

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE  
J

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2. AMENDMENT/MODIFICATION NO. <b>A00010</b>	3. EFFECTIVE DATE See Blk. 16C.	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY CODE NAVAL INVENTORY CONTROL POINT 5450 CARLISLE PIKE, P.O. BOX 2020 MECHANICSBURG, PA 17055-0788 SHAWN R. RUNK, (717) 605-4046 Shawn_R_Runk@icpmech.navy.mil	N00104	7. ADMINISTERED BY (If other than Item 6) CODE SAME AS BLOCK 6	N00104

8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, State and ZIP Code)  ELECTRONIC DATA SYSTEMS CORPORATION 13600 EDS DRIVE A6N-D48 HERNDON, VA 20171 ATTN: NMCI CONTRACTS	<input checked="" type="checkbox"/>	9A. AMENDMENT OF SOLICITATION NO.
	<input type="checkbox"/>	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. N00024-00-D-6000
		10B. DATED (SEE ITEM 11) 06 October 2000

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

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended  is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:  
(a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR 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)  
NOT APPLICABLE

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

<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 52.212-4 (c), CHANGES
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, X is required to sign this document and return **ELECTRONIC** copies to the issuing office.  
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

--SEE PAGE TWO--

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

15A. NAME AND TITLE OF SIGNER (Type or print) <i>John Gerhart NMCI Contracts Negotiator</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHAWN R. RUNK
15B. CONTRACTOR/OFFEROR <i>John A. Gerhart</i> (Signature of person authorized to sign)	15C. DATE SIGNED 03-13-03
16B. UNITED STATES OF AMERICA BY <i>[Signature]</i> (Signature of Contracting Officer)	16C. DATE SIGNED 3-18-03

1. The contractor's technical proposal is accepted and hereby incorporated into this modification, issued to incorporate the following CLIN 0029 requirement into the contract:

ITEM	SERVICE	QUANTITY	MONTHLY SERVICE PRICE	TOTAL AMOUNT
0029LA	Legacy Classified Local Area Network (CLAN) Support RFP Ser#2516/MKA087 Date of Order – 30 September 2003	7	\$166,200.00	\$1,163,400.00

a. These items are only orderable under UICs N00033, N62383 and N62381.

2. The Contractor shall demonstrate CLAN support capability as follows:

### EXECUTIVE SUMMARY

The contractor currently supports Military Sealift Command (MSC) in providing legacy Classified Local Area Network (CLAN) service support at the following sites:

- \* MSC Atlantic, Norfolk Naval Station, VA - 8 hours per day 5 days per week.
- \* MSC Headquarters, Washington Navy Yard, D.C. - 16 hours per day 5 days per week.
- \* MSC Pacific, San Diego, CA - 8 hours per day 5 days per week.
- \* MSCPAC, Pearl City, HI - 4 hours per day 5 days per week.

Additional onsite personnel are required to maintain and operate CLANs, and desktops within the CLAN environments, at each of the designated sites, in providing an increased level of support required under the NMCI basic seat services; 24 hour per day, 7 days per week (24x7). EDS shall provide the required supplemental help desk support activities from date of award through 30 September 2003 and additional personnel, with required security level clearance(s), in satisfying the objective of extended support service, 24x7 coverage, for the CLANs.

The contractor shall provide MSCHQ, MSCPAC, Pearl City, and MSCLANT with 24x7 onsite legacy network support for the Classified LANs at each site. Since the Classified LAN solution has not been implemented by NMCI, the objective is to provide additional hours required for each site.

The contractor shall provide supplemental help desk support, to include:

- \* Help Desk Support
- \* Operation and Monitoring of the Legacy Classified LANs
- \* Management of the GFE Equipment.

Personnel staffing these positions shall have Secret Security clearances and shall be skilled and knowledgeable with the required network software, operating systems, and utilities required to provide help desk support and operations and monitoring of the Classified LAN to include desktop break/fix, server reboots, and server backup functions.

### ASSUMPTIONS

a. Extended Help Desk support shall occur in facilities currently occupied by contractor personnel.

b. Site access will be pre-arranged by the Government.

c. The Government shall provide dedicated workspace and office environment for contractor personnel throughout the 24x7 support period; including lighting, heat, and a secure environment.

- d. Support shall continue until the end of the period of performance, unless sooner terminated in writing and providing two weeks advance notice of pending termination.
- e. The period of performance shall be from date of award through 30 September 2003. The contractor shall be allowed two weeks from date of award to staff up to the required number of appropriately skilled personnel.
- f. There are no applicable Service Level Agreements.

## **OPERATIONS AND MANAGEMENT**

### **a. Help Desk**

Help Desk contractor personnel will occupy the Classified Help Desk and perform the following activities:

- \* Track Trouble Tickets
- \* Respond to Customer Service Calls
- \* User Management
- \* Re-image Hard Drives when Required.

Contractor Help Desk personnel shall provide user technical assistance for solving NMCI issues to the user's satisfaction. The user shall have the capability to interact or communicate with the help desk by voice, email, and/or by fax; additionally designated users shall have visibility into a web-based trouble ticket status system. These capabilities also include the timely notification by the help desk of planned or unplanned system maintenance or degradation of the NMCI.

### **b. Operation and Monitoring of the Legacy Classified LANs**

Contractor Help Desk Personnel shall provide the following support to the Legacy Classified LANs:

- \* Monitor the Network
- \* Troubleshoot Software and Hardware Problems
- \* Troubleshoot Network Connection Problems
- \* Perform Server Backup and Restore
- \* Perform Routine Maintenance

### **c. Management of the GFE Equipment**

OEM Vendors will provide hardware and software maintenance for the Government acquired and installed GFE. Hardware and software maintenance activities will be coordinated and managed by the contractor with Government personnel. The cost of recurring software and hardware maintenance expense is not included in this modification. It is assumed the Government will enter into agreements for this maintenance directly with the OEM vendors.

d. The contractor team will be managed locally by the current Site Managers:

- \* MSCLANT - Rick Cecconi
- \* MSCHQ - Lew Wolfrom
- \* MSCPAC - Robert Keepper
- \* MSCPAC Pearl City - Joyce Murray.

## **DELIVERABLES**

### **a. Performance Reporting**

Performance reports shall be provided to the Government documenting major activities impacting the network on a weekly basis.

**b. Call out Roster**

A call out roster with contractor contacts shall be provided to the Government. The call out roster shall be updated, minimally, on a monthly basis or more frequently as situations dictate.

**c. Escalation Procedures**

A set of Escalation procedures shall be provided to the Government, which will be time phased, against the level of severity, with the escalation level leader identified by name, title, and phone number during and after normal business hours. This document shall be updated as needed, but no later than every quarter to ensure re-validation.

**d. Acceptance Criteria**

Upon submittal of deliverable reports, the Government shall have five (5) business days to review the reports for acceptance. Failure to respond within the five-day period will be considered acceptance of that deliverable. The Government's requested revisions shall represent corrections only. Content additions and changes in the scope or delivery schedule shall be mutually agreed upon. If any of the changes should cause a change in the price of this task order, the ACO and contractor will negotiate a modification accordingly.

**A CONFORMED COPY OF THE REVISED CONTRACT IS MADE A PART OF THIS MODIFICATION AS A RESULT OF THE CHANGES OUTLINED HEREIN.**

**All other terms and conditions of Contract N00024-00-D-6000 remain unchanged, and in full force and effect.**