UNITeS IT Security is notified, which is expected to result in an entry in the **Remedy TT** database.	2%	30%
	B. Contractor shall respond to and identify any IT security incidents associated with the MSFC or NSSTC campus within 2 hours of notification **during normal duty hours**. The **Remedy TT** database shall be used as **the** basis for this metric.	2%	30%
	C. This metric applies to systems on the MSFC or NSSTC campus that have been compromised and subsequently quarantined and released by Forensics and/or NASA Security. For systems the Contractor maintains, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours. For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.	1%	15%
	D. The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC or NSSTC resources within 1 hour of receipt from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)	2%	25%

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PERFORMANCE REQUIREMENTS SUMMARY (MAJORS - UNITOS)		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.5 Information Technology (IT) Security Services (b) Firewalls **(50% of objective award fee pool)**	**A. For Firewall (FW) services on the MSFC and NSSTC private and public networks that the Contractor maintains, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.** **(The contractor must be provided with adequate sparing)**	**0% (Redundant FWs)** **3% (Non-redundant FWs)**	**30%** **30%**
	B. For redundant FWs located on MSFC Institute, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant FWs located at MSFC, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours. **(The contractor must be provided with adequate sparing)**	**2%**	**20%**
	C. Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.	**1%**	**20%**

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS – UNITES)		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.6 Documentation Repository Services	A. Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	40%
	B. Contractor shall ensure that data input is accurate.	3%	30%
	C. Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	30%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) - UNITES		ATTACHMENT J-4 (U)	
SOW Section	Performance Standard	MADR	WEIGHT
5.7 Audio Visual Information Services 5.7.1 Content Creation 5.7.2 Content Assembly 5.7.3 Content Distribution	A. Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)-(2)	30%
	B. Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	40%
	C. Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/ MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	30%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY (MADRS) (UNIFAS)		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.9 Customer Support 5.9.1 Help Desk 5.9.2 Service Requirements 5.9.3 User Training	A. Contractor shall provide help desk support <=5 minutes of initial call.	2%	15%
	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	15%
	C. Contractor shall provide user training in accordance with customer requirements when requested.	0%	35%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	35%

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ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.1 Agency wide Applications Projects A	Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)	
B	Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)	
C	Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)	
D	Quality of Customer Support Services See Attachment J-4-(D)	See Attachment J-4-(D)	
E	Timeliness of Performance See Attachment J-4-(E)	See Attachment J-4-(D)	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.2 Digital Television	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	

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ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **3.3.1 Intrusion Detection/ Incident Response** A	Contractor shall isolate IT security incidents and provide response within **1** hour and accurate reports within **2** hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within **12** hours for systems located on the MSFC campus and within 48 hours for all others.	1%	
D	Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	

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Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **3.3.2 NASA National Security Systems** A	Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected **NSS** services and update the **NSS SOP** for the affected system within **12** hours for systems located on the MSFC campus and within **24** hours for all others. Systems are defined as mission critical.	1%	
D	**Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.**	1%	

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Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **3.3.3 NASA Secure Sensitive but Unclassified Networks** A	**For Agency Firewall (FW) services, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.** **(The contractor must be provided adequate sparing)**	0% (Redundant FWs) 3% (Non-redundant FWs)	
B	**For redundant Agency FWs, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant Agency FWs, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.** **(The contractor must be provided adequate sparing)**	1%	
C	**Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.**	1%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **3.3.4 IT Security Perimeter** A **(Currently, no systems are operational under 3.3.4. Therefore, no objective award fee is allocated to this subelement)**	Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.	1%	
D	Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **3.3.5 Secure Authentication Service** A	**Contractor shall provide response within 2 hours and accurate reports within 4 hours of notification for token administration based problems on the Remedy TT system and in accordance with SOP guidelines.**	1%	
B	**Contractor shall restore affected Secure Authentication services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus.**	1%	
C	**Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.**	1%	

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ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.4 Data Center Services A	Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	
B	Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	
C	Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	
D	Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	

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3.4 (Con't) E	Contractor shall ensure that TSO transactions occur <= 1 second.	3%	
F	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	
G	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	

3.4 (Con't) H	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
I	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	

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ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.5 Russia Services A	Mission WAN/Services shall have uninterrupted availability. (Mission WAN/Services shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	
B	Admin WAN/Services shall have uninterrupted availability. (Admin WAN/Services shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *	.05%	

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3.5 (Con't) C	For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	
D	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
E	In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%	

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The prime contractor shall ensure application of these standards to the subcontract circuit provider.

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.6 WAN Services A	Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules. (Reported metrics include NSR Trends)	See Attachment J-4-(E)	
B	Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications. (Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) ViTS Availability; 5) ViTS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts	2%	
C	Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests. (Reported metrics include NSR Trends including cost estimates)	5%	

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ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.7 Systems Management and Operations A	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	
B	Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document. (Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability)	.5%	
C	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	
D	Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	
E	Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	

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Unified NASA Information Technology Services (UNITeS)
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.8 Customer Support A	Contractor shall provide help desk support <=5 minutes of initial call.	2%	
B	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
C	Contractor shall provide user training in accordance with customer requirements when requested.	0%	
D	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.1 MSFC Applications and Web Services A	Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Applications Services Table.	See Attachment J-4-(F)	
B	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
C	Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.2 Computer Systems Services A	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time. (Even if the system is technically "up", if the application is unresponsive or functionality is significantly decreased, the system is considered down.)	.2%	
B	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification) (Mod. 45)	2%	

5.2 (Con't) C	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
D	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.3 Customer Requested Hardware Maintenance A	Contractor shall maintain individual Mean-time-to-Repair in accordance with the following: Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= 2 business hours* *Business hours are considered to be 7:30 AM to 4:30 PM Monday through Friday of the time zone where the hardware is physically located.	2%	
B	Contractor shall provide average response to trouble ticket initiation <= 30 minutes of notification.	.05%	
C	Contractor shall provide help desk support <= 5 minutes of initial call.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.4 Telecommunications Services A	Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	
B	Contractor shall provide move-add-change (MAC) services based on Mean Time to Install (MTTI) <= 2 work days.	2%	
C	Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	
D	Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	
E	Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.5 Information Technology (IT) Security Services **(a) ID/IR** A **(50% of 5.5 objective award fee pool)**	For systems the Contractor maintains, the Contractor shall isolate compromised or infected IT security assets and provide accurate reports within 4 hours of incident notification. The **Remedy TT** database shall be used as the record from which this metric is measured. Incident notification is defined as whenever UNITeS IT Security is notified, which is expected to result in an entry in the **Remedy TT** database.	2%	
B	Contractor shall respond to and identify any IT security incidents associated with the MSFC or NSSTC campus within 2 hours of notification **during normal duty hours**. The **Remedy TT** database shall be used as **the** basis for this metric.	2%	
C	This metric applies to systems on the MSFC or NSSTC campus that have been compromised and subsequently quarantined and released by Forensics and/or NASA Security.	1%	

(5.5 Con't.)	For systems the Contractor maintains, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours. For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.		
D	The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC or NSSTC resources within 1 hour of receipt from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.5 Information Technology (IT) Security Services **(b) Firewalls** A **(50% of 5.5 objective award fee pool)**	**For Firewall (FW) services on the MSFC and NSSTC private and public networks that the Contractor maintains, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.** **(The contractor must be provided with adequate sparing)**	**0% (Redundant FWs)** **3% (Non-redundant FWs)**	
B	**For redundant FWs located on MSFC institute, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant FWs located at MSFC, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.** **(The contractor must be provided with adequate sparing)**	**2%**	
C	**Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.**	**1%**	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.6 Documentation Repository Services A	Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	
B	Contractor shall ensure that data input is accurate.	3%	
C	Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.7 Audio Visual Information Services A	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)-(2)	
B	Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	
C	Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/ MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.9 Customer Support A	Contractor shall provide help desk support <=5 minutes of initial call.	2%	
B	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
C	Contractor shall provide user training in accordance with customer requirements when requested.	0%	
D	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

(Mod. 45)