

# NASA Headquarters ODIN DO2 Traceability Matrix

April 12, 2004

<u>Paragraph #</u>	<u>Paragraph Title</u>	<u>SOW Page #</u>	<u>Contractor Response</u>	<u>Proposal Paragraph Number</u>	<u>Assumptions</u>
<b>Part I</b>	<b>Services and Prices</b>	<b>Page No.</b>	<b>Comments</b>		
Part I	Services to be furnished	7 of 137			
Part I.2	Price List	7 of 137			
Part I.3 a-h	Monthly Invoicing	7 of 137			
Part I.4	Billing Procedures	7 of 137			
Part I.5	Due Diligence	8 of 137			
Part I.6	Transition Bonus	8 of 137			
Part I.7	Period of Performance	8 of 137			
Part I.8	Standardization Incentives	8 of 137			
<b>Part II</b>	<b>Contract Administration</b>	<b>Page No.</b>	<b>Comments</b>		
Part I.1	Accounting and Appropriation Data	9 of 137			
Part II.2 a-h	1852.232-77 Limitation of Funds (Fixed-Price Contract)	9 of 137			
Part II.3	Total Delivery Order Value	10 of 137			
Part II.4	Authorized Officials	11 of 137			
Part II.5	Retainage Pools	11 of 137			

Part II.6 a-f	Retainage Pool Decisions	11 of 137			
Part II.7	Master Contract Section A. 1.38 – State and Local Taxes	12-137			
Part II.8	Delivery Order Termination	12-137			
<b>Part III</b>	<b>Contract Administration</b>	<b>Page No.</b>	<b>Comments</b>		
Part III	Requirements	13 of 137			
<b>Section A.</b>	<b>Desktop Services Requirements</b>	<b>13 of 137</b>			
Part III A.1	Network Configuration	13 of 137			
Part III A.2	IT Resources Mapping	13 of 137			
Part III A.3	Performance Measurements	13 of 137			
Part III A.4	Minimum Performance Levels	13 of 137			
Part III A.5	Master Contract Attachment R Baseline Core Seat Components	13 of 137			
Part III A.6	Master Contract Attachment R Technology Refreshment	14 of 137			
Part III A.7	Desktop Seat Changes	14 of 137			
Part III A.8	Delivery of Temporary Seats	14 of 137			
Part III A.9	Computer Seat Management	14 of 137			
Part III A.10	Delivery of Seats	14 of 137			
Part III A.11	Desktop Related Maintenance	14 of 137			
Part III A.12	Applicability of ODIN Services to Delivery Order	15 of 137			
Part III A.13	Docking Station for GP3 Laptops and Lightweight Laptops	15 of 137			
Part III A.14	Requirement for Carrying Case, Battery Replacement, and Network Access Capability for GP3 Laptops and Lightweight Laptop				

		16 of 137			
Part III A.15.a-f	Network Printer (PRN) Seats	16 of 137			
Part III A.16	Hardware and Software Delivery Requirements for Newly Established Seats	21 of 137			
Part III A.17	Integrated Customer Support/Help Desk Clarifications	21 of 137			
Part III A.18	ODIN Application Software License Seats	22 of 137			
Part III A.19	Escort Requirements for Contractors	23 of 137			
Part III A.20	Computer Isolation Requirements	24 of 137			
Part III A.21	Priority Service	24 of 137			
Part III A.22	Super Priority Service	24 of 137			
Part III A.23	Non-Prime Time Service	25 of 137			
Part III A.24	Multiple Customers using the Same Computer	25 of 137			
Part III A.25 a-k	Moves, Adds, Changes Clarification	25 of 137			
Part III A. 26 a-g	Technology Refreshment	27 of 137			
Part III A.27 a-j	Software Support Requirements	29 of 137			
Part III A.28	Baseline Product Suite	30 of 137			
Part III A.29	Software for Non-ODIN Seats	31 of 137			
Part III A.30	Software for Home Use	31 of 137			
Part III A.31 a-b	Triage 3 DOCAT and Category 3 Catalog Support	31 of 137			
Part III A.32	Support for Visitors	32 of 137			
	Support for Headquarters Customers in the DC Metropolitan Area				

Part III A.33		32 of 137			
Part III A.34	Support for Headquarters Customers Outside the DC Metropolitan Area	32 of 137			
<b>Section B.</b>	<b>Help Desk Support Requirements</b>	<b>34 of 137</b>			
Part III B.1	General	34 of 137			
Part III B.2	Help Desk Services	35 of 137			
Part III B.3 a-i	Help Desk Ticket Management Tracking	35 of 137			
Part III B.4	Non-ODIN Contractor Help Desk Support	36 of 137			
Part III B.5	Help Desk Documentation	36 of 137			
<b>Section C.</b>	<b>Catalog Services Requirements</b>	<b>38 of 137</b>			
Part III C.1 a.-d	General	38 of 137			
Part III C.2	Additions to the Catalog	39 of 137			
Part III C.3	Delivery Time for Catalog Purchases	39 of 137			
Part III C.4	Period of Performance for Catalog Items	39 of 137			
Part III C.5	Category 3 Disclaimer	40 of 137			
Part III C.6 a-c	Volume Discount for Catalog Items	40 of 137			
Part III C.7	Customer Assistance for Catalog Services	40 of 137			
Part III C.8	Restocking Fee	40 of 137			
<b>Section D.</b>	<b>Metric Requirements</b>	<b>41 of 137</b>			
Part III D.1	Level 1 Metric Table (Master Contract Table F. 1.1.)	41 of 137			
Part III D.2	Service Delivery Metric for Catalog Services	41 of 37			
Part III D.3	Metric Reporting Calculation	41 of 37			

<b>Section E.</b>	<b>Server Services Requirements</b>	<b>42 of 137</b>			
<b>Section F.</b>	<b>Other Requirements</b>	<b>43 of 137</b>			
Part III F.1	Contractor Compliance with NASA Headquarters Information Technology (IT) Policies, Processes and Procedures	43 of 137			
Part III F.2	Principal Period of Maintenance	43 of 137			
Part III F.2	Coordination with Non-ODIN Contractors	43 of 137			
Part III F.3	Customer and Scheduled Outage Notification	43 of 137			
Part III F.4	Meetings, Data Calls, and Action Items	44 of 137			
Part III F.5	Reuse Pool	45 of 137			
Part III F.6 a-f	Laptop Loaner Pool Service Requirements	45 of 137			
Part III F.7	Systems Engineering Facility (SEF)	47 of 137			
Part III F.8	Support for Special Events	47 of 137			
Part III F.9	Support for Non-ODIN Seats	47 of 137			
Part III F.10	Electronic Mailing and Communications Support (E-Presence)	47 of 137			
Part III F.11	Integrated Financial Management (IFM) Support	48 of 137			
	Computer/Electronic				

Part III F.12	Accommodations Program (CAP) Support	48 of 137			
Part III F.13	Consumables	49 of 137			
Part III F.14	Energy Savings	49 of 137			
Part III F.15	Lost Property	49 of 137			
Part III F.16 a-r	Definitions	49 of 137			
<b>Part IV</b>	<b>Headquarters IT Security Requirements</b>	<b>Page No.</b>			
<b>Section A.</b>	<b>General Security Requirements</b>	<b>52 of 137</b>			
Part IV A.1	Governance	52 of 137			
Part IV A.2 a-r	Policies, Processes & Procedures	52 of 137			
Part IV A.3 a-e	Clarifications Specific to NASA Procedures and Guidelines (NPG 2810.1)	53 of 137			
<b>Section B.</b>	<b>Security Vulnerabilities and Mitigations Requirements</b>	<b>53 of 137</b>			
<b>Section C.</b>	<b>Virus/TROJAN Prevention and Response Requirements</b>	<b>54 of 137</b>			
Part IV C.1	Prevention	54 of 137			
Part IV C.2	Response	55 of 137			
Section D.	Security Plan Requirements	55 of 137			
Section E.	Other Security Requirements	56 of 137			
Part IV E.1	Hardware and Software Configuration Management	56 of 137			
Part IV E.2	Equipment Sanitization Requirements	56 of 137			
Part IV E.3	Security Incident Response	56 of 137			
Part IV E.4	Reporting of Unexplained System Anomalies	56 of 137			

Part IV E.5	Deviations from Appropriate Use Policy	56 of 137			
Part IV E.6	System Administration Privileges	57 of 137			
Part IV E.7	Contractor Security Training and Certification Requirements	57 of 137			
Part IV E.8	Contingency and Disaster Recovery Support	57 of 137			
Part IV E.9	Security Audits and Assessments	57 of 137			
Part IV E.10	Copies of ODIN Systems Upon Request	57 of 137			
<b>Part V</b>	<b>Property Management Requirements</b>	<b>58 of 137</b>			
<b>Part VI.</b>	<b>Reporting Requirements</b>	<b>59 of 137</b>			
DRD# ODIN-HQ-1	Data Requirements Description	60 of 137			
DRD#ODIN-HQ-2	Headquarters Performance Metrics	62 of 137			
DRD#ODIN-HQ-6	Invoice and Supporting Report Data	63 of 137			
DRD#ODIN-HQ-7	Information Technology Security (ITS) Management Plan	69 of 137			
DRD#ODIN-HQ-8	Safety and Health Plan	70 of 137			
DRD#ODIN-HQ-9	Inventory Reuse Pool Database	82 of 137			
DRD#ODIN-HQ-10	Lost Property Report and Format	84 of 137			
DRD#ODIN-HQ-12	NASA Headquarters Desktop Hardware/Software Baseline Product Suite	85 of 137			
	Asset Transition Value (ATV) Report				

DRD#ODIN-HQ-13	And Asset Value Calculation Methodology	86 of 137			
DRD#ODIN-HQ-14	Communications Plan	88 of 137			
DRD#ODIN-HQ-15	Action Item Report	90 of 137			
DRD#ODIN-HQ-16	Desktop Software Release Plan and Monthly Status Report	92 of 137			
DRD#ODIN-HQ-17	Help Desk Tick Summary Report	94 of 137			
<b>Part VII.</b>	<b>Contract Clauses</b>	<b>59 of 137</b>			
Section 1.	1852.204-74 Central Contractor Registration (May 2002)	96 of 137			
Section J.	1852-215-84 Ombudsman (October 2003)	96 of 137			
Section K. a-d	1852.219-76 NASA 8 Percent Goal (July 1997)	96 of 137			
Section L.	1852.223-71 Frequently Authorization (December 1988)	97 of 137			
Section M. 1-5	1852-245-71 Installation-Accountable Government Property (June 1998)	97 of 137			
Section N.a-i	1852.245-77 List of Installation-Accountable Property and Services (July 1997)	98 of 137			
Section O. a-d	GSFC 52.204-99 (August 2003) On-Site Contractor Personnel –				

	Identification, Reporting, and Checkout Procedures	98 of 137			
Section P. a-e	GSFC 52.203-91 Limited Release of Contractor Confidential Business Information (June 2002)	99 of 137			
Section Q. a-c	GSFC 52.211-95 (Dec 2003) Government Premises – Physical Access and Compliance with Procedures	100 of 137			
Section R. a-e	GSFC 52.219-90 (October 1999) Small Business Subcontracting Plan and Reports	101 of 137			
Section S. a-b	GSFC 52.223-91 (October 2002) Safety and Health Additional Requirements	102 of 137			
Section T a-i	Electronic Information Technology (EIT) Standards	103 of 137			
1194.22 a-p	Web-based intranet and internet information and applications	104 of 137			
Note to §1194.22	The Board interprets paragraphs a-k	105 of 137			
§1194.23 a-k	Telecommunications products	105 of 137			
§1194.24 a-e	Video and multimedia products	107 of 137			

§1194.25 a-j	Self contained, closed products	107 of 137			
§1194.26 a-d	Desktop and portable computers	108 of 137			
Subpart C --	Functional Performance Criteria	108 of 137			
§1194.31 a-f	Functional performance criteria	108 of 137			
Subpart D --	Information, Documentation, and Support	109 of 137			
§1194.41 a-c	Information, documentation, and support	109 of 137			
Section U.	1852.219-75 Small Business Subcontracting Reporting	110 of 137			
Attachment A.	HQ ODIN Ordering Quantities	111 of 137			
Attachment B.	HQ Price List for Years 1, 2, 3	112 of 137			
Attachment C.	Summary of Metrics Performance Retainage Pool (PRP) Amounts	113 of 137			
C-2:	Printer Services	114 of 137			
C-3:	FAX Services	115 of 137			
C-4:	Catalog Purchases	116 of			

		137			
Attachment D	Summary of Performance Retainage Pool (PRP) Amounts	117 of 137			
Attachment E	Table Summary of Seats and Services	118 of 137			
E-2:	FAX Seats	121 of 137			
E-3:	Printer Seats	122 of 137			
Attachment F	Listing of Accepted Seat Certifications	123 of 137			
Attachment G	HQ Desktop Hardware/Software Baseline Product Suite	124 of 137			
Attachment H	Triage 1, 2, 3 and Call List Hardware/Software	125 of 137			
Attachment I	Not Used by NASA HQ	126 of 137			
Attachment J 1-8	Integrated Financial Management (IFM) Support	127 of 137			
Attachment K	Not Used by NASA HQ	129 of 137			
Attachment L	Not Used by NASA HQ	130 of 137			
Attachment M	NASA Headquarters Property	131 of 137			

Attachment N	Safety and Health Plan to be furnished by the Contractor	132 of 137			
Attachment O	Sub-contractor Plan -- to be furnished by the contractor	133 of 137			
Attachment P	List of Non-ODIN Contractors	134 of 137			
Attachment Q	OIG Service Clarification	135 of 137			