

Enclosure 5

Government Furnished Equipment (GFE)

Hardware

The Government will furnish the Contractor computer hardware for use by Headquarters customers. The Government will retain title to this equipment, which is listed in Attachment M, NASA Headquarters Property, of Enclosure 4, SOW. The Contractor shall provide asset management for this hardware and shall provide support for it based on the ordered service level. This hardware shall be retained until the Government directs disposal. The Contractor may recommend disposal for no longer needed hardware.

Above Core Load Triage 1, Triage 3, Category 1, and Category 3 Software

The Government will furnish the Contractor Commercial off-the-shelf (COTS) computer software for use by Headquarters customers. The Government will retain title to the software, which is listed in Attachment M, NASA Headquarters Property, of Enclosure 4, SOW and Attachment H, Triage 1, 2, 3 and Call List hardware and Software, of Enclosure 4, SOW. The Contractor shall provide asset management for this software and shall provide support for it based on the ordered service level. This software shall be retained until the Government directs disposal. The Contractor may recommend disposal for no longer needed software. Increases in licenses for this software will normally be obtained via the Contractor's Catalog of Services and Commercial Components (CSCC).

Core Load Triage 1 Software

The Government will furnish the Contractor Core Load software (See Attachment G, NASA Headquarters Desktop Hardware/Software Baseline Products Suite, to Enclosure 4, SOW) for use by Headquarters customers. The Government will retain title to the software, which is listed in Attachment H, Triage 1, 2, 3 and Call List hardware and Software, to Enclosure 4, SOW. The Contractor shall provide asset management for this software and shall provide support for it based on the ordered service level.

The Contractor shall maintain these licenses throughout the life of DO2 unless directed by the Government. These licenses shall be increased as needed to fulfill seat requirements at no additional cost to the Government other than as appropriate through an ordered seat service. The Contractor shall transfer these licenses back to the Government at the termination of DO2.

Joint Use Hardware and Software

1. The Government will own, operate, and maintain the anti-virus server (Norton Anti-Virus (NAV)). The Government will own and pay for the anti-virus server and client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of anti-virus signatures to ODIN computers at no additional cost to the Government.

2. The Government will own, operate, and maintain the PatchLink server. The Government will own and pay for the Patchlink server and client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of Patchlink updates to ODIN computers at no additional cost to the Government.
3. The Government will own, operate, and maintain all web servers. The Government will own all web server software. The Government will host all Contractor web pages. The Contractor shall provide the Government will fully functional and bug free web content in accordance with NASA HQ web standards at no additional cost to the Government. Once the complete, accurate, and bug free content is approved by the DOCOTR or his designee the Contractor shall post the content to the designed web site. The Government will be responsible for managing the web service.
4. The Government will own, operate, and maintain the SMS and NetOctopus servers. The Government will own and pay for the SMS and NetOctopus client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of SMS and NetOctopus updates to the clients at no additional cost to the Government. The Contractor may propose their own solution for computer patching and updating or may use the capabilities of the Government provided SMS and NetOctopus servers at no additional cost to the Government. In either case, the Contractor shall be responsible for developing, testing, and use of necessary scripts, and for the successful updates of computer software and operating systems for all ODIN computers.
5. The Contractor shall propose its own complete Help Desk and asset management hardware and software solution at no additional cost to the government. This solution shall include any specialized telephones and telephone switches that the Contractor requires. The Government will provide the Contractor with all Remedy ticket and asset management data from its current system. During the Delivery Order transition period, the Contractor shall be responsible for converting the data with consulting assistance from the non-ODIN contractor. **The Contractor may propose to utilize in its Help Desk solution the newly installed Government provided ACD as described at <http://www.hq.nasa.gov/odin2/documents/BE119.doc>. Sixteen ports will be available to the Contractor's Help Desk staff. The Contractor shall be responsible for administration and maintenance of this Government provided equipment if it is included as part of its solution. And the Contractor shall be responsible for any enhancements to this solution that it requires. The Government will be responsible for enhancements that the Government requires for its other Help Desks (ISEM Level 2 and IFMP). (Revised per Amendment 2)**

The Government owns, operates, and maintains its own Remedy system, including server hardware, server software, client software, and telephone switch. The Government currently uses this system for all IT Help Desk support, for a Level 2 IFM Help Desk, and for asset management (The Seat Management Business System (SMBS) module). Once the ODIN Delivery Order starts, the Contractor's Help Desk and Asset

Management System will not include support for the Level 2 IFM Help Desk. However, if the Contractor proposes a Remedy solution, the Government may wish to negotiate a consolidation of help desk hardware and software to include the Level 2 IFM Help Desk.